Sustainability Report
2024-25

GAIL (India) Limited



Scripting the story of a Greener Future

GAIL (India) Limited

Scripting the Story of a Greener Future

Sustainability Report 2024-25

Energizing Excellence in Integrated Business

GAIL is scripting the story of a greener future by building a cleaner, smarter, and more inclusive energy ecosystem for India. In FY 2024-25, GAIL fast-tracked its Net Zero Emissions Targets, now aiming for 100% reduction in Scope 1 and 2 emissions by 2035 and 35% reduction in Scope 3 emissions by 2040. This ambition is backed by action India's largest 10 MW Green Hydrogen plant was commissioned at Vijaipur, Renewable Energy (RE) capacity scaled to 145 MW, and leadership in biofuel was strengthened under the SATAT scheme with 31,937 MT of CBG sales. The launch of GAIL SAGAR, India's pioneering offshore Green Energy initiative, further signals our commitment to unlocking new frontiers in clean energy ecosystem.

Strategic MoUs with the Government of Karnataka (1 GW RE projects) and AM Green (2.5 GW RE and green chemicals) will enable rapid expansion of Renewable infrastructure. On the ground, GAIL's pipeline network extended to ~16,421 km, with milestones such as the Durgapur-Kolkata section of the Urja Ganga pipeline, the upgrade of Dabhol LNG Terminal to an all-weather port, and continued progress on the Mumbai-Nagpur-Jharsuguda and Srikakulam-Angul pipelines and last leg of KKBMPL project in Tamil Nadu State. Industrial decarbonization is being driven by downstream expansion, including the 500 KTA PDH-PP plant at Usar and ongoing CGD network growth.

Backed by robust financial performance, advanced digital systems like SAP S/4 HANA Cloud, and inclusive development reaching more than 15 Lakh beneficiaries, GAIL continues to shape India's energy future. From Green Hydrogen and Renewables to digital innovation and global energy partnerships, every initiative reflects our belief that sustainability is not just a goal but the story we live and lead.





Mission

Enhancing quality of life
through clean
energy and beyond



Vision

Be the leader in natural gas value
chain and beyond, with global presence
creating value for stakeholders with
environmental responsibility

content

Chapter no.	Chapter Name	Page No.
1	About the Report	05
2	Message from Directors	09
3	GAIL at a Glance	37
4	Sustainability at GAIL	45
5	Our Stakeholder Inclusion and Materiality	55
6	Strong Governance and Business Resilience	71
7	Business Growth	89
8	Operational Excellence	101
9	Energy and Environment	109





Chapter no.	Chapter Name	Page No.
10	Climate Change	123
11	Our Employees	137
12	Ensuring Health and Safety for All	151
13	Responsible Supply Chain Management	161
14	Our Customers	169
15	Our Community	177
16	Performance and Standards	187
	GRI Content Index	205
	Other Indices	238

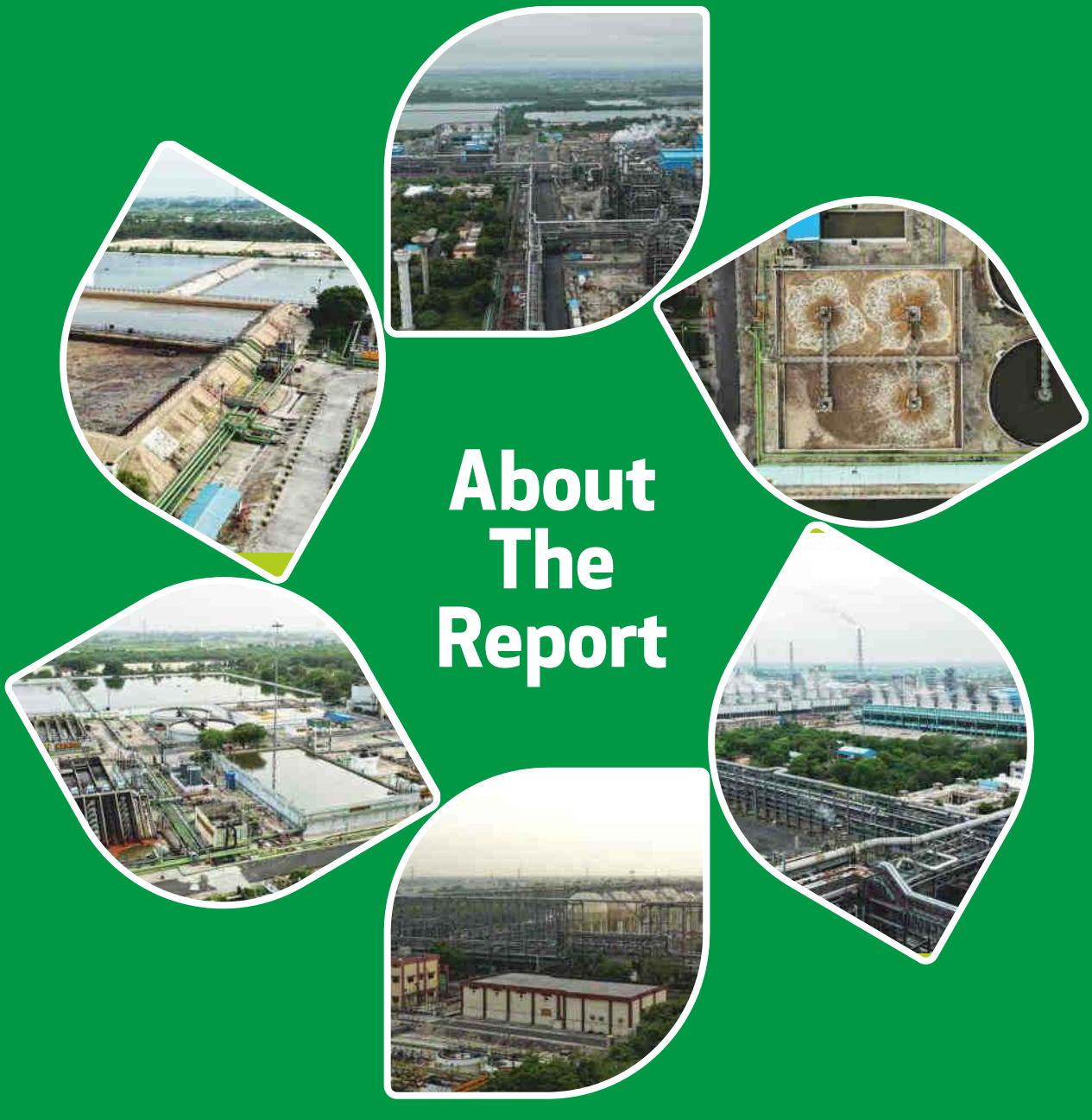




In India's Energy Mix

Fuelling a Greener Turnaround

01



About The Report

About The Report
(GRI 2-2)

At GAIL, transparency and accountability form the cornerstone of our approach to sustainable value creation. We are pleased to present the 15th edition of our Sustainability Report. This report is not only a disclosure document but also a narrative of our sustainability journey, aligned with this year's theme "Scripting the Story of a Greener Future."

Through this report, GAIL demonstrates its continued commitment to integrating Sustainability Principles into its business strategy and operations. The report outlines our performance, progress on goals and targets, and engagement with stakeholders. It also highlights the material topics identified through a robust materiality assessment, reflecting issues of significance to both GAIL and its stakeholders.

1.1 Reporting Year & Cycle

(GRI 2-3 a, b, c)

This Sustainability Report presents GAIL's Environmental, Economic, Social, and Governance (EESG) performance for the Financial Year spanning 1st April 2024 to 31st March 2025. The report follows an annual reporting cycle and is made publicly available to ensure transparency and stakeholder accessibility. This year's report contains no restatements of information from previous reporting periods.

The digital version of this report can be accessed on the GAIL website: **https://gailonline.com/SbSustainability.html**

1.2 Reporting Standards

GAIL's Sustainability Report is prepared in alignment with globally recognized reporting standards and national regulatory frameworks, ensuring that our disclosures are credible, comprehensive, and useful for stakeholders. The report adheres to the Global Reporting Initiative (GRI) Standards, which provide a globally accepted framework for sustainability reporting at the Core level. This ensures transparent disclosure of our performance on material topics, including governance, environment, labour practices, and social impact.

As a listed company in India, GAIL also complies with the Business Responsibility & Sustainability Reporting (BRSR) requirements mandated by the Securities and Exchange Board of India (SEBI). The BRSR disclosure, is part of the National Guidelines on Responsible Business Conduct (NGRBC), documents which guides GAIL in reflecting our performance on key principles related to ethics, human rights, employee well-being, environmental responsibility, and community development.

We have integrated sector-specific disclosures using the International Financial Reporting Standards (IFRS S1 and S2), focusing on material EESG topics and sustainability-related financial information and climate-related disclosures for the Oil & Gas sector. Further, we follow industry-specific environmental and social guidelines developed by the International Petroleum Industry Environmental Conservation Association (IPIECA), American Petroleum Institute (API), Sustainable Development Goals (SDGs) and ISO 26000:2010, enabling benchmarking within the global Oil & Gas sector.

GAIL has reported its performance across all key indicators corresponding to the identified material topics, along with a clear articulation of the management approach for each. This multi-framework alignment enhances the quality and comparability of our disclosures, enabling stakeholders including investors, regulators, civil society, and customers to make informed assessments of our ESG performance.

1.3 Reporting Scope

(GRI 204-1 b, c)

The scope of reporting includes GAIL's performance across all locations in terms of various aspects of Sustainability. Unless stated otherwise, India is our significant location of operations. The word "local" refers to India, wherever applicable. Company's Joint Ventures, Subsidiaries, Associates, leased facilities, outsourced operations and other entities have been excluded from the scope of this Report.

1.4 Reporting Boundary

(GRI 2-1d, GRI 2-2a, b, c,)

GAIL's reporting boundary is at standalone level; it includes the following, unless stated otherwise:

- GAIL's Production and Processing Plants at Pata, Vijaipur, Vaghodia, Gandhar
- Natural Gas Compressor Stations (Hazira, Vaghodia, Jhabua, Khera, Vijaipur, Dibiyapur, Kailaras and Chhainsa)
- Liquified Petroleum Gas (LPG) pumping/ receiving stations (Loni, Mansarampura, Nasirabad, Abu Road, Samakhiali, Jamnagar, Kandla, Vishakapatnam, G Konduru and Cherlapalli (Secunderabad)).
- Regional pipeline offices in NCR, Baroda, Ranchi, Mumbai, Puducherry, Rajahmundry, Kochi, Agartala and Dabhol Bengaluru Pipeline (DBPL)
- Exploration & Production direct operations

- Corporate Office in New Delhi
- Info-Hub and Jubilee Tower office in Noida
- GAIL Training Institutes at Noida and Jaipur
- Zonal Marketing offices at Mumbai, Noida, Chandigarh, Jaipur, Lucknow, Bhopal, Hyderabad, Bengaluru, Chennai, Bhubaneshwar, Kolkata, Guwahati, Gujarat

1.5 Data Management

To ensure consistency and quality of EESG data, GAIL uses customized internal platforms such as the e-Sustainability Module and the e-BRSR Module. Sustainability coordinators at each unit are responsible for timely data entry and submission, after review/approval of departmental heads.

These systems enable GAIL to:

- Monitor Sustainability KPIs
- Automate alerts for data inconsistencies
- Facilitate data-driven decision-making for ESG performance

All data entries are reviewed and approved by respective plant / departmental heads and integrated at the corporate level.

1.6 Data Validation and External Assurance

(GRI 2-5a, b, 2-3d)

An accredited external agency has carried out assurance of this Report. This Sustainability Report is a Type 2 High-Level Assurance/Reasonable Assurance Report following the latest International Standard on Assurance Engagements (ISAE) 3000 (Revised) & AA1000 v3 AccountAbility Standards. The assurance process includes physical assurance at multiple sites, offices and corporate departments, as well as virtual assurance at various locations to validate the reported data. Sustainability Coordinators from functional departments compile data on material topics, which is consolidated into the report by the Corporate Sustainability Department. The final report is reviewed and approved by the Sustainable Development Committee of the Board.

The Sustainability Report is a communication tool for all our stakeholders and is an operational document that assists us in informed decision-making. Readers can also reach out to us at sustainability@gail.co.in to provide feedback on improving our performance and sustainability disclosures. Any feedback or query related to this report can also be communicated to Shri Parivesh Chugh, Executive Director (SD & Renewables) (pchugh@gail.co.in) and Shri Sameer Virmani CGM (SD) (s.virmani@gail.co.in).

Disclaimer:
Statements in the GAIL's Sustainability Report FY 2024-25 may be "forward-looking statements" identified by words such as 'plans', expects', 'will', 'anticipates', 'believes', 'intends', 'projects', 'estimates' and may be progressive within the meaning of the applicable laws and regulations. The Company disclaims any obligation to update these forward-looking statements except as required by law or as deemed fit by the organization.



Shri Sandeep Kumar Gupta, CMD, and Shri Sanjay Kumar, Director (Marketing), receiving GAIL Bhuwan-the first LNG vessel successfully discharged at the Dabhol LNG Terminal, marking the start of year-round operations



GAIL celebrated its 42nd Foundation Day with the gracious presence of Shri Sandeep Kumar Gupta, Chairman & Managing Director, along with Shri R. K. Jain, Director (Finance); Shri Deepak Gupta, Director (Projects); Shri Ayush Gupta, Director (HR); Shri Sanjay Kumar, Director (Marketing); and Shri R. K. Singhal, Director (BD)

02



Message from Directors



Message from CMD

Dear Stakeholders,

It is with great pride that I present GAIL's Sustainability Report for the FY 2024-25, themed "Scripting the Story of a Greener Future." This theme encapsulates our unwavering resolve to champion clean energy, accelerate decarbonisation, and drive inclusive growth while crafting a resilient, low-carbon tomorrow for India.

In a year shaped by global uncertainties, dynamic energy markets, and urgent climate challenges, GAIL has not only upheld operational excellence but also reaffirmed its dedication to embedding sustainability at the core of its business strategy. At the same time, GAIL delivered its highest-ever financial performance with Profit Before Tax (PBT) of INR 14,825 Crore and Profit After Tax (PAT) of INR 11,312 Crore, both registering 28% growth over the previous year. Revenue from Operations rose to INR 1,37,288 Crore, supported by robust fundamentals and strategic resilience. Capital expenditure of INR 10,512 Crore during FY 2024-25 demonstrates our commitment to strengthening infrastructure for a cleaner energy future.

Taking a bold step forward, GAIL has advanced its Net Zero commitment by five years, now targeting 100% reduction in Scope 1 and Scope 2 Greenhouse gas emissions by 2035. In addition, we have pledged to reduce Scope 3 emissions by 35% by 2040, thereby aligning with climate goals. These targets are being translated into action across our value chain. We have commissioned a 10 MW Ground Mounted Solar Plant at Vijaipur, taking our cumulative renewable energy capacity to 145 MW. We are now actively working towards scaling this capacity to 3.5 GW by 2035. In the next 2-3 years alone, we aim to double our installed renewable capacity. Among the key projects in progress are a 170 MW captive wind project in Maharashtra, for which tendering is under progress, and a proposed 100 MW solar project in Uttar Pradesh, where land acquisition is under progress. At our Pata site, a 17.5 MW floating solar project is being set up for which a Project Management Consultant (PMC) has been appointed. Similarly, at Vijaipur, a 7.75 MW floating solar project is under implementation.

In addition to Renewables, GAIL has marked a significant milestone in Green Hydrogen with the operationalisation of a 10 MW PEM electrolyser-based plant in Vijaipur, Madhya Pradesh. Commissioned in May 2024, the facility has a daily production capacity of 4.3 TPD of Green Hydrogen. We have also made substantial strides in improving water stewardship. During FY 2024-25, GAIL successfully recycled 78,000 kilolitres of wastewater, demonstrating our commitment to sustainable water management and reducing environmental impact.

Our leadership in Compressed Biogas (CBG) continues under the SATAT initiative and the CBG-CGD synchronization scheme. GAIL commissioned its first Municipal Solid Waste (MSW) based CBG plant to produce 5 TPD of CBG in Ranchi. During the FY, GAIL further signed 212 Tripartite Agreements with 159 CBG producers and 38 CGD entities under the synchronization scheme and achieved sales of 31,937 MT of biogas, registering 208% of our MoU targets and commanding a ~75% market share in biogas sales across India. These achievements reflect our expanding role in facilitating cleaner fuels and supporting rural circular economies.

Energy security remained central to our strategy. During FY 2024-25, GAIL imported a record 141 LNG cargoes, supplemented by long-term and spot sourcing, and concluded a mid-term agreement with Qatar Energy Trading for ~0.8 MMTPA LNG over five years starting April 2025. The successful commissioning of the long-awaited breakwater project at

Dabhol LNG terminal has transformed it into an all-weather port, greatly enhancing our operational flexibility. Our LNG logistics capacity was also strengthened with the induction of GAIL Sagar, the fifth LNG vessel in our fleet under long-term charter.

A landmark achievement in LNG infrastructure was the successful completion of the long-awaited breakwater project at the Dabhol LNG terminal, operated by GAIL's subsidiary, Konkan LNG Limited (KLL). This critical development has transformed the terminal into an all-weather port, significantly enhancing the Company's operational resilience, flexibility, and year-round LNG sourcing capabilities.

Simultaneously, in pipeline infrastructure, GAIL extended its Natural Gas pipeline network to ~16,421 km by adding 277 km during the year, while throughput volumes rose 6% to 127.32 MMSCMD, ensuring reliability in supply. Alongside Natural Gas Pipelines, we are expanding our Liquid Hydrocarbon network. Notably, GAIL has received authorisation from PNGRB for capacity expansion of the Jamnagar-Loni LPG pipeline from 3.25 MMTPA to 6.5 MMTPA. Work is progressing on two other key projects the Uran-Usar Propane pipeline and the Vijaipur-Pata C2/C3 pipeline strengthening our ability to deliver cleaner fuels and petrochemical feedstock. These infrastructure developments reinforce both India's energy security and low-carbon transition pathways.

City Gas Distribution (CGD) is another pillar of our growth. During FY 2024-25, GAIL and its group entities added 12.28 Lakh PNG connections and 507 CNG stations, taking the total footprint to ~95.7 Lakh D-PNG and over 3,100 CNG stations across 72 geographical areas. Together, we now command ~54% market share in CNG and PNG sales across India, making clean energy accessible to millions of households and transport users.

Once again, GAIL's responsible business practices received global recognition. We retained our position in the FTSE4Good Index, an international ESG benchmark, and received the prestigious CII GreenCo Champion Award for integrating sustainability across our operations. Our continued focus on safety and environment was reflected in an HSE performance score of 96.37%, surpassing the internal target of 95.5%.

In FY 2024-25, we invested INR 375.53 Crore in Research & Development, focusing on emerging technologies like green hydrogen, carbon capture, and alternative fuels. A major step forward was the acquisition of land at Sohna, Haryana, to establish a state-of-the-art R&D Centre, which will focus on pipeline technology, petrochemicals, renewables, green hydrogen, CCUS, advanced materials, and biotechnology. This will complement our ongoing R&D efforts and position GAIL as a leader in future-ready solutions.

Notably, GAIL became the first PSU in India to implement SAP S/4 HANA on Cloud enabling Group Reporting, real-time consolidation of financial data across all group companies. This transformative step has enhanced data transparency, strengthened compliance, and improved the robustness of our ESG reporting frameworks.

Social inclusiveness continues to be a central pillar of GAIL's sustainability approach. During FY 2024-25, we spent INR 183.77 Crore on CSR initiatives, positively impacting over 15 Lakh individuals, particularly across 30 Aspirational Districts. Our diversity and inclusion efforts saw strong results. Procurement from women-owned MSEs rose to 7.80%, and total procurement from MSEs amounted to INR 1,760 Crore, constituting nearly 48.87% of eligible procurement. These outcomes reflect our commitment to inclusive development and strengthening local value chains. Our flagship programmes GAIL Arogya, Ujjwal, Utkarsh, Kaushal, Sashakt, and Saksham continue to advance multiple UN Sustainable Development Goals (SDGs), including SDG 3 (Good Health & Well-being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 7 (Affordable & Clean Energy), and SDG 13 (Climate Action).

Our employees remain key architects of this greener future. This year, each full-time employee received an average of 42.6 hours of training, with a continued emphasis on leadership development and digital skills. Our customer-centric initiatives also bore fruit during FY 2024-25, GAIL achieved a Customer Satisfaction Index (CSI) score of 92%, affirming our focus on responsiveness and service quality.

As we look forward to the future, GAIL's Strategy 2030 offers a clear pathway to align core business growth with the evolving energy landscape. From green hydrogen and biofuels to LNG mobility and digital infrastructure, our focus remains on scalable and sustainable solutions. We are also progressing on

the coal-to-SNG project in partnership with Coal India Limited, reinforcing our commitment to alternative fuel development and long-term energy security.

This report captures more than data; it is a reflection of our values, our progress, and our purpose. I firmly believe that our journey toward sustainability is a shared one. With the continued support of our stakeholders, we will drive innovation, create shared value, and accelerate India's transition to a low-carbon economy in alignment with the UN SDGs.

Let us script together, a cleaner, greener, and more sustainable tomorrow.



Sandeep Kumar Gupta
Chairman and Managing Director



Message from Director (Finance)

GAIL has delivered its strongest financial performance to date in FY 2024-25 and recorded its highest EBITDA, PBT and PAT, despite of complex global economic environment and volatile energy markets. This was made possible by our unwavering commitment to operational excellence, fiscal discipline, and strategic investments in future-ready energy solutions.

Our robust financials are a testament to this commitment. Revenue from Operations rose to INR 1,37,288 Crore reflecting a 5% increase from last year INR 1,30,638 Crore. EBITDA reached INR 19,168 Crore, up 23% from INR 15,583 Crore from last year, while Profit Before Tax (PBT) stood at INR 14,825 Crore, a 28% rise over INR 11,555 Crore last year. Profit After Tax (PAT) followed suit with a 28% growth, reaching INR 11,312 Crore from INR 8,836 Crore in last year. This strong momentum reflects GAIL's operational depth, market leadership.

Our dividend payout for FY 2024–25 stood at INR 4,274 Crore, including an interim dividend of INR 6.50 and a proposed final dividend of INR 1.00 per equity share. With a payout ratio of 37.78%, we have reaffirmed our commitment to shareholder value and reinforcing our legacy of value creation and rewarding shareholders. Furthermore, Capex during the year amounted to INR 10,512 Crore, reflecting our investments in strategic infrastructure and clean energy initiatives.

Operationally, GAIL demonstrated consistent improvement. Natural Gas transmission volumes increased by 6% to 127.32 MMSCMD, up from 120.46 MMSCMD, and Gas Marketing volume reached 101.49 MMSCMD, compared to 98.45 MMSCMD in FY 2023-24. Petrochemical rose by 6% to 827 TMT from 777 TMT, while LHC production was 947 TMT, slightly lower than last year's 996 TMT, but aligned with shifting product strategies and market demands.

Our financial prudence and resilience were further reflected in a healthy balance sheet. The Debt-to-Equity ratio improved to 0.26, and key profitability indicators such as Return on Net Worth (17.89%) and Interest Coverage Ratio (15.35x) remain robust.

Our prudent cash management saw deployment of surplus funds in TREPS and CROMS, balancing safety, liquidity, and returns. As part of our investor engagement program, we conducted site visits for analysts and investors to provide first-hand insights into project progress, aiding them in understanding the Company's operations better.

GAIL has also expanded its footprint by incorporating wholly owned subsidiary, GAIL Global IFSC Limited, at GIFT City, Gujarat, which will focus on undertaking global/regional corporate treasury centre activities to further expand our business portfolio and enhance financial capabilities.

GAIL becomes the 1st PSU to be conferred with the coveted SAP ACE Award – 2024, for 2nd year in a row under the category "The Disruptor – Best Finance Transformation" for Trust Accounting migration to SAP TRM (Treasury and Risk Management). GAIL was also conferred the prestigious "The Governance Now 9th India PSU IT Award" by Governance Now in the category of "Digital Transformation Excellence". GAIL was also selected as winner in ICAI Sustainability Reporting Awards 2023-24 and excellence in BRSR FY 2023-24.

Looking ahead, we remain committed to enhancing shareholder value while advancing India's clean energy transition. Our financial roadmap is designed to accelerate investments in renewables, green hydrogen, digital finance, and downstream integration through prudent capital allocation and innovation-led growth.

As we continue to grow responsibly, I am confident that GAIL will not only outperform market expectations but also lead the way as a financially strong, climate-resilient, and forward-looking energy company.

Rakesh Kumar Jain
Director (Finance)



Message from Director (Projects)

At GAIL, we believe that infrastructure growth and sustainability must go hand in hand. Anchored in our purpose of delivering clean and affordable energy, we continue to play a pivotal role in shaping India's transition toward a low-carbon economy. In FY 2024-25, we advanced our mission of nation-building through energy infrastructure development. Our Natural Gas pipeline network expanded to ~16,421 km, spanning 23 states and union territories, and accounting for nearly 65% of India's Natural Gas Transmission. Additionally, GAIL also owns and operates 2,040 km of LPG pipelines.

During the year, we successfully commissioned 277 km and lowered 717 km of new Natural Gas pipelines. A significant milestone was achieved with the inauguration of the 132 km Durgapur-Kolkata section of the Pradhan Mantri Urja Ganga (JHBDPL) project by Hon'ble Prime Minister Shri Narendra Modi. The project enhanced the clean energy access to city of Kolkata. With this, 3,118 km out of the planned 3,289 km under JHBDPL are now operational supporting industrial growth and delivering clean fuel to key anchor customers like Matix Fertilizers, HURL's units in Gorakhpur, Sindri & Barauni and CGD entities enroute.

We are also making steady progress on other strategic pipeline projects, including the 1,702 km Mumbai–Nagpur–Jharsuguda Pipeline, the 901 km Kochi-Koottanad-Bengaluru-Mangaluru Pipeline Phase-II (579 Km already commissioned), the 743 km Srikakulam Angul Pipeline, and the 152 km Gurdaspur–Jammu Pipeline, with expected completion timelines extending into FY 2025–26. These projects will further expand the National Gas Grid and enable cleaner fuel access across regions. A proud achievement was also witnessed with the commissioning of the breakwater facility at the Dabhol LNG Terminal, transforming it into an all-weather port and enabling uninterrupted operations during the monsoon season demonstrated by the successful berthing of an LNG vessel in June 2025.

On the sustainability front, we continued accelerating our Net Zero roadmap with operating our facilities efficiently and adopting cleantech. The 10 MW Green Hydrogen plant at Vijaipur was commissioned this year. We also initiated the electrification lever of net zero by commissioning of electrical drive-in place of gas turbine at Vijaipur, reducing an estimated 6,560 tonnes of CO_2 annually. Furthermore, 35 MWp of solar capacity is under implementation, including floating and ground-mounted projects at Pata and Vijaipur.

The health, safety, and well-being of our employees remained a priority. Our HSE score reached 96.37%, surpassing internal benchmark of 95.5%, conducted comprehensive risk assessments across all major sites, and implemented advanced safety analytics and digital monitoring. These initiatives helped us exceed our HSE benchmarks and embed sustainability deeply into every project we undertake.

As we look ahead, GAIL's Projects Division remains committed to executing infrastructure that drives both economic and environmental value. With every pipeline laid, every plant commissioned, and every clean molecule delivered we are helping build a greener, stronger, and more resilient India.



Deepak Gupta
Director (Projects)



Message from Director (HR)

As GAIL enters its 41st year, our journey continues to be shaped by a dynamic workforce, forward-looking leadership, and a deep sense of social and environmental responsibility. FY 2024-25 has been a year of transformation and growth driven by our people-first ethos and an unwavering commitment to sustainability. In a rapidly evolving energy landscape, we remain focused on empowering our people, building resilient capabilities, and cultivating a workplace that fosters agility, inclusivity, and shared success.

We are committed to creating a fair, supportive and non-discriminatory environment. Communication and collaboration were further strengthened through more than 30 virtual townhalls led by the Corporate HR team and Director (HR), engaging over 1,000 employees across GAIL's locations.

We see diversity as a moral necessity and a key strength, bringing different viewpoints and skills that improve our overall performance. We invested significantly in learning and development, recording over 2.14 Lakh man-hours of training with an average investment of INR 34,915 per full-time employee, and achieving a training efficacy score of 93.69%. Initiatives such as the 17th Knowledge and Experience Sharing Seminar, the launch of the 'Oxford Leadership Program' at Oxford University, and the monthly quiz series "GAIL INQUIZZITIVE" showcased our strong emphasis on continuous learning, leadership development, and business knowledge enhancement across the organization.

A unique initiative 'Spandan 2.0 - Monthly Wellness Hour' was launched, conducting over 550 wellness sessions across locations. We revised our working pattern to designate 1st and 3rd Saturdays as off days for General Shift employees, reflecting our commitment to work-life balance.

We continued to cultivate a vibrant work culture through events such as GAIL's Got Talent 2024, featuring over 200 participants from six regions, and the 43rd PSPB Inter Unit Badminton Tournament, where GAIL's athletes delivered record medal-winning performances.

To encourage employee families, the 'Meritorious Wards Awards' honoured children of employees for academic achievements. In parallel, we launched 'OJAS', a youth engagement platform under the 'YOUphoria' initiative for Oil & Gas PSUs, enabling cultural exchanges, donation drives, and creative contests among young executives.

Through strategic CSR interventions, we spent INR 183.77 Crore, benefiting over 15 Lakh people. Our flagship Project Arogya continued to expand its Mobile Medical Units in underserved areas, while our collaboration with AIIMS Delhi supported critical hormone therapy for children in need. The GAIL Utkarsh Centre in Varanasi was declared a 100% Plastic-Free Clean Campus, and our CNG Boat Project benefiting over 800 boatmen received the Gomati Devi Eminence Award at the Varanasi Lit Festival 2025, showcasing the nexus of sustainability, tradition, and impact.

GAIL's commitment to employee families and local communities was also demonstrated through 'GAIL ABHA 2.0', an entrepreneurial platform for employee spouses at remote locations. By year-end, 42 ventures, including 13 from Vijaipur, had been launched in sectors like AgriTech, EduTech, Fashion, and Food. Several of these startups have already registered as formal enterprises, reflecting GAIL's efforts in enabling self-reliance and economic inclusion.

GAIL is bringing the GMPL plant in Mangalore back to life after seven years of shutdown by acquiring it through NCLT and starting major repair work. The plant is expected to start operations by January 2026, with trial production beginning soon after. The project is moving ahead smoothly, with costs lower than planned and key systems like the boiler already being revived.

As we move forward, our focus remains on empowering people to be key enablers of GAIL's Net Zero and sustainability goals. Through innovation, ethics, inclusion, and meaningful partnerships, we are nurturing a workforce that is not only future-ready but deeply connected to the values of progress, purpose, and planet.



Ayush Gupta
Director (HR)



Message from Director (Marketing)

In a year that marked both global energy volatility and evolving decarbonization imperatives, GAIL has continued to deliver on its mandate of responsible energy marketing with agility and foresight. As India's leading Natural Gas company, we recognize our dual role in securing the nation's energy needs and driving the transition towards a cleaner, more sustainable energy future.

During FY 2024-25, GAIL achieved a Natural Gas Marketing volume of 101.49 MMSCMD, maintaining our leadership position in a highly dynamic and competitive marketplace. Our Natural Gas transmission volume stood at 127.32 MMSCMD, reflecting stable network performance and high customer engagement. These figures underscore our continued ability to deliver reliable, affordable, and clean energy across the country while expanding our downstream market reach.

The Petrochemical segment recorded its highest-ever Petrochemical of 827 TMT, an affirmation of GAIL's operational excellence and supply chain resilience. Liquid hydrocarbon (LHC) sales were also robust, contributing to diversified revenue streams and value-added product offerings. This strong performance enabled GAIL to generate a revenue of INR 1,20,412 Crore from Natural Gas Marketing, reinforcing our strategic importance in India's energy value chain.

The partnership strengthens GAIL's global sourcing capabilities and aligns with India's ambition to raise the share of Natural Gas in its energy mix from 6.5% to 15% by 2030. The agreement reinforces both companies' commitment to providing stable, cleaner, and competitive energy to the Indian market.

As global LNG demand continues to rise, we have reinforced our long-term strategy by entering into a Time-Charter agreement with Kawasaki Kisen Kaisha ("K" LINE) for a next-generation LNG carrier, which will be operational by 2027. This vessel, under construction at Samsung Heavy Industries, will enhance GAIL's logistical capabilities in the LNG domain and secure strategic flexibility in global gas sourcing and transportation. The agreement reflects our commitment to integrating robust supply chain capabilities with our global gas portfolio.

GAIL has marked a major milestone with the successful berthing and discharge of its first LNG vessel, GAIL Bhuwan, at the Dabhol LNG Terminal following the completion of the Breakwater Project. This achievement was inaugurated on June 2, 2025, transforms Dabhol into an all-weather port, enabling uninterrupted operations year-round, including during the challenging Southwest monsoon.

With a regasification capacity of 5.0 MMTPA, Dabhol is a critical link in India's gas supply network via the Dabhol-Bangalore and Dabhol-Panvel pipelines. The newly commissioned island breakwater a feat of advanced marine engineering is expected to boost vessel accessibility and terminal utilization significantly.

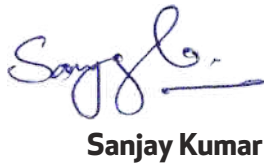
GAIL now plans to expand the terminal's capacity to 6.3 MMTPA in Phase 1, positioning it to handle up to 100 LNG cargoes annually and reinforcing India's long-term energy security.

Our sustainability-focused marketing efforts are also taking shape through integration with emerging fuels such as biogas, hydrogen, and LNG-based mobility. These efforts are aligned with our vision of positioning Natural Gas as a key transitional fuel and enabling cleaner alternatives across industrial and transport sectors. GAIL's marketing strategy now increasingly reflects a "customer plus climate" approach, balancing commercial excellence with decarbonization goals.

To support innovation in our ecosystem, 'GAIL Pankh' our flagship startup initiative has been further expanded to nurture entrepreneurs across energy, e-mobility, safety, IoT, and ESG-aligned solutions. Through this platform, we are investing not just in ideas but in India's innovation economy, enabling disruptive technologies that align with energy sustainability and digital transformation.

We also continued engaging with key customer segments through dedicated technical services, market intelligence, and digital solutions to support operational efficiency. Whether its helping industrial clients switch to cleaner fuels or supporting CGD players through reliable gas supply, our marketing philosophy remains rooted in long-term partnerships, service quality, and sustainability leadership.

At GAIL, marketing is not just a commercial function it is an enabler of national energy transition. With the continued support of our customers, partners, and an exceptional team, we are confident in our ability to deliver value, resilience, and sustainability at scale. Together, we will shape a more connected, cleaner, and customer-centric energy future for India.



Sanjay Kumar
Director (Marketing)



Message from Director (Business Development)

At GAIL, we believe that lasting and meaningful growth stems from the seamless integration of Sustainability principles into our strategic framework. Our achievements are a testament to our steadfast commitment to aligning India's energy aspirations with the broader goals of global sustainability. As we work to meet the nation's rising energy needs, our focus remains on strengthening self-reliance and ensuring energy security while simultaneously confronting the urgent challenges posed by climate change and carbon emissions.

As part of our expanding Renewable Energy portfolio, GAIL signed a landmark Memorandum of Understanding (MoU) with the Government of Karnataka to explore the development of Renewable Energy projects of up to 1 Giga Watt (GW) in the state. The State Government will facilitate necessary approvals and clearances as we move forward to execute these projects over the next five years. We also entered in MoU with AM Green to develop 2.5 GW of RE & Green Chemical Projects. Our clean energy ambition is backed by a target to reach 3.5 GW of RE by 2035, and our green projects continue to contribute to both decarbonization and resilience. We made exceptional progress on our energy transition roadmap. GAIL has laid the foundation to scale this effort, targeting 26 CBG plants, and has committed equity participation in upcoming bio-energy and ethanol ventures across India. We have also operationalized one of India's largest 10 MW PEM electrolyser based Green Hydrogen plant in Vijaipur.

We are happy to share that GAIL is honoured with Prestigious GreenCo Champion Award at CII GreenCo Summit 2025. The award recognizes organizations demonstrating outstanding performance in energy efficiency, decarbonization, and resource optimization. GAIL's multiple sites actively participating in the CII GreenCo rating system have been key contributors to this success. This award acknowledges GAIL's sustained dedication to embedding green practices across its business operations.

GAIL further strengthened domestic gas partnerships by signing a long-term Gas Sale and Purchase Agreement with Oil India Limited (OIL), extending the existing arrangement by another 15 years starting 1st July 2025. Under the agreement, GAIL will source up to 900,000 SCMD of Natural Gas from OIL's Bakhri Tibba Block in Rajasthan to supply clean energy to RRVUNL's power plant. This shall bolster domestic gas availability and energy accessibility through integrated infrastructure and supply security.

These initiatives form a vital part of our strategy to build a future-ready, sustainable, and resilient business. Through strategic partnerships and an unwavering focus on innovation, we are not just driving growth, we are scripting a transformative energy transition that delivers enduring value to our stakeholders.

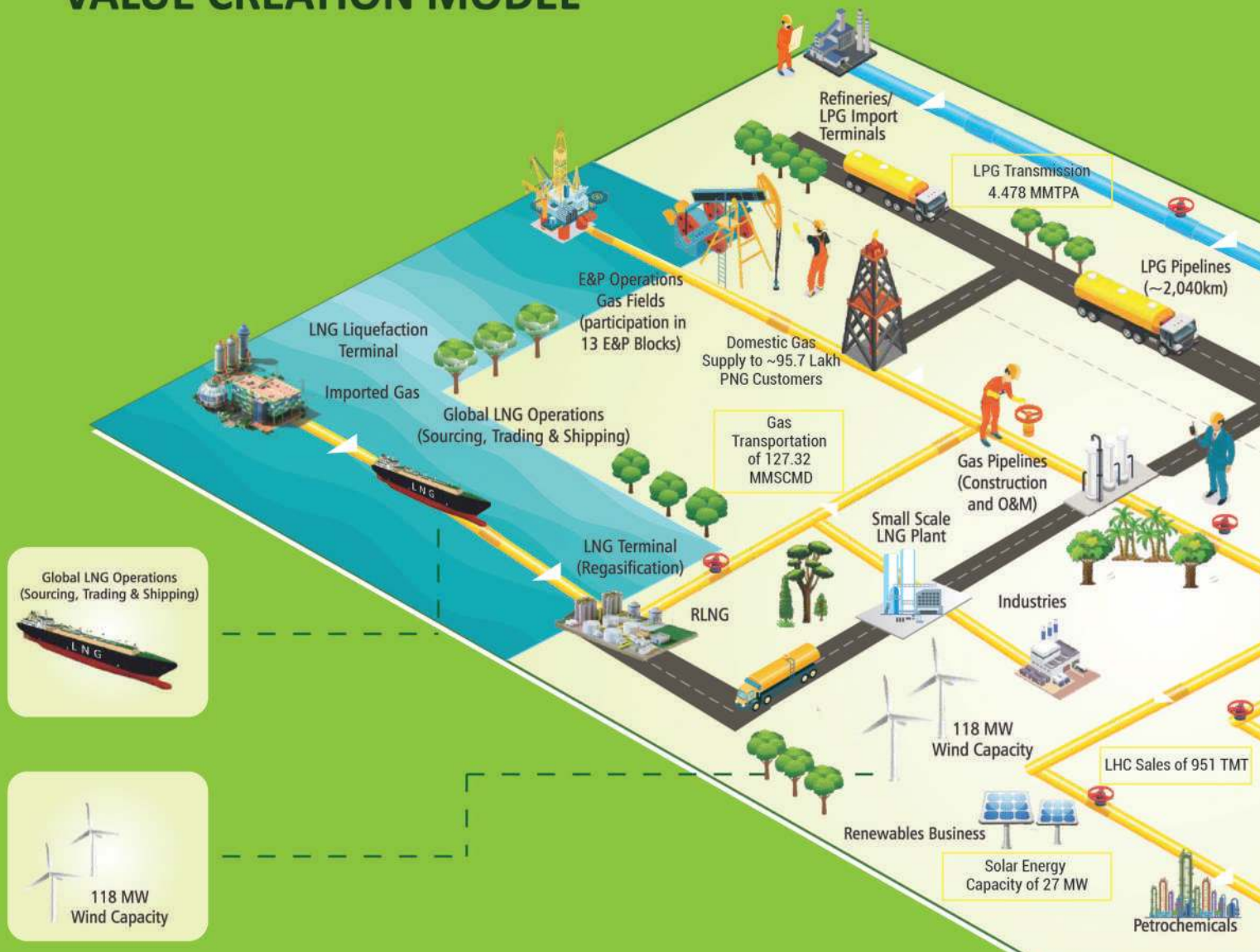
Every step forward reaffirms GAIL's commitment to a cleaner, greener, and more self-reliant India. As we turn each page of this evolving journey, we do so with the conviction that our actions today are shaping a better, more sustainable tomorrow.



Rajeev Kumar Singhal
Director (Business Development)

GAIL's Supply Chain

VALUE CREATION MODEL



The existing Gas Pipeline Network of **~16,421** km and an additional **~3,300** km is under construction.

GAIL and its group companies is Operating around **42%** of India's CNG stations.

In FY 2024-25 GAIL and its group companies added **12.28** Lakh PNG connections

GAIL added **~95.7** Lakh PNG customers and **~3,100+** CNG stations across the country

2nd largest player in the Polyethylene portfolio

Authorized to operate in **72 CGD Geographical Areas (GAs)** throughout India

15% domestic Market share in Petrochemical including BCPL

GAIL's share in the country's Natural Gas Transmission is **~65%.**

GAIL Supplied around **36%** to the Fertilizer Sector of its total Natural Gas sold.

Supplied **11%** to the Power Sector of GAIL's total Natural Gas sold.

GAIL (India) Limited




Compressed Bio-Gas (CBG)


Hydrogen


Petrochemicals

- Commissioned PEM Electrolyser for producing **4.3 TPD** Green Hydrogen.
- E&P operations Gas Fields (participation in **13** E&P Blocks)
- Gas Transmission of **127.32 MMSCMD**
- LPG Transmission of **4.478 MMTPA**
- Wind Energy Capacity of **118 MW**
- Solar Energy Capacity of **27 MW**
- LPG Pipelines **(~2,040 km)**
- Gas Processing Plants **(5 Numbers)**
- Gas Marketing of **101.49 MMSCMD**
- LHC sales of **951 TMT**
- Petrochemical sales of **845 TMT**

EESG PERFORMANCE HIGHLIGHTS OF GAIL FOR FY 2024-25

ECONOMIC

GAIL's market share is **~65% in Gas Transmission** and **~47% in Domestic Gas** Market

GAIL's **Revenue from Operations** is **INR 1,37,288 Crore**

GAIL's **Profit Before Tax** of INR **14,825 Crore**

GAIL procured **INR 1,760 Crore** of goods from **MSEs,** which is ~ **48.87%** of **total procurement** and more than 90% is **sourced locally.**

GAIL spent **INR 183.77 Crore** under **CSR Initiatives** increased from **INR 175.71 Crore** in previous FY.

ENVIRONMENTAL

Net Zero strategy aims to achieve **100% reduction** in **Scope-1 and Scope-2 emissions** by the year 2035 and a 35% reduction in Scope-3 emissions by the year 2040

GAIL has set a target to attain **3.5 GW** of Renewable Energy by 2035

Recycled **78,000 Kilo Litre** of Wastewater

GAIL's Environmental Expenditure is INR **52.36 Crore**

GAIL planted over **~50,000 trees**

SOCIAL

More than **15 Lakh** people benefitted through GAIL's **CSR projects**

Purchase from MSMEs owned by Women Entrepreneurs increased to **7.80%** from **6.65%.**

GAIL achieved a **Customer Satisfaction Index (CSI)** score of **92%**

Training efficacy score is **93.69%**

GAIL spent INR **99.34 Lakh** on **Environmental Training** and Education of Employees

GOVERNANCE

Achieved HSE Score of **96.37%** for **FY 2024-25** against an internal target of **95.5%**

Continue to retain position for **FTSE4 good Index, an International ESG benchmark**

In FY 2024-25, GAIL received 250 complaints from internal and external Stakeholders through the CPGRAMS portal, and **100%** of these were promptly resolved

Credit **rating of 'AAA'** at the Domestic Level and Long-Term Corporate Issuer Rating of **'Baa3'** with Stable Outlook equivalent to the Sovereign Rating of India assigned by **Moody's** International, Singapore.

Received CII Green Co Champion Award for sustainability in business operations

GAIL Highlights
Business Growth Highlights



Hon'ble Prime Minister Shri Narendra Modi dedicates the Durgapur-Kolkata section of the JHBDPL (Urja Ganga) pipeline project to the Nation, marking a major milestone in India's energy infrastructure expansion



GAIL received the prestigious "Initiatives in Promoting Hydrogen-Company of the Year" award at the FIPI Oil & Gas Awards 2023, held on November 26, 2024, in New Delhi. The award was presented by Hon'ble Union Minister of Petroleum & Natural Gas, Shri Hardeep S. Puri, in recognition of GAIL's leadership in advancing India's Green Hydrogen ecosystem



GAIL signed a Gas Supply & Transmission Agreement with Rajasthan Rajya Vidyut Utpadan Nigam Limited (RRVUNL) for the supply of 0.9 MMSCMD of Natural Gas over 15 years to the Ramgarh Gas Thermal Power Plant in Jaisalmer. The gas will be sourced from Oil India Limited's Rajasthan fields, marking a significant step towards cleaner energy generation in the state



GAIL Sagar completes its maiden voyage, arriving at Dabhol LNG Terminal, Maharashtra, on March 23, 2025, after a month-long journey from Cove Point Terminal, Maryland, USA. The successful delivery of its first LNG cargo marks a significant milestone in strengthening India's energy supply chain and GAIL's global LNG logistics capabilities



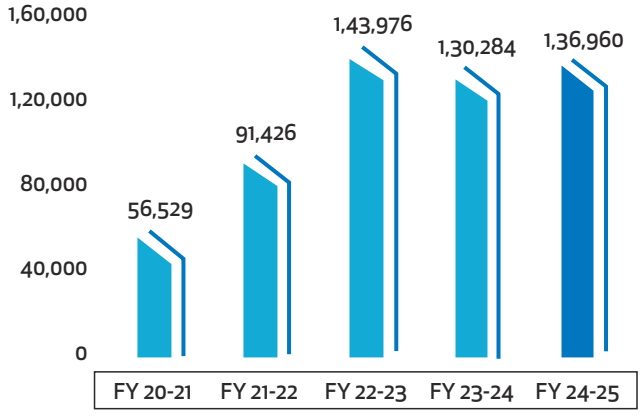
GAIL and Government of Karnataka sign a Memorandum of Understanding (MoU) to jointly explore the development of Renewable Energy projects of up to 1 Giga Watt (GW) in the state marking a key step towards accelerating Karnataka's clean energy transition and supporting India's decarbonization goals



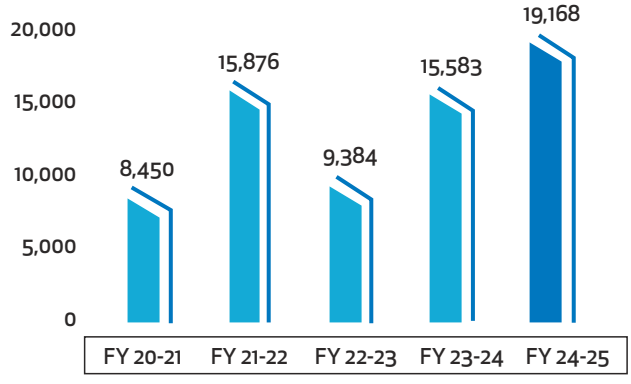
GAIL received the prestigious 'GreenCo Champion Award' at the 14th CII GreenCo Summit 2025 held in Hyderabad. The award was received by Shri Rajeev Kumar Singhal, Director (Business Development), on behalf of the company on June 12, 2025. The recognition celebrates the sustained green initiatives and active participation of numerous GAIL sites in the CII GreenCo rating program

Performance Highlights
Financial Performance Standalone

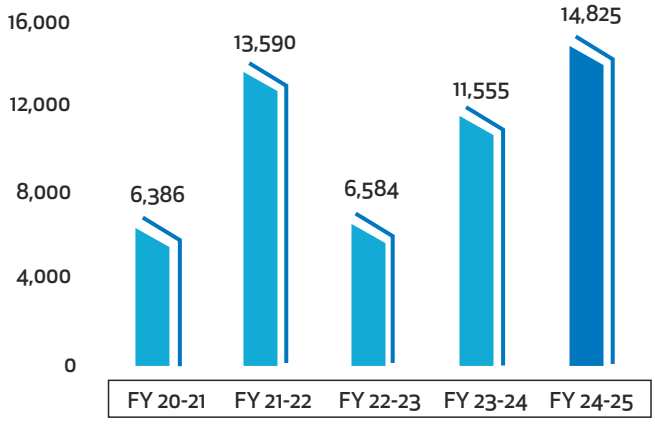
Turnover (Gross)
(INR Crore)



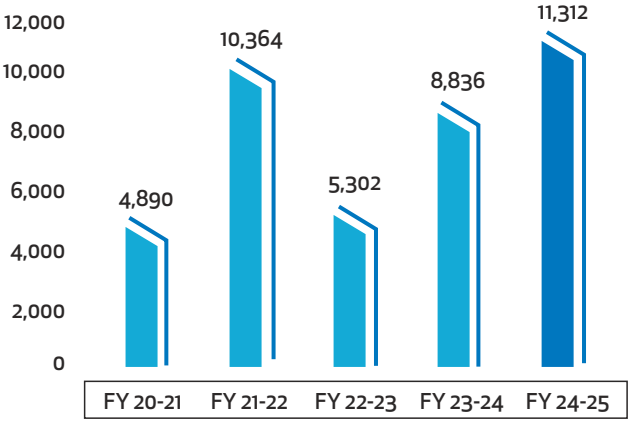
Gross Margin (EBITDA)
(INR Crore)



Profit Before Tax (PBT)
(INR Crore)



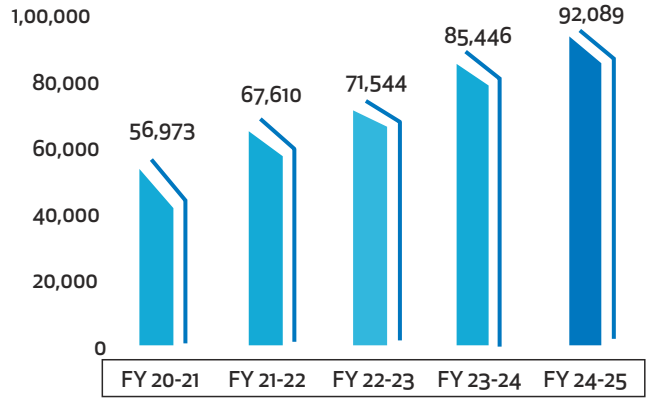
Profit After Tax (PAT)
(INR Crore)



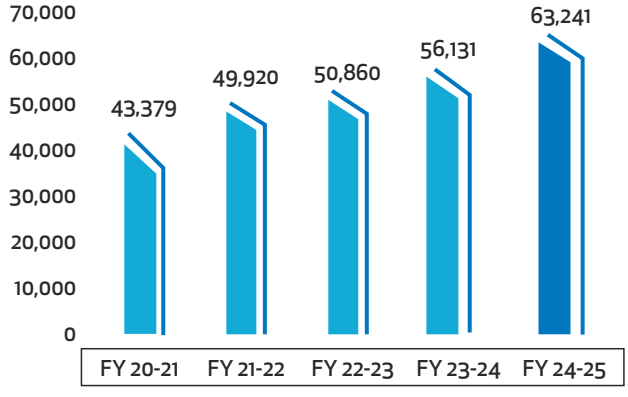


Performance Highlights
Financial Performance Standalone

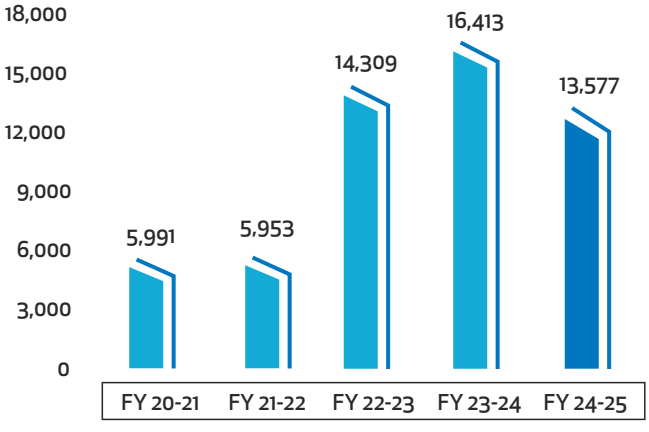
Capital Employed (INR Crore)



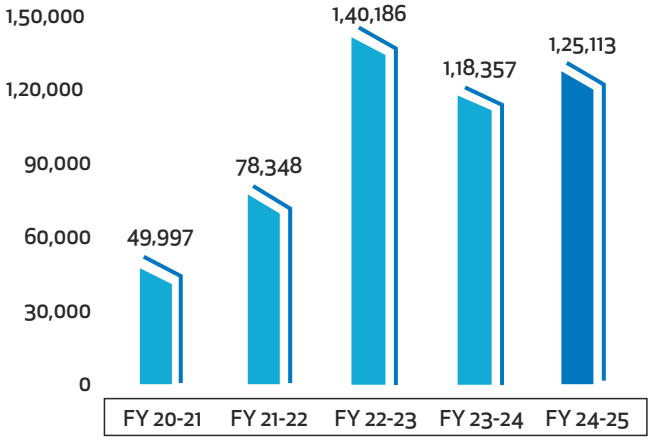
Net Worth (INR Crore)



Loan Outstanding (INR Crore)



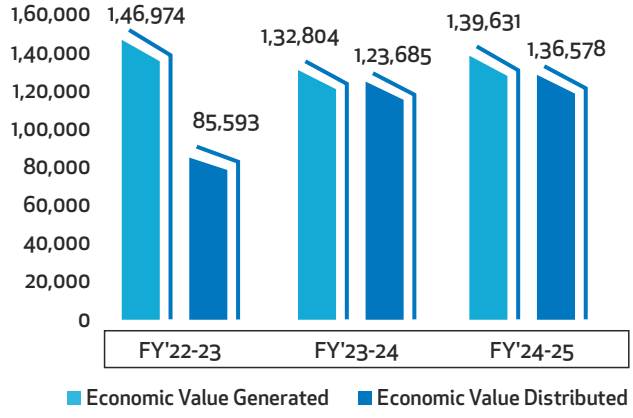
Operating Cost (INR Crore)



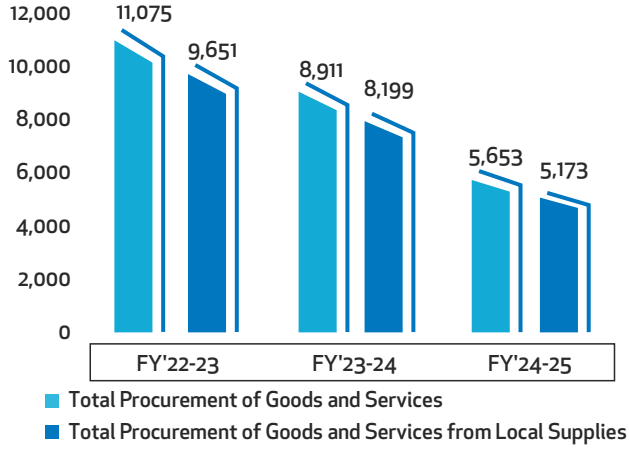


Economic, Environmental, Social & Governance Performance

Economic Value Generated Vs Distributed (INR Crore)

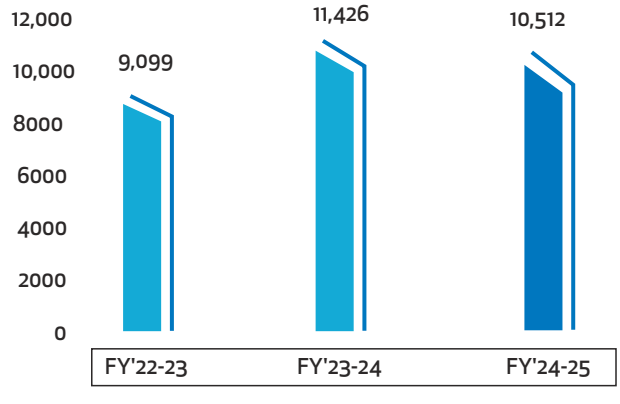


Procurement Highlights (INR Crore)*



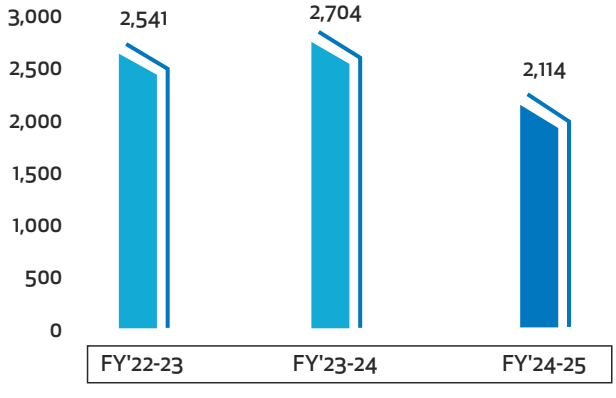
*Eligible Procurement excluding Natural Gas purchase

Capex (in INR Crore)*



*including equity contribution to group companies

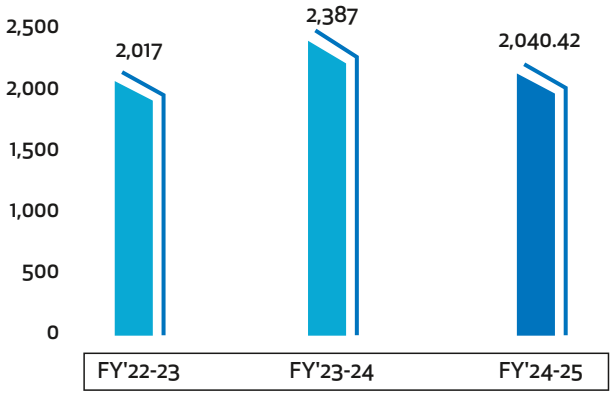
Procurement from Government e-Market place (GeM) (INR Crore)



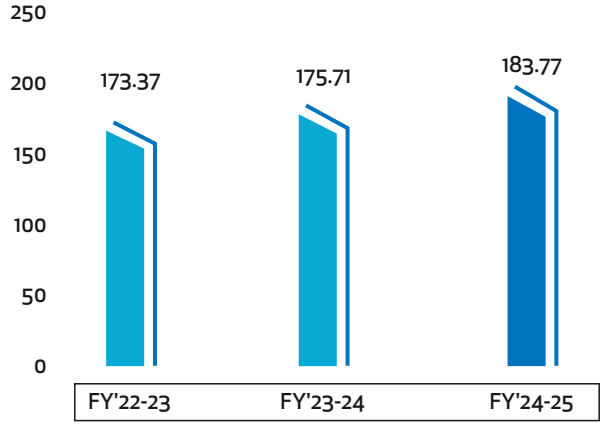


Economic, Environmental, Social & Governance Performance

Employees Wages and Benefits (INR Crore)

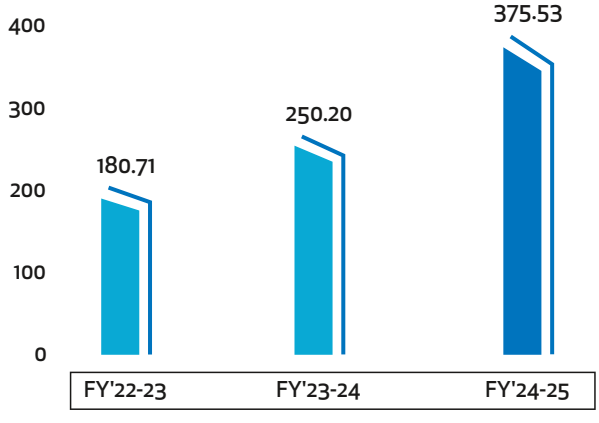


CSR Expenditure (INR Crore)*

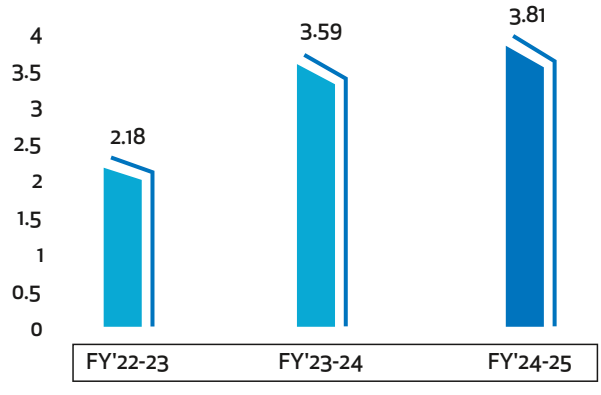


*In FY 2024-25, GAIL has incurred CSR expenditure of INR 183.77 Crores towards multiple CSR Projects. This constitutes 2.47% of average Profit Before Tax of the preceding three financial years, after adjusting for excess expenditure from previous years.

R&D Expenditure (INR Crore)



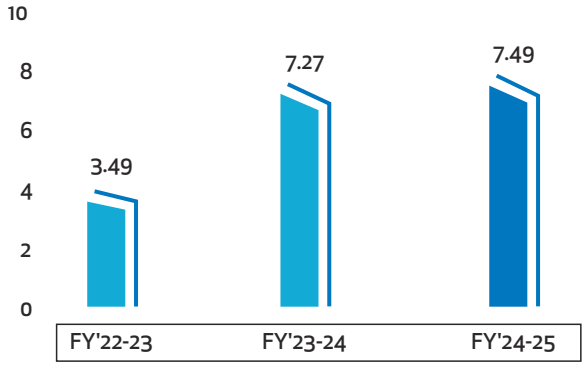
Value added Per Employee (INR Crore)



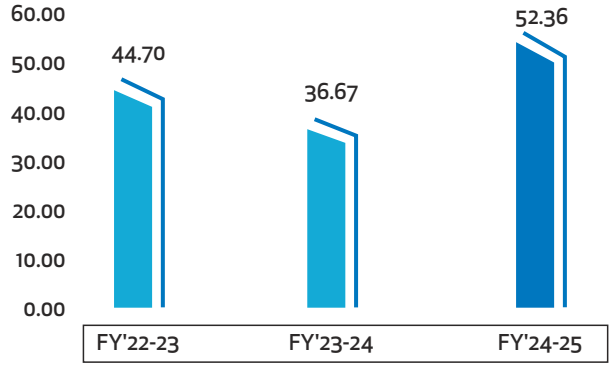


Economic, Environmental, Social & Governance Performance

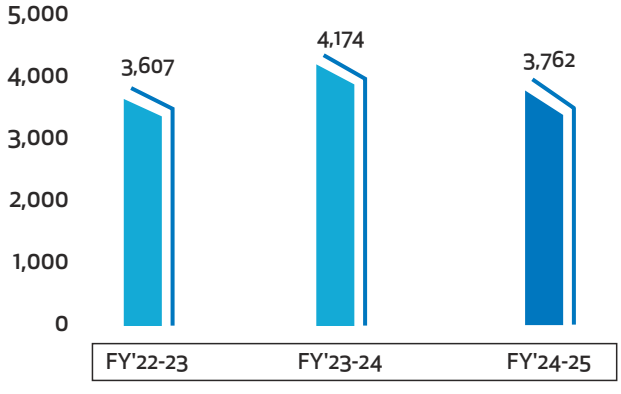
Human Capital Return on Investment (%)



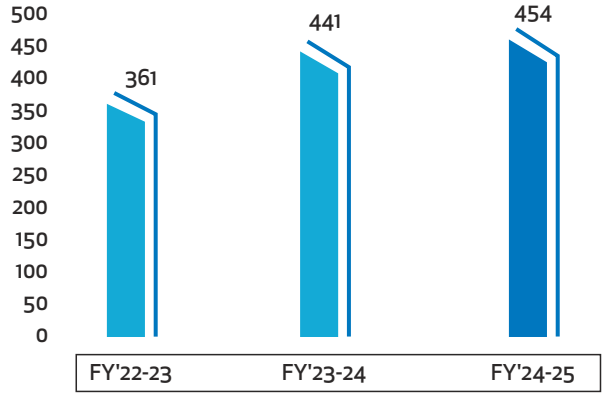
Total Environmental Expenditure (INR Crore)



Cost of Natural Gas (Used as Fuel) (INR Crore)



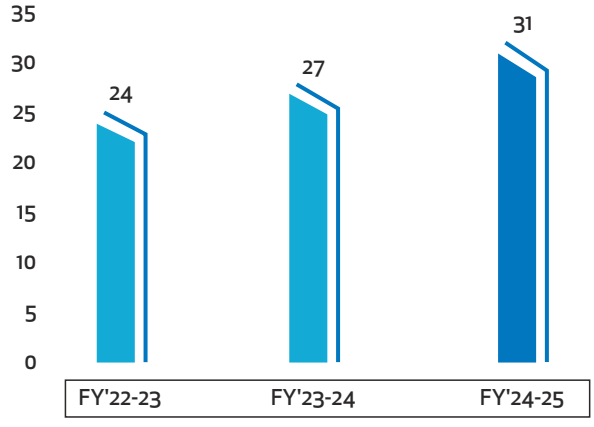
Power Charges (INR Crore)



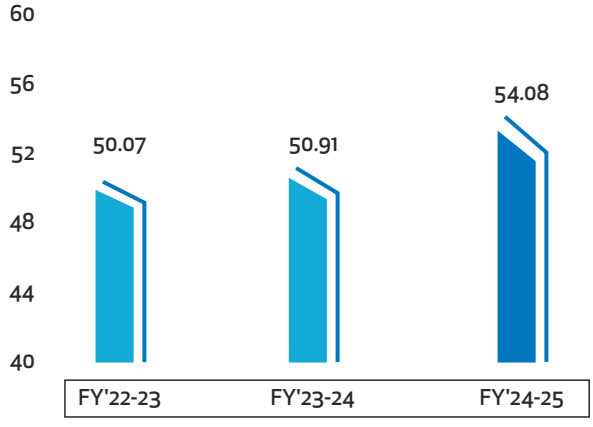


Economic, Environmental, Social & Governance Performance

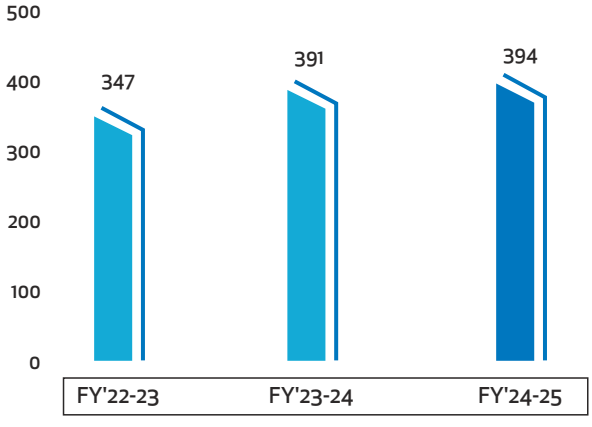
Water Charges (INR Crore)



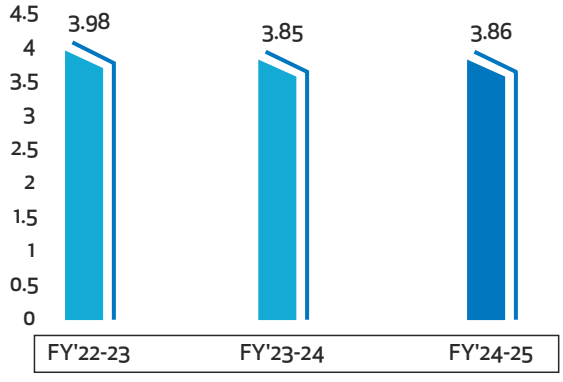
Energy Consumption (Million GJ)



Energy Intensity (GJ/INR Crores)



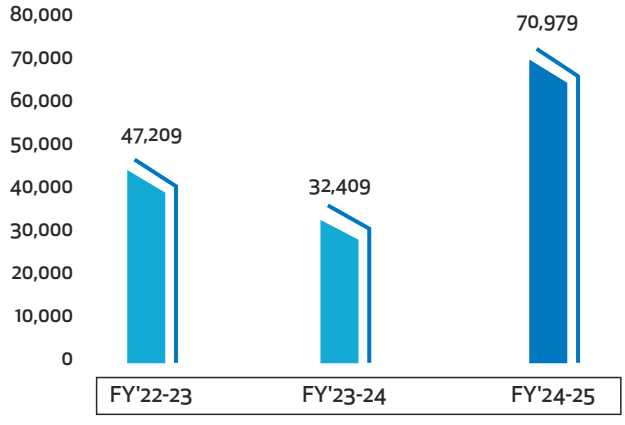
GHG Emissions (Scope 1 + Scope 2) (Million tCO2e)



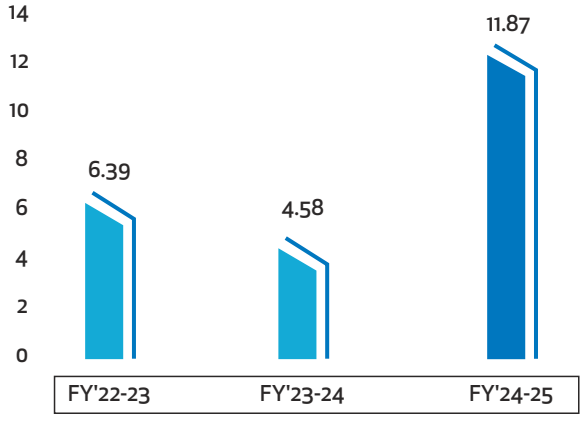


Economic, Environmental, Social & Governance Performance

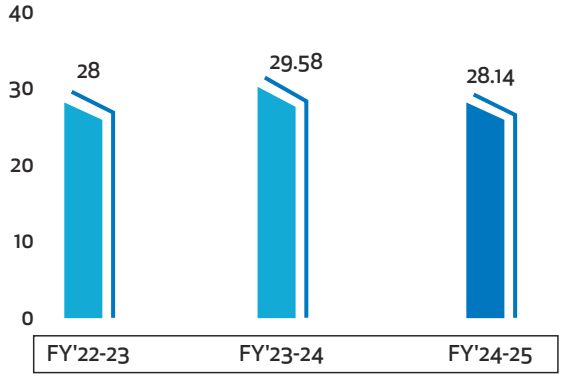
GHG Savings (tCO2e)



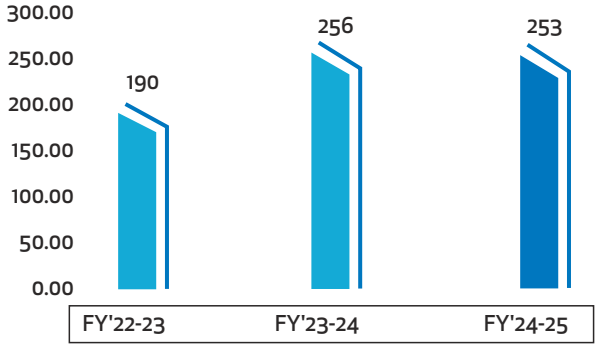
Energy Savings (Lakhs GJ)



GHG Intensity (Scope1 + Scope2) wrt Turnover (tCO2e/INR Crores)



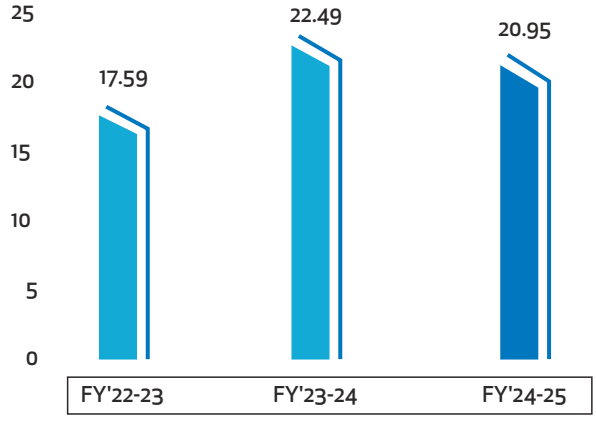
GHG Intensity (Scope 1 + 2 + 3) wrt Turnover (tCO2e/INR Crores)



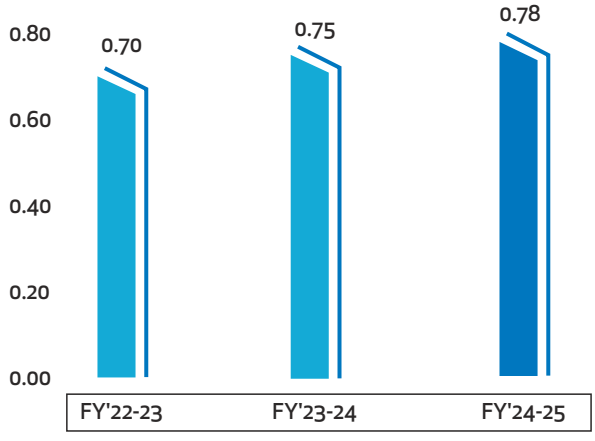


Economic, Environmental, Social & Governance Performance

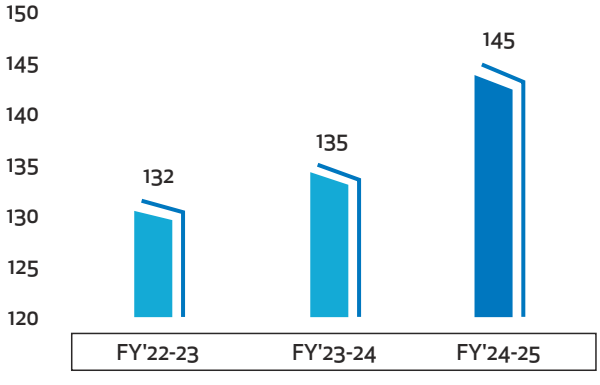
Water Consumption (Million m³)



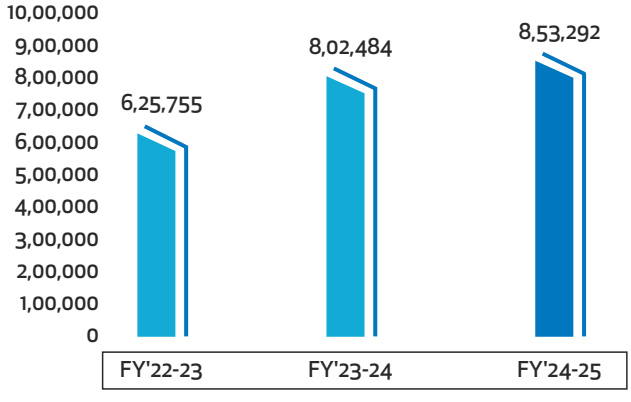
Water Recycled/Reused (Million m³)



Renewable Energy Installed Capacity (MW)



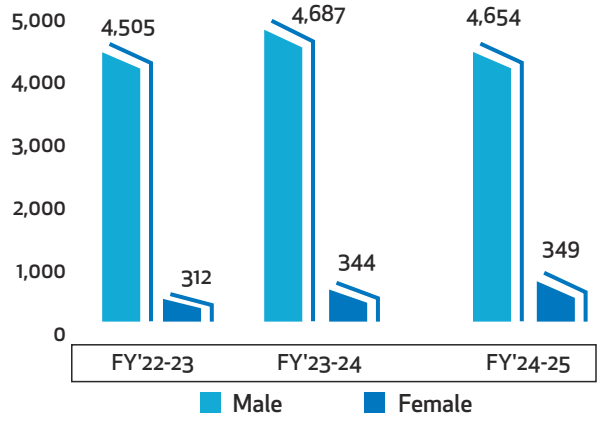
Cumulative Number of Tree Plantation (Sites + Township) (Numbers)





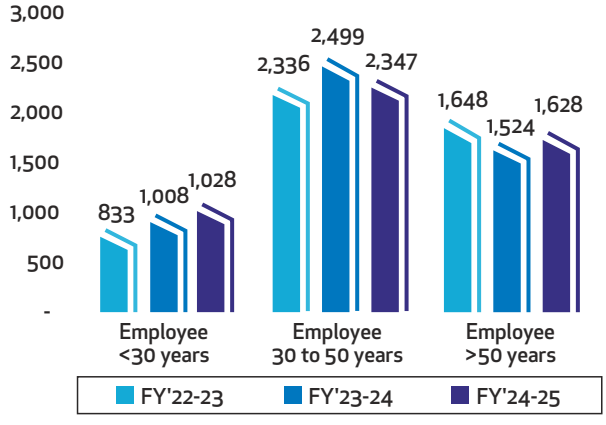
Economic, Environmental, Social & Governance Performance

Permanent Employee Distribution (Numbers)*



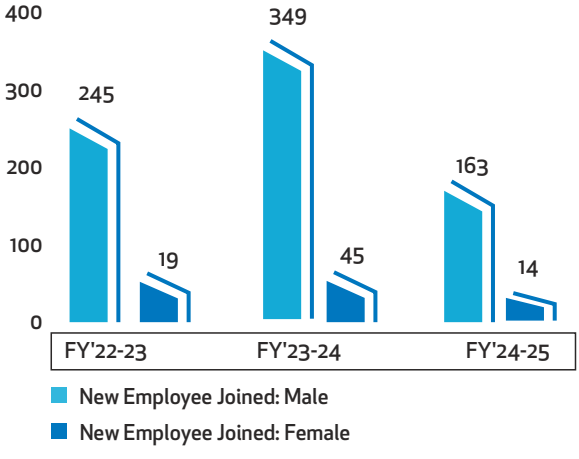
*Excluding (06) Board of Directors and & (01) Chief Vigilance Officer (CVO)

Permanent Employee Distribution (Age)*



*Excluding (06) Board of Directors and & (01) Chief Vigilance Officer (CVO)

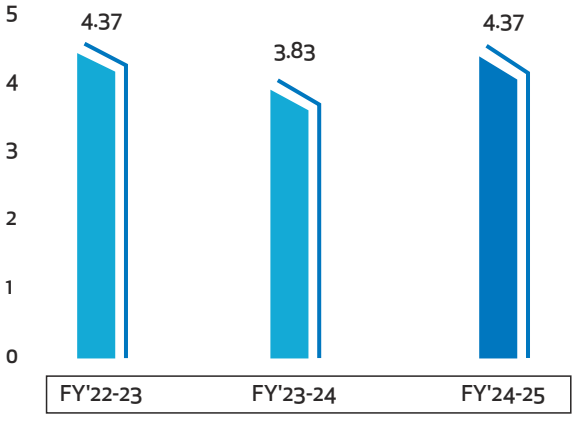
New Permanent Employees (Numbers)



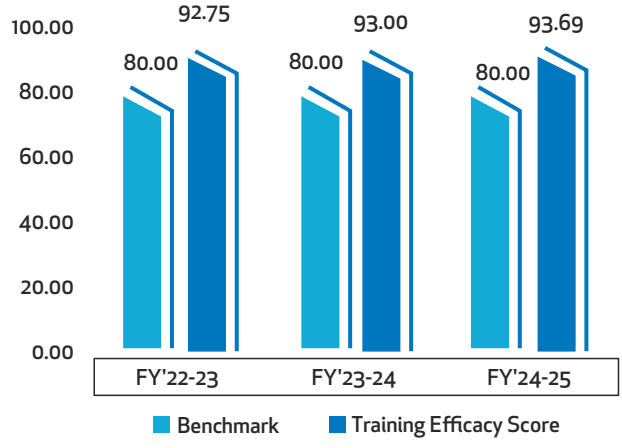


Economic, Environmental, Social & Governance Performance

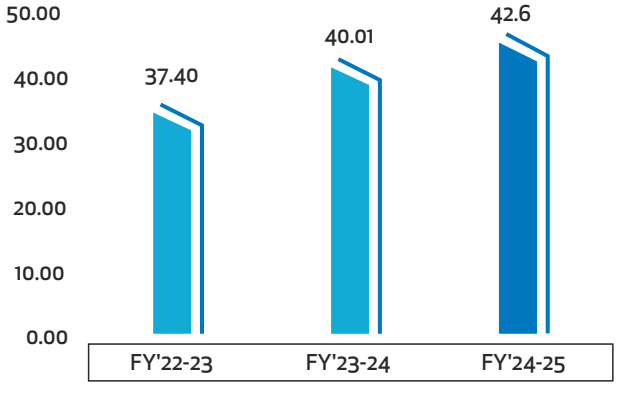
Total Employee Turnover Rate (%)



Training Efficacy Score (%)



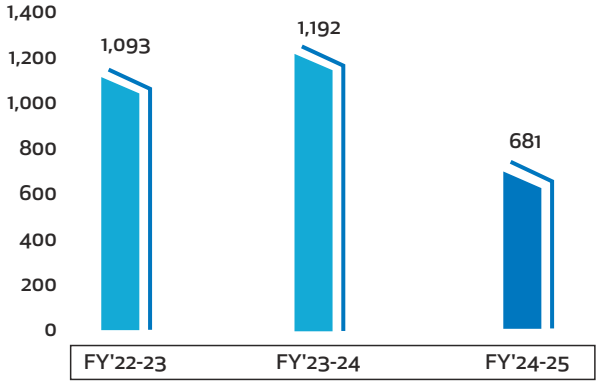
Average Hours of Training per Employee



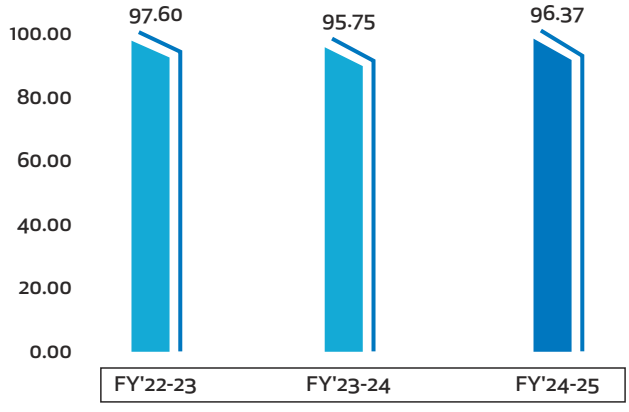


Economic, Environmental, Social & Governance Performance

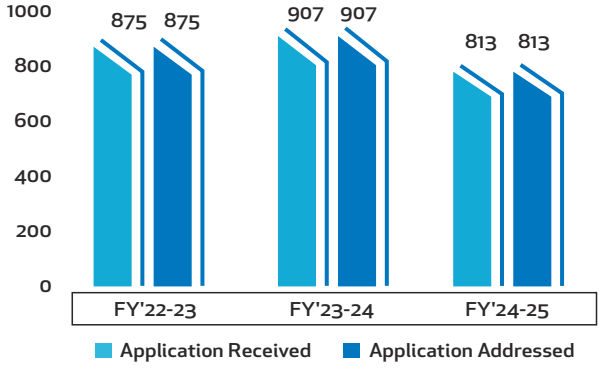
Total Near Miss Case (Numbers)



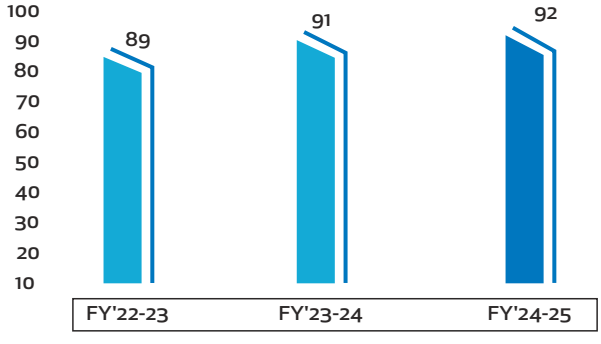
Health,Safety & Environment Score (%) (Score out of 100)



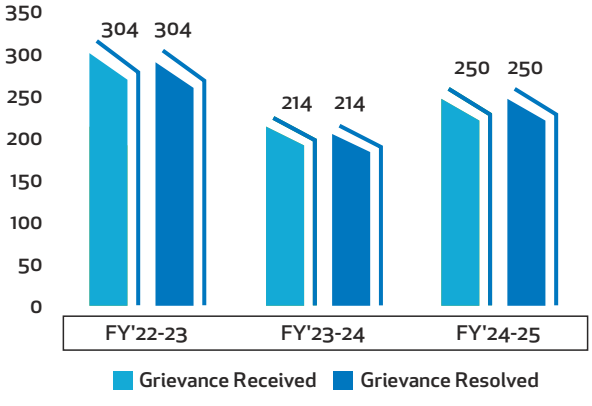
RTI Application (Numbers)



Customer Satisfaction Index (%)

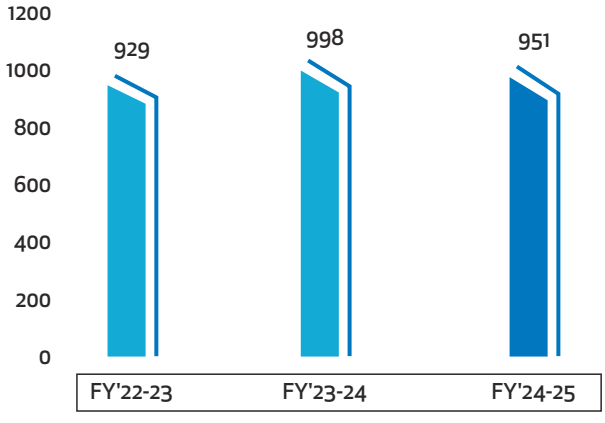


CPGRAMS Grievance (Numbers)

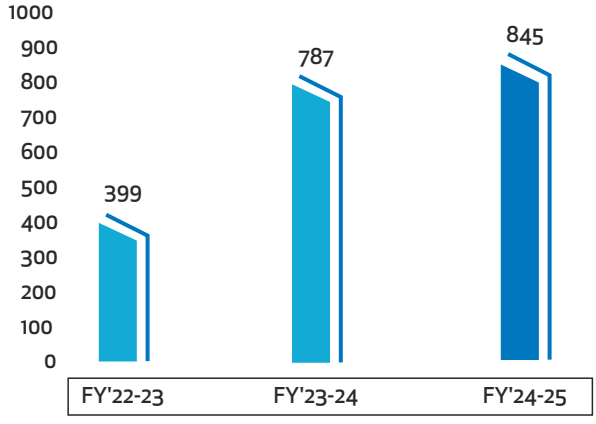


Operational Performance

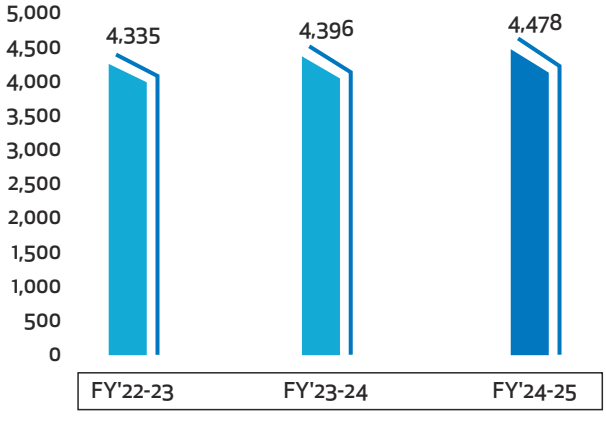
Liquid Hydrocarbon Sales (TMT)



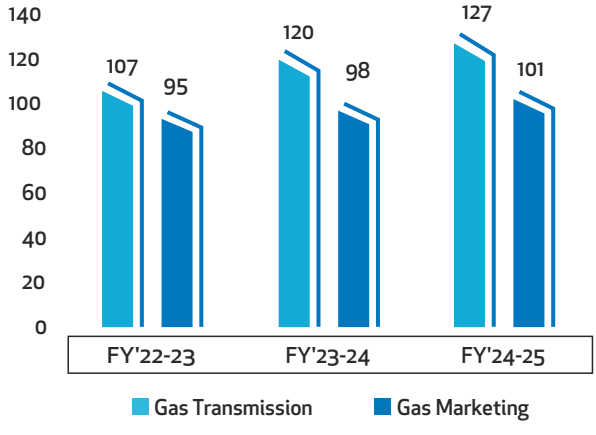
Petrochemical Sales (TMT)



LPG Transmission (TMT)



Gas Volume Trend (MMSCMD)





Gas Sourcing & Sector Wise Supply

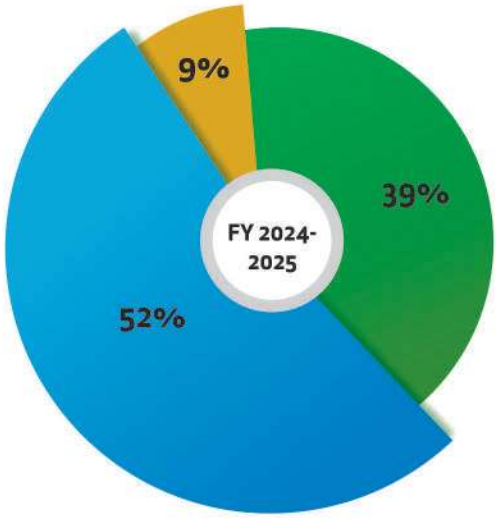
Natural Gas Sector Wise Sales

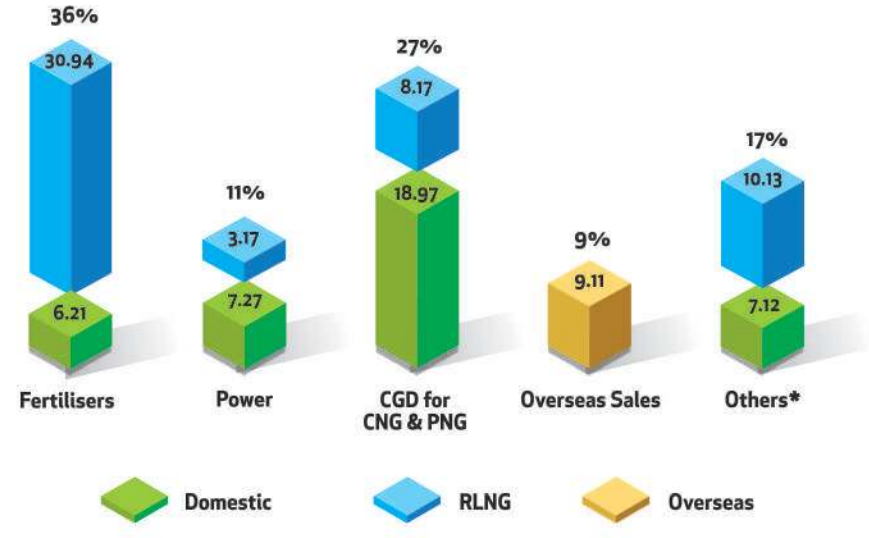
(Total 101.49 MMSCMD, % share)

52.81 MMSCMD

39.57 MMSCMD

9.11 MMSCMD





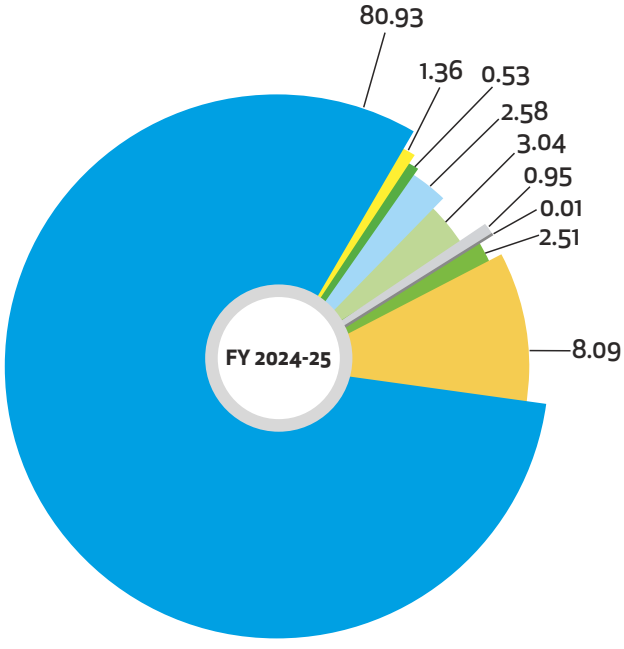
- Imported Gas primarily consists of Long Term RLNG and Spot
- Major sources for domestic gas are ONGC (APM & MDP), Ravva, Ravva satelite, CBM etc.
- Highest demand of Natural Gas from Fertilizer, Power & CGD companies

*Others include Steel, Refineries, Sponge Iron, Petrochemicals, GAIL Internal consumption etc.

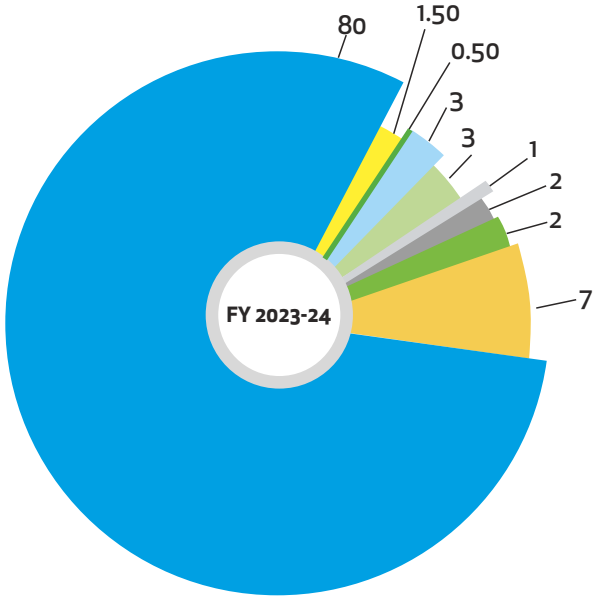


Cost & Profit as a Percentage of Total Income (INR Crore, %)

- Purchase & Cost of Material Consumed 80.93%
- Employee Benefit Expenses 1.36%
- Finance Cost 0.53%
- Depreciation & Amortization 2.58%
- Power, Fuel & Water Charges 3.04%
- Stores & Spares (incl. R&M expense) 0.95%
- Other Expenses & Exceptional Items 0.01%
- Tax Expenses 2.51%
- Profit After Tax 8.09%



- Purchase & Cost of Material Consumed 80%
- Employee Benefit Expenses 1.50%
- Finance Cost 0.50%
- Depreciation & Amortization 3%
- Power, Fuel & Water Charges 3%
- Stores & Spares (incl. R&M expense) 1%
- Other Expenses & Exceptional Items 2%
- Tax Expenses 2%
- Profit After Tax 7%





03







GAIL at a Glance







GAIL operates an extensive pipeline network comprising ~16,421 km of Natural Gas pipelines and ~2,040 km of LPG pipelines.

GAIL's market share in FY 2024-25 is ~65% in Gas Transmission and ~47% in Domestic Gas Market.

GAIL at a Glance

About GAIL

(GRI 2-1-a, b, c, d, 2-6-a, b, c, d)

Founded in August 1984, GAIL has built a distinguished 40-years legacy and now stands as the nation's premier marketer and distributor of Natural Gas. In 2013, the Government of India (GoI) conferred the prestigious Maharatna status on GAIL in recognition of its exemplary performance and strategic importance. GAIL, being the leading gas company in the country with diversified operations across the Natural Gas value chain, including Exploration & Production, Gas Processing, Transportation, Distribution, and Marketing of Natural Gas, has significantly contributed to India's energy growth.

GAIL operates an extensive energy transportation infrastructure, comprising ~16,421 km of Natural Gas pipelines and ~2,040 km of LPG pipelines, spanning across the country. With a commanding position in the sector, GAIL is responsible for nearly 65% of India's Natural Gas transmission and holds ~47% share in the domestic gas market. In addition to its core transmission business, GAIL, along with its subsidiaries and joint ventures, maintains a significant presence in the City Gas Distribution (CGD) segment, contributing to cleaner energy access across urban and semi-urban regions.

GAIL is a Central Public Sector Enterprise (CPSE) under the Ministry of Petroleum and Natural Gas (MoPNG) headquartered in New Delhi. As of 31st March 2025, GAIL's paid-up equity capital stands at INR 6,575.10 Crore in which the Government of India (GoI) holds a majority stake of 51.52%. The remaining shareholding is distributed among various institutional and public investors, including Foreign Portfolio Investors (FPIs) at 14.68%, Mutual Funds/UTI at 11.35%, Oil PSUs such as ONGC and IOCL at 7.45%, the Life Insurance Corporation of India (LIC) at 5.18%, and other investors holding 9.81%. GAIL is publicly listed on both the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE).

3.1 New Frontiers: Strategic Growth and Clean Energy Expansion

With the LNG portfolio of around 16.55 MMTPA from USA, Qatar, Australia, Russia etc. In a major development during FY 2024-25, GAIL signed a five-year LNG supply agreement with Qatar Energy Trading, effective from April 2025. Under this agreement, Qatar Energy will supply ~0.8 Million Metric Tonnes Per Annum (MMTPA) of LNG equivalent to 60 LNG cargoes through March 2030. This strategic deal strengthens GAIL's long-term LNG sourcing portfolio and enhances supply security.

To support its LNG import and transportation requirements, GAIL has strengthened its maritime logistics by chartering a long-term LNG vessel, GAIL Sagar, and entering into a 14-year Time Charter Party with M/s Cool Company Ltd, a pure play LNG shipping company, for a newbuild LNG carrier. The time charter for the LNG carrier will commence operation in early 2025, and GAIL will have the option to extend the charter by two additional years beyond the firm 14-year period. With this addition, GAIL now operates a fleet of 05 LNG carriers, which will play a critical role in transporting contracted LNG volumes particularly from the United States to India.

Additionally, GAIL holds a 26% equity stake in LNG Japonica Shipping Corporation Limited ("Japonica"), a company that holds charter rights for the LNG vessel, GAIL Bhuwan. The vessel is under a 14.5-year charter agreement that began in March 2021, further enhancing GAIL's strategic capacity in LNG shipping and reinforcing its integrated value chain approach.

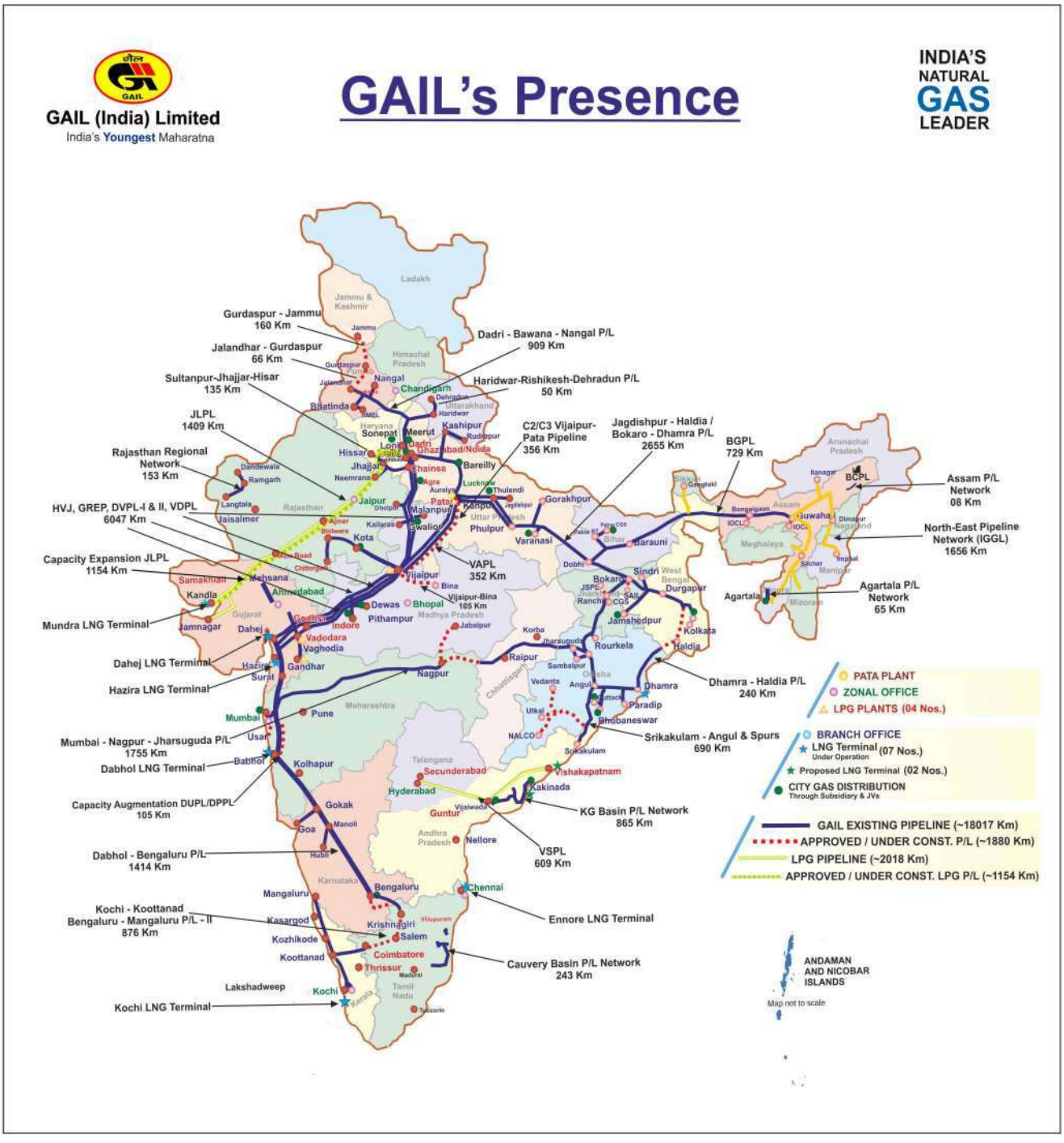
Further expanding its footprint in the power sector, GAIL has entered into a Memorandum of Understanding (MoU) with Rajasthan Rajya Vidyut Utpadan Nigam Limited (RRVUNL) to enhance the operational efficiency of RRVUNL's gas-based power plants in Rajasthan. RRVUNL currently operates two gas-based power stations located in Dholpur and Ramgarh, with installed capacities of 330 MW and 270.50 MW, respectively. This collaboration is aimed at optimizing gas supply and plant utilization while exploring synergies in energy management. As part of the broader cooperation, the MoU also includes the development of ~1,000 MW of Solar and Wind energy projects on suitable land parcels across Rajasthan, thereby creating an opportunity for delivering round-the-clock (RTC) renewable power.

GAIL is also advancing its Renewable Energy strategy through multiple strategic initiatives. These include the extension of its MoU with Bharat Heavy Electricals Limited (BHEL) for the joint development of solar power projects, supporting India's renewable energy goals. Additionally, GAIL is in the process of setting up renewable power plants for captive consumption at its operational sites, which will contribute to lowering the carbon footprint of its core business operations. To further its presence across the clean energy value chain, GAIL has also signed an MoU with NTPC Limited, India's largest power utility, for cooperation across the broader energy sector including renewable energy, green hydrogen, and other emerging clean technologies.

These collaborative efforts reflect GAIL's commitment to transitioning towards a low-carbon, diversified energy portfolio, while supporting national goals of energy security and sustainability.

GAIL Network

Gas infrastructure in India – "One Nation-One Grid."



Natural Gas, as a clean and efficient fuel, plays a vital role in addressing environmental challenges while meeting India's growing energy needs. In support of the Government of India's vision of a gas-based economy, GAIL is at the forefront of developing the "One Nation -One Grid" an integrated pipeline network connecting various regions to ensure reliable and affordable gas supply across sectors.

By interlinking regional gas pipelines into a National Gas Grid, GAIL enables wider access to Natural Gas, promotes fuel substitution, supports industrial growth, and advances India's energy transition. This infrastructure is crucial to achieve the national target of increasing the share of Natural Gas to 15% in the energy mix by 2030.

3.2 National Gas Grid

FY 2024–25 marked a productive year for GAIL in terms of pipeline infrastructure development. During the year, GAIL successfully lowered ~717 km and commissioned 277 km of Natural Gas pipelines, reflecting its strong focus on expanding India's gas transmission capacity. With pipeline projects remaining a key thrust area, GAIL is currently laying about 3,300 km of pipelines as part of the National Gas Grid and other smaller connectivity projects, which are at various stages of execution.

In addition to Natural Gas pipelines, two Liquid Hydrocarbon pipelines the Uran–Usar Propane Pipeline and the Vijaipur to Pata C2/C3 Pipeline are also progressing through different phases of implementation. A major highlight of the year was the successful commissioning of the Durgapur–Kolkata Section of the Durgapur–Haldia Pipeline, under the prestigious Pradhan Mantri Urja Ganga project, known as the Jagdishpur–Haldia & Bokaro–Dhamra Natural Gas Pipeline (JHBDPL). This significant milestone underscores GAIL's commitment to extending the reach of clean, affordable Natural Gas and strengthening energy infrastructure, particularly in eastern India.



GAIL CMD, Shri Sandeep Kumar Gupta, welcomed Hon'ble Prime Minister Shri Narendra Modi and Hon'ble Union Minister of Petroleum & Natural Gas Shri Hardeep Singh Puri at the inauguration of the Durgapur-Kolkata Pipeline section, part of GAIL's ambitious Jagdishpur-Haldia & Bokaro-Dhamra Pipeline (JHBDPL) Project

3.3 GAIL Subsidiaries & JVs

GAIL has established Subsidiaries and Joint Ventures for CGD Petrochemical. GAIL is one of the pioneers in introducing City Gas Projects in India for gas supplies to households, commercial users, and the transportation sector through its Subsidiaries/ Joint Venture Companies.

S. No.	Name of the holding / Subsidiary / Associate companies/ Joint Ventures	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity
1.	GAIL Gas Limited	Subsidiary	100.00
2.	Tripura Natural Gas Limited	Subsidiary	48.98
3.	Konkan LNG Limited	Subsidiary	93.50
4.	GAIL Global (USA) Inc.	Subsidiary	100.00
5.	GAIL Global Singapore- Pte Limited	Subsidiary	100.00
6.	Bengal Gas Company Limited	Subsidiary	88.13
7.	Aavantika Gas Limited	Joint Venture	49.99
8.	Bhagyanagar Gas Limited	Joint Venture	47.51
9.	Central UP Gas Limited	Joint Venture	25.00
10.	Green Gas Limited	Joint Venture	49.99
11.	Indraprastha Gas Limited	Associate	22.50
12.	Indradhanush Gas Grid Limited	Joint Venture	20.00
13.	LLC Bharat Energy Office	Associate	20.00
14.	LNG Japonica Shipping Corporation Limited	Associate	26.00
15.	Mahanagar Gas Limited	Associate	32.50
16.	Maharashtra Natural Gas Limited	Joint Venture	22.50
17.	ONGC Petro Additions Limited	Associate	4.19
18.	ONGC Tripura Power Company Limited	Associate	26.00
19.	Talcher Fertilizers Limited	Joint Venture	33.33
20.	Vadodara Gas Limited*	Joint Venture	50.00
21.	Petronet LNG Limited	Associate	12.50
22.	Fayum Gas Company	Associate	19.00
23.	China Gas Holdings Limited	Associate	2.76
24.	TAPI Pipelines Company Limited	Joint Venture	5.00
25.	Ramagundam Fertilizers and Chemicals Limited	Associate	14.30
26.	Brahmaputra Crackers and Polymers Limited	Associate	70.00
27.	GAIL Mangalore Petrochemicals Limited	Subsidiary	100.00
28.	Coal Gas Limited	Associate	49.00

*Includes 17.07% holding of GAIL Gas Limited

3.4 GAIL Social Outreach

(GRI 413-1,413-2)

Through its CSR initiatives, GAIL is committed to uplifting the living standards of marginalized and underprivileged sections of society. In FY 2024-25, GAIL spent INR 183.77 Crore, i.e. 2.47% of the average net profits of the preceding three years after setting off the excess expenditure of the previous financial years.

GAIL has taken up several projects during this financial year to fulfil its societal commitments, and more than 15 Lakh people benefitted from its CSR projects in FY 2024-25. It includes GAIL Arogya (Healthcare and Sanitation), GAIL Harit (Environment Centric Initiatives), GAIL Kaushal (Skill Development Related Initiatives), GAIL Saksham (Care for Elderly & Differently-abled people), GAIL Sashakt (Women Empowerment Initiatives), GAIL Ujjwal (Education Centric Initiatives), GAIL Unnati (Rural Development projects) and others.

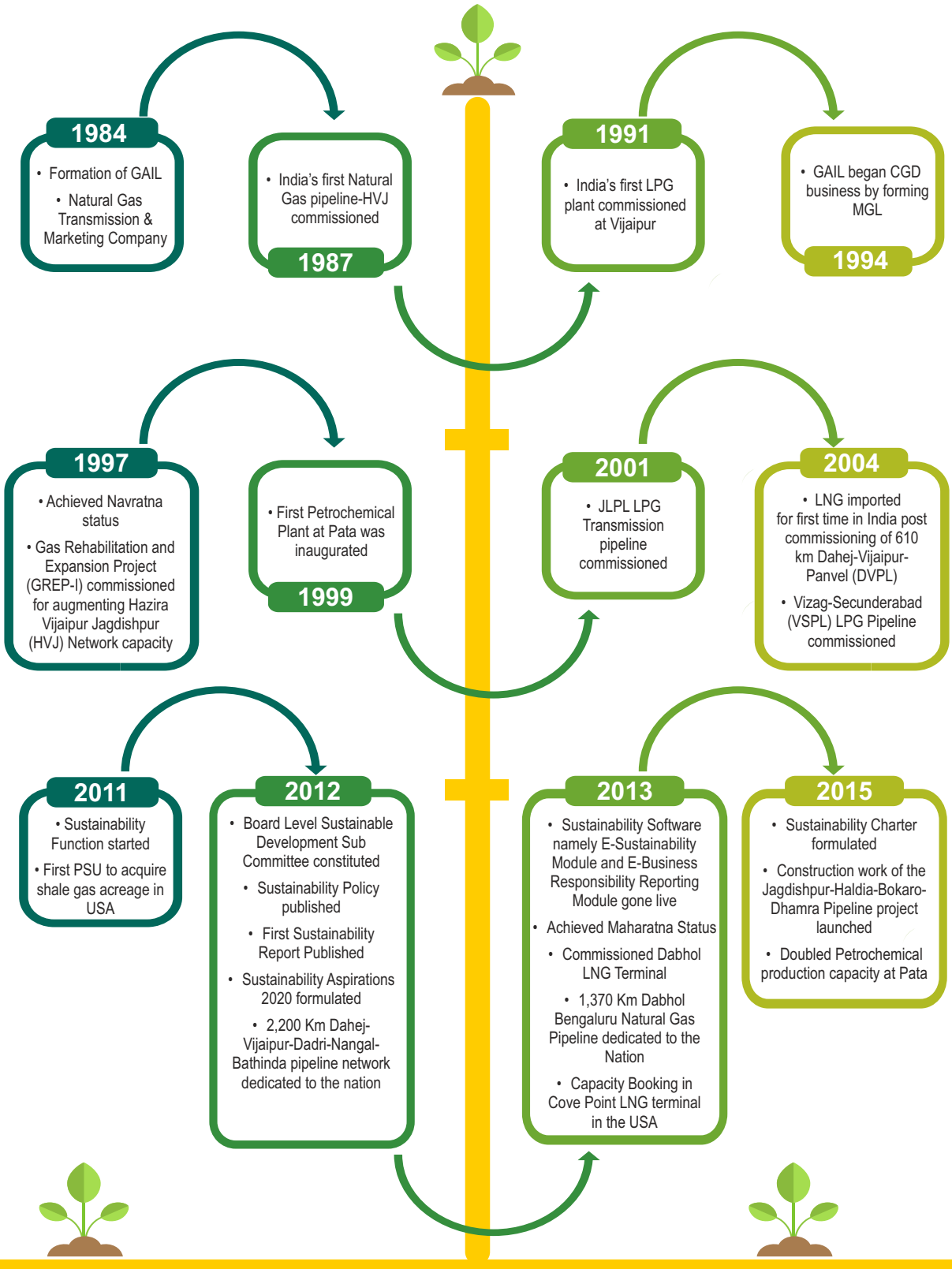


Shri Deepak Gupta, Director (Projects) visit for attending SEAGP Board Meeting at Guangzhou, China from 23-26 March, 2025



Shri Deepak Gupta, Director (Projects) visited Samakhiyali to review O&M activities on 30th November, 2024

41 Years of GAIL's Journey



2016

- Sustainability Projects for operational sites mandated
- Brahmaputra Cracker & Polymer Ltd. Petrochemical Complex is dedicated to the Nation

2017

- Bengaluru CGD project inaugurated
- Supply of PNG and CNG launched in Bhubaneswar, along with the inauguration of CNG stations.

2018

- Commencement of work for Talcher Fertilizers Limited (TFL)
- Varanasi CGD project inaugurated
- India's first LNG cargo from the USA was received in GAIL's first charter-hired vessel.
- First LNG cargo under a long-term contract with Russia received
- CNG Stations inaugurated in Cuttack

2019

- CGD projects inaugurated in Jamshedpur, Ranchi, and Patna
- Phase-1 of Pradhan Mantri 'Urja Ganga' Dedicated to the Nation

2021

- Kochi-Mangaluru and Dobhi-Durgapur Natural Gas Pipelines were inaugurated

2022

- Dedication of CNG boats at Varanasi
- Bokaro-Angul Natural Gas Pipeline inaugurated
- Net Zero Emissions 2040 Target framed

2023

- Acquisition of JBF Petrochemicals Limited
- Gas Transmission and Gas Marketing through enhanced gas network of around 15,600 km
- Net Zero Emissions 2040 Action Plan formulated

2024

- Setup of Retail LNG vertical
- 10 MW PEM Electrolyzer-based Green Hydrogen plant commissioned
- 1.5 MMTPA LNG Long Term deal signed
- Dedication of Dharma-Angul Pipeline, Barauni-Guwahati Pipeline, Vijaipur-Auriaya Pipeline
- Crossed Market capitalization of more than INR 1 Trillion
- Commissioned India's 1st SSLNG skid
- Revised Net Zero Emissions target from 2040 to 2035
- India's first closed loop Meter Prover facility inaugurated at Dibiyapur Compressor Station
- GAIL's first CBG Plant in Ranchi was inaugurated by Hon'ble Prime Minister Shri Narendra Modi on 2nd October, 2024

2025

- Incorporated its wholly owned subsidiary, GAIL Global IFC Limited at GIFT City in Gandhinagar, Gujarat
- Durgapur-Kolkata section of JHBDPL dedicated to the nation
- GAIL time-chartered LNG vessel, renamed as 'GAIL Sagar'
- GAIL signed MoU with the Government of Karnataka for development of up to 1 GW of Renewable Energy projects in the state

04



Sustainability at GAIL

- GAIL honoured with the prestigious GreenCo Champion Award during the CII GreenCo Summit on 12th June 2025.
- GAIL conferred with "Sustainability Organization Award 2024" at the 24th Global Greentech Environment & Sustainability Awards organized by the Greentech Foundation in New Delhi on 12th June 2025.
- GAIL honoured with the prestigious "Sustainable Best Initiative of the Year 2025 Award- Achieve Net Zero" by UBS Forums in New Delhi on 11th June 2025.
- GAIL received the "Prithvi Awards 2024" for implementing ESG practices across its operations, highlighting commitment towards sustainability in both business activities and its contribution to society.

Sustainability at GAIL

4.1 GAIL's Approach to Sustainability

(GRI 2-6, 2-22)

GAIL's business plan is structured to advance its journey towards becoming an integrated energy company. GAIL is committed to creating long-term value for all its stakeholders and ensuring the sustainability of its operations. To achieve this, various sustainability related projects are taken up that can make a positive impact on the environment and society. GAIL is committed to building a transparent, sustainable, and responsible supply chain. As the company expands its business, it will continue to engage with suppliers and support them in their sustainability journey.

GAIL regularly reviews its material sustainability topics to ensure their continued relevance to the organization's business and stakeholders. Details of the materiality assessment and a list of identified material topics are provided in "Our Stakeholder Inclusion and Materiality" chapter.

GAIL has set an ambitious target to achieve 100% reduction in Scope 1 and Scope 2 emissions by 2035 and 35% reduction in Scope 3 emissions by 2040 and attain 3.5 GW of Renewable Energy capacity by 2035. This shall help to contribute towards India's goal of attaining Net Zero GHG emissions by 2070. GAIL has developed a comprehensive roadmap that will systematically guide its de-carbonization efforts.

4.2 Sustainability Policy

(GRI 2-22, 2-23a, b, c, d, e, f, 2-24)

GAIL has revised its Sustainability Policy in June 2024 in alignment with GAIL's Net Zero vision aimed at reducing Scope 1, 2 and 3 emissions and other Sustainability priorities. The Policy articulates GAIL's commitment to Economic, Environmental, Social and Governance aspects. It serves as a guideline for setting targets, monitoring, evaluating and reporting performance, and ensuring compliance with applicable laws and global Sustainability Standards, including Sustainable Development Goals (SDG).



Shri Pankaj Jain, Secretary (MoPNG), along with Shri Sandeep Kumar Gupta, CMD GAIL, Shri Deepak Gupta, Director (Projects), and Shri Ayush Gupta, Director (HR), participating in a tree plantation drive at GAIL Vijaipur

GAIL (India) Limited

Sustainability Policy

Objective

Aligned with GAIL's Net Zero vision aimed at reducing Scope 1, 2 and 3 emissions, and other Sustainability priorities, the Policy articulates our commitment to Environmental, Social, Governance and Economic aspects. It serves as a guideline for setting targets, monitoring, evaluating and reporting performance, ensuring compliance with applicable laws and global sustainability standards including Sustainable Development Principles.

Our aspiration is to achieve and continually enhance our Sustainable Growth through actions in the following areas:

Environmental

- Increasing access to more affordable, reliable and cleaner energy sources
- Optimizing resource utilization and continuous improvement of environmental performance through sustainable operations
- Effectively assessing climate-related risks and opportunities to mitigate their impact through business strategy
- Conserving biodiversity and ecosystems in and around the regions of our operations
- Developing more sustainable products and processes

Social

- Engaging regularly with all stakeholders to understand and address their concerns
- Respecting human rights, promoting diversity, equity and inclusion, and prioritizing the well-being of our employees
- Ensuring the health, safety and security of our people, plants, customers, suppliers and communities
- Integrating sustainability across our value chain
- Empowering local communities and improving their quality of life
- Upskilling employees in the areas of Environment, Social responsibility and Governance

Governance

- Adhering to the highest standards of Ethics and Corporate Governance
- Advocating Public Policy in a responsible and transparent manner
- Maintaining a zero-tolerance policy for corruption and bribery
- Ensuring compliance with cybersecurity and data privacy laws

Date : 24th June, 2024

Chairman and Managing Director
GAIL (India) Limited



The policy is available on GAIL's website and can be accessed via the following link:

Link to Sustainability Policy GAIL:
https://www.gailonline.com/pdf/Sustainability/Sustainability_Policy_English_17072024.pdf

Apart from the Sustainability Policy, other ESG-related Policies also guide our Sustainability initiatives. The list of key ESG-related Policies is detailed below:

A. Code of Conduct
1. The Code of Conduct for Board Members and Senior Management Personnel
https://gailonline.com/pdf/Investors Zone/CodeofConductason09042019.pdf
2. Code of Fair Disclosure and Conduct- Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information
https://gailonline.com/pdf/InvestorsZone/GAIL-Principles-of-Fair-Disclosures.pdf
3. Code of Conduct to regulate, monitor and report trading by insiders - insider trading code
https://gailonline.com/pdf/InvestorsZone/GAIL-Insider%20Trading%20Code%202018-10.04.2019.pdf

B. Fraud Prevention Policy https://www.gailonline.com/pdf/others/FraudPreventionPolicyRev01withSOPonFPPRev00.pdf

C. MoU between GAIL (India) Limited and Transparency International India (TII)
https://gailonline.com/pdf/others/MOU-With-TII-23rd.July-2007.pdf

D. CSR Policy https://gailonline.com/CSR_Ploicy.html

E. Policy For Prevention, Prohibition and Redressal OF Sexual Harassment Of Women At Workplace
https://gailonline.com/pdf/others/Sexual%20Harassment%20of%20Women%20at%20Work%20Place_Circular_5.2.2018-new.pdf

F. Material Subsidiary Policy https://gailonline.com/pdf/InvestorsZone/GAILMaterialSubsidiarypolicyFinal2021.pdf
1. Related Party Transaction Policy
https://www.gailonline.com/pdf/InvestorsZone/GAILRelatedPartyTransactionPolicyMarch2022.pdf
2. GAIL Policy for Determination of Materiality and Disclosure
https://gailonline.com/pdf/InvestorsZone/GAIL-Policy-for-Determination-of-Materiality-and-Disclosure-Amended.pdf

G. Dividend Distribution Policy
https://gailonline.com/pdf/InvestorsZone/GAIL%20Dividend%20Distribution%20Policy.pdf

H. Policy on Diversity of Board of Directors
https://gailonline.com/pdf/InvestorsZone/Policy%20on%20Diversity%20of%20Board.pdf

I. Whistle Blower Policy
https://gailonline.com/pdf/others/Circular_Whistle_Blower_Policy_12.02.2019-english_06092024.pdf

J. Equal Opportunity Policy
https://www.gailonline.com/pdf/others/EqualOpportunityPolicyEnglish14022024.pdf

K. Public Interest Disclosure & Protection of Informers
https://www.gailonline.com/pdf/others/PIDPI.pdf

L. Quality Policy
https://www.gailonline.com/pdf/others/GAILQualityPolicyinEnglish.pdf

M. Information Security Policy
https://www.gailonline.com/pdf/others/Information-Security-Policy-Statement-12-feb-21.pdf

N. Health, Safety and Environment Policy
https://www.gailonline.com/pdf/others/CorporateHSEPolicyUpdated.pdf

O. Document Preservation Policy
https://www.gailonline.com/pdf/others/Document%20Preservation%20%20Policy.pdf

P. Conciliation Rule
https://www.gailonline.com/pdf/others/GAIL_(INDIA)_LIMITED_CONCILIATION_RULES_2010.pdf

Q. Nominated Nodal Officer(s) For Fraud Prevention Policy
https://www.gailonline.com/pdf/others/NominatationofNodalOfficersforFraudPreventionPolicy04052023.pdf

R. Hyper Linking Policy
https://www.gailonline.com/HighperlinkingPolicy.html

S. Copyright Policy
https://www.gailonline.com/CopyrightPolicy.html

T. Right to Information (RTI)
https://www.gailonline.com/RTI.html

4.3 Sustainability Governance

(GRI 2-9a, b, 2-12, 2-14)

GAIL's commitment to Sustainable Governance is driven by its core values of Integrity, Ethics, Customer focus, Safety, Excellence, Technology and Innovation. The company has a strong governance structure that is responsible for driving its sustainable growth. GAIL has a Sustainable Development Committee (SDC), which is a sub-committee of the Board of Directors, to guide and monitor sustainability initiatives. The SDC has four (04) members comprising of (i) CMD as Chairperson, (ii) Director (Projects), (iii) Director (BD) and (iv) Shri Sanjay Kashyap (Independent Director).

In FY 2024-25, the SDC convened three times to review and oversee the implementation of GAIL's sustainability initiatives and strategic objectives.

The roles and responsibilities of the SDC are as follows:

- Formulating and monitoring a sustainable development plan and its execution.
- Approval/ Modification of Sustainability Report and Sustainability Policy.
- Review HSE performance and emergency preparedness.
- Recommend Emergency Response and Disaster Management Plan (ERDMP).
- Review of Net Zero Ambition and Action Plan.

4.4 Sustainability Activities

(GRI 2-22, 2-23, GRI 3-3, 2-6)

Sustainability is viewed as a means of creating long-term value by evaluating the company's operations concerning Economic, Environmental, Social, and Governance aspects. GAIL is committed to integrate these aspects into its value chain, aiming to contribute to a better world for future generations. As India's leading Natural Gas Company, GAIL is dedicated to advancing the nation's energy sector sustainably by embedding sustainability into its operations and decision-making processes.

GAIL undertook a series of sustainability-focused initiatives across multiple locations during FY 2024-25, aligned with its defined goals and targets:

- GAIL's First Green Hydrogen Plant (10 MW) to produce 4.3 TPD of Green Hydrogen at Vijaipur inaugurated by Shri Pankaj Jain, Hon'ble Secretary, Ministry of Petroleum & Natural Gas, GOI on 24th May, 2024.
- GAIL has commissioned its first CBG Plant in Ranchi, which was inaugurated by Hon'ble Prime Minister on 2nd October 2024. The plant has a feedstock handling capacity of 150 tonnes per day (TPD) and a CBG production capacity of 5 TPD. The project was developed with a total investment of INR 26 Crore. GAIL plans to set up 26 CBG plants across India in the near future.
- GAIL is implementing Zero Liquid Discharge (ZLD) project at Pata (UP) to reduce fresh water consumption with an outlay of ~ INR 480 Crore.
- GAIL has planted ~ 50,000 trees during FY 2024-25 under the initiative "Ek Ped Maa Ke Naam".
- As part of Net Zero Emissions initiative, GAIL has converted 01 Natural Gas turbine driven Pipeline Compressor to Electrical drive (3.6 MW) at Vijaipur (MP). This will reduce about 6,560 tonnes of CO_2 per annum and improve the overall efficiency of compressor.
- A two-day residential training was organised at TERI's Gwal Pahari campus for 30 executives of GAIL, focusing on how ESG can be the catalyst for GAIL's Net Zero 2035 emissions target. The program proved to bolster GAIL's vision towards achieving sustainability.



Residential Training Workshop organised by TERI's Gwal Pahari Campus for executives of GAIL

Achievements:

- GAIL has been honoured with the prestigious "GreenCo Champion Award" during the CII GreenCo Summit held on 12th June 2025 at Hyderabad.
- GAIL has been conferred with 'Golden Peacock Business Excellence Award' for the year 2025, in recognition of overall Business Performance and exceptional contribution towards Business Sustainability.
- GAIL has been recognized for its excellence in BRSR reporting under the "Large Cap Service Sector" category at the ICAI Sustainability Reporting Awards.
- GAIL honoured with the prestigious "Sustainable Best Initiative of the Year 2025 Award- Achieve Net Zero" by UBS Forums in New Delhi on 11th June 2025.
- GAIL conferred with "Sustainability Organization Award 2024" at the 24th Global Greentech Environment & Sustainability Awards organized by the Greentech Foundation in New Delhi on 12th June 2025.
- GAIL once again included in the FTSE4Good Index, which is a Global Sustainability Index of the London Stock Exchange Group. The FTSE4Good Index Series is designed to identify companies that demonstrate strong environmental, social and governance practices measured against globally recognized standards.



GAIL received award for its excellence in BRSR in the "Large Cap- Service Sector ICAI Sustainability Reporting Awards 2023-24" held on 1st February 2025 at New Delhi.





GAIL has been conferred with 'Golden Peacock Business Excellence Award' for the year 2025, in recognition of overall Business Performance and exceptional contribution towards Business sustainability.





GAIL received the prestigious Prithvi Awards 2024, presented by Hon'ble Chief Guest Shri Suresh Prabhu Ji, Former Union Minister of Railways (GoI), and Guest of Honour Shri Sandeep Kumar Gupta, CMD, GAIL.

4.5 Monitoring of Sustainability Projects
(GRI 2-6, 2-23, 2-24, 3-3)

4.5.1 Dashboards

GAIL has developed various dashboards to obtain a real-time overview of GAIL's diverse operational units and the efficiency of different production lines. These dashboards enable real-time monitoring (at major plants) of several Significant Energy Users (SEUs) viz., Extruder, Steam Turbines, Centrifugal Compressors, Gas Cracker, Boilers, Heat Recovery Steam Generators (HRSGs) etc. Real-time monitoring of these SEUs helps in taking proper action to reduce losses and improve efficiency. Additionally, GAIL uses an internal dashboard to monitor shared value creation and sustainability performance against key performance indicators. GAIL Sustainability data is collected with the help of Sustainability Software, namely the e-Sustainability Module and e-Business Responsibility & Sustainability Reporting (BRSR) Module, which has database of case studies of energy efficiency, water, and waste management, etc.

4.5.2 GreenCo Assessment of the Sites

The Green Company Rating System by CII - Sohrabji Godrej Green Business Centre endorses an approach that is based on Sustainability Performance. This Rating System evaluates the companies based on criteria such as Energy Efficiency, Renewable Energy, GHG Mitigation, Material Resource Management, Water Conservation, Green Supply Chain, Product Stewardship, Innovation for Sustainability, Biodiversity & Safety and Life Cycle Assessment (LCA).

GAIL has implemented GreenCo rating across its operational sites, which provides leadership and guidance on how to make Products, Services and Operations more sustainable. The Company's internal and external stakeholders are trained on the latest green concepts so that GAIL can implement better systems and global best practices in its operations.



Tree plantation drive held during the visit of Shri Ayush Gupta, Director (HR)

The following 11 sites of GAIL have been accredited with CII GreenCo rating:

- **Platinum Certification:** In FY 2024-25 GAIL's JHBDPL (Ranchi) and KKBMPL (Kochi) pipelines have been awarded the GreenCo Platinum rating. With this recognition, GAIL now has three pipelines, including DBPL (Bengaluru) that have achieved the prestigious Platinum rating.
- **Gold Certification:** Pata Petrochemical Plant
- **Silver:** Vijaipur, Vaghodia, VSPL, Gandhar, Hazira and Jhabua
- **Bronze:** Chhainsa Compressor Station









FTSE Russell

CERTIFICATE OF MEMBERSHIP

This is to certify that

Gail India

is a constituent company in the FTSE4Good Index Series



FTSE4Good

June 2025

The FTSE4Good Index Series is designed to identify companies that demonstrate strong environmental, social and governance practices measured against globally recognised standards.

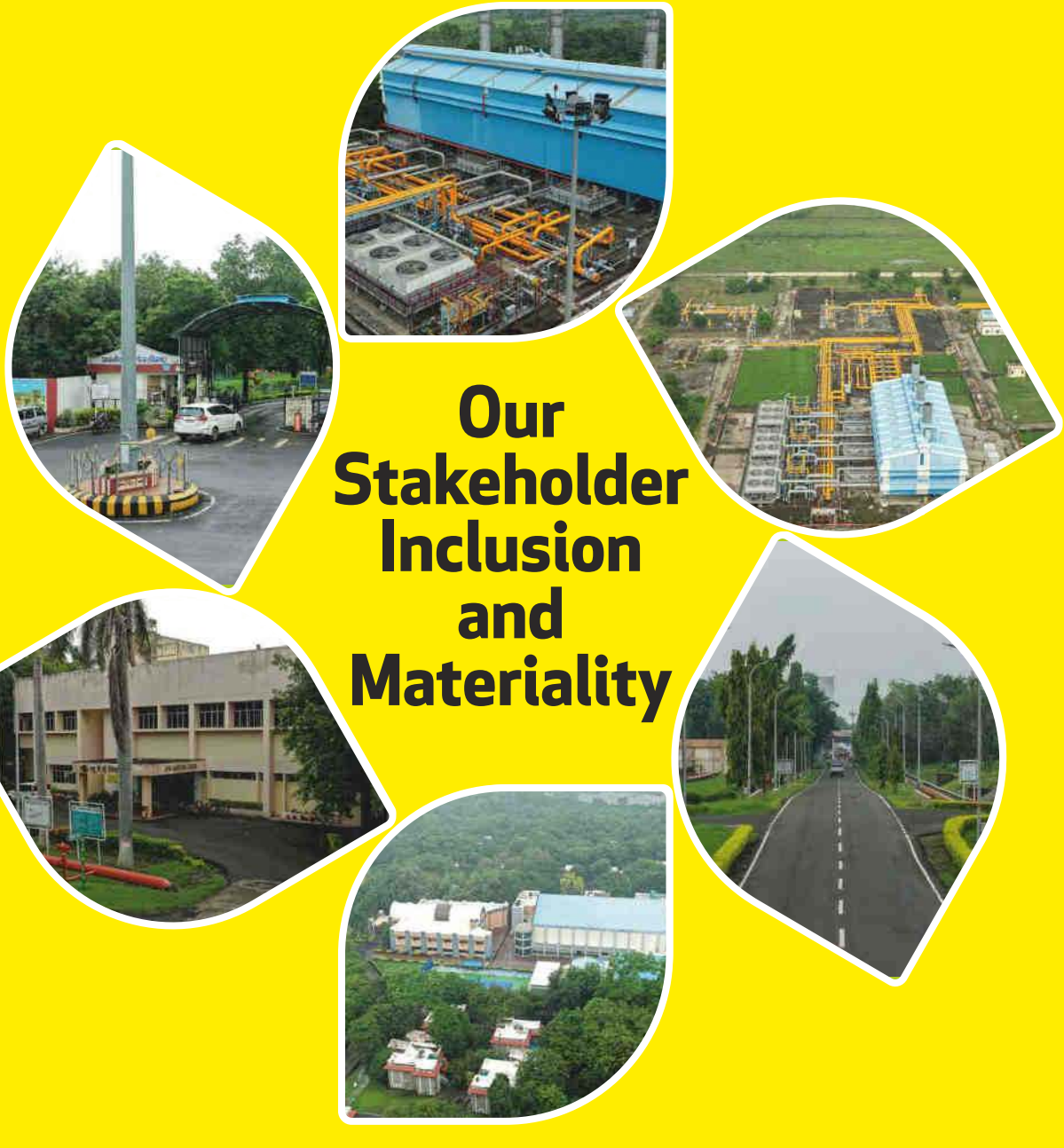
V3.0





Shri Deepak Gupta, Director (Projects) reviewed plant operations and O&M activities at GAIL Pata and V.S.P.L. Cherlapally

05



Our Stakeholder Inclusion and Materiality

- Internal & External Stakeholder Identification
- Robust five step Materiality Assessment process to identify key material issues
- In FY 2024-25, Material issues identified and analysed using double materiality Concept

Our Stakeholder Inclusion and Materiality

GRI (3-3)

At GAIL, Stakeholder engagement is not just a reporting requirement it is a foundational principle that drives our strategy, governance, and performance. GAIL recognizes that its long-term success is intrinsically linked to the trust and expectations of its stakeholders, including customers, employees, investors, suppliers, communities, regulators and civil society. Meaningful engagement enables us to understand their evolving expectations, address emerging concerns and co-create value that is inclusive and sustainable.

Equally, GAIL plays an important role in the lives and goals of its stakeholders. From ensuring reliable energy access to supporting community development, enabling economic growth, and advancing climate action, GAIL's actions directly impact a wide spectrum of stakeholder outcomes. This reciprocal relationship underlines the importance of maintaining transparent, continuous, and inclusive dialogue to ensure alignment between stakeholder priorities and GAIL's business strategy.

To reinforce this commitment, GAIL places great emphasis on Materiality Assessment, which helps identify the environmental, social, economic, and governance topics most relevant to our stakeholders and to our business. This structured process also enables GAIL to proactively identify and address emerging risks and opportunities in a dynamic operating environment.

In line with the GRI Standards, GAIL conducted a comprehensive Materiality Assessment, engaging with a diverse group of stakeholders and internal leadership to evaluate the issues that matter most. This process not only strengthens our reporting but also informs strategic decision-making, risk management, and sustainability initiatives.

5.1 Our Approach to Stakeholder Engagement

GRI (2-29, 2-30)

Stakeholder engagement is a pivotal component of our Sustainability Framework. This process entails multiple stages, starting with the identification of stakeholder groups, followed by their prioritization based on their relative importance to our business and their impact. After prioritizing the groups, we establish engagement mechanisms to maintain regular interaction and gather their valuable inputs. The insights obtained from these interactions play a crucial role in defining our Sustainability priorities and planning our ESG programs. Considering the significance and level of influence of our Stakeholders on our Business, as well as the impact our business has on them, we have categorized Stakeholder groups into Internal and External categories, as outlined below.

Stakeholders	
1. Internal Stakeholders	Employees
2. External Stakeholders	Government & Other Regulations, Investors, Suppliers, Customers, Joint Ventures, Subsidiaries and associates, Industry Associations, Industry Associations, Community, Contractors/Implementing Agencies, Academic and R&D Institutions, NGOs/Civil Society Organisations, Media, Public at large.

5.2 Stakeholder Engagement Framework

The details of engagement with various Stakeholders whose interests are affected or could be affected by GAIL's activities are as follows:

Stakeholder Group	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
Employees - Internal Stakeholder	• Email, Meetings with employees, • Telephonic Conversation, • Satisfaction surveys, • Social Media, • Grievance Redressal, • Suggestion Schemes, • CMD Open House, • Various Committees, • GAIL Day Celebration • Journals, Associations and Unions, • Townhall, • Samanvay • Spandan	Annual, Quarterly, Monthly, Regularly	• Communication on GAIL's business goals, values and principles. • Action planning on major projects. • Implementation of best practices. • Facilitating learning and development. • Track key performance indicators and action plans. • Understand and address concerns. • Idea generation, sharing and learning
Government and other regulators - External Stakeholder	• Email, Meetings, • Telephonic Conversation, • Reviews, MoUs, • Quarterly Progress Report, • Annual Report	Annual, Quarterly, Monthly, Need Based	Support Government missions to promote Sustainable Development Goals, such as: • Support Government in transitioning to a clean gas-based economy • Relationship building • Performance Appraisal through MoUs • Submission of Progress Reports. • Discussions on major investment
Financial Institutions -External Stakeholder	• Email, Meetings with investors, • Telephonic Conversation, • Investor Meet • Conferences/ Roadshows, • Site Visits and Conference calls for investment community, • Analyst Meets, • Quarterly Financial Results, • Press Conferences	Annual, Quarterly, Need Based	• Financial performance • Share broad future strategies • Get feedback and address concerns • Seek approval from Shareholders on major decisions
Suppliers - External Stakeholder	• Email, Telephonic Conversation • Supplier Meets • Industry Conclave • Access to the Internal Management Level Committee • Vendor Development Program/ Vendor Coaching Programs • Awareness programs for SC/ST owned MSEs, Women MSE| entrepreneurs etc., • Pre-Tender or Pre-Bid meeting for tenders, as per requirement • Meets with MSEs	Annual, Quarterly, Monthly, Regularly	• Communicate operational decisions • Seek their performance data / information • Understand and address their concerns regarding payment etc. • Dispute resolution • Review of Contracts

Stakeholder Group	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
Customers - External Stakeholder	• Email, Telephonic Conversation, Video Calls • Annual Customer Meet • Zonal Customer Meet • Customer Satisfaction Survey • Exhibitions • Seminars • Symposiums	Annual, Quarterly, Need Based	• To understand their satisfaction levels • To address operational concerns, quality etc. • To get feedback on new Product development
Joint Ventures, Subsidiaries and Associates of GAIL - External Stakeholder	• Email, Telephonic Conversation, Video Calls, • Reports and Newsletters	Need Based	• Discussion on major investment plans • Sharing performance data • Facilitate decision making on major topics.
Industry Associations -External Stakeholder	• Email, Telephonic Conversation, Video Calls. • Seminars • Conferences • Industry Expo • Interviews • Reports and Newsletters	Need Based	• Sharing performance data • Inform progress of key projects • Knowledge sharing, brand building in conferences and seminars. • Engage in Public Policy Advocacy
Communities - External Stakeholder	• Telephonic Conversation • Meetings and Direct Interaction • Community Events • Need Assessment and Impact Analysis • CSR Initiatives	Need Based	• Engaging with Communities for conducting Need Assessment and executing Community Development Projects • Understanding and addressing their concerns on critical incidents. • Community Grievances Redressal
Contractors/ Implementing Agencies - External Stakeholder	• Emails, Telephonic Conversation, Video calls • Pre-Tender Conference, Pre-Bid Meeting • Vendor Meet • Business partners Interactive Meet • Websites	Annual, Quarterly, Monthly, Regularly, Need Based	• Communicate operational decisions. • To align their work with company policies. • Seek their performance data/ information. • Understand and address their concerns regarding Payment, material issue etc. • Communicating company's obligations such as Contract Renewal, Safety etc. • Dispute resolution • Review of Contracts

Stakeholder Group	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
Academic and Research Institutions- External Stakeholder	• Emails, Telephonic Conversation, Video calls • Periodic Project Meetings • Reports and Newsletters	Need Based	• Partner and Participate in GAIL's Research & Development activities.
NGOs / Civil Society Organizations - External Stakeholder	• Emails, Telephonic Conversation, Video Calls • Project Meetings • Annual Reviews	Need Based	• Executing Community Development Projects • Understanding and addressing their concerns on critical incidents.
Public at large & Media -External Stakeholder	• Email, Social Media Campaigns /Posts etc. • Community Events • CSR Initiatives • Corporate Communique • Press Conferences	Annual, Quarterly, Monthly, Regularly, Need Based	• Participate and support GAIL initiatives for public good • Brand Awareness and improved Brand Recall • Understanding and addressing their concerns on critical incidents

5.3 Our approach to Materiality

(GRI 3-1a, b)

The Oil & Gas sector operates in a highly dynamic environment characterized by rising energy demand, evolving regulatory landscapes, technological advancements, and increasing stakeholder expectations for climate action and responsible resource management. Companies in this sector face unique challenges such as transition to low-carbon energy, managing methane and GHG emissions, ensuring occupational health and safety, safeguarding biodiversity, and upholding community trust in regions of operation. Materiality Assessment therefore play a critical role in identifying sustainability topics that are most relevant for both sectoral resilience and stakeholder confidence.

In this context, GAIL follows a structured and globally aligned approach to Materiality Assessment in line with the GRI 2021 Standards. The process involves identifying and prioritizing key stakeholder groups, engaging through surveys and focused discussions, and evaluating sustainability topics most relevant to long-term business performance and stakeholder expectations.

To ensure robustness, the assessment is conducted by independent third-party agencies and incorporates sector-specific frameworks such as IPIECA, IFC Performance Standards, and SASB guidelines. The outcomes are reviewed by GAIL's Sustainable Development Committee (SDC) to guide strategic focus areas and ESG integration.

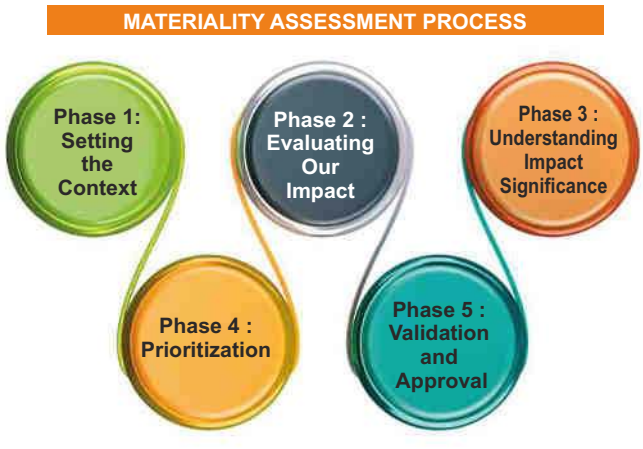
Link to GAIL policy for Determination of Materiality or Disclosure of Material Events:

https://www.gailonline.com/pdf/InvestorsZone/FinalMaterialityDisclosurePolicy23112023.pdf

5.4 Materiality Assessment Process:

(GRI 3-1, 3-2, 3-3)

GAIL's Materiality Assessment is a structured five-phase process designed to identify and prioritize sustainability topics that reflect both stakeholder interests and business impacts. In FY 2024-25, the assessment process was enhanced by adopting the Double Materiality approach, recognizing that material topics can impact both the environment and society, as well as the organization's financial performance.



Phase 1: Setting the Context

In this initial phase, GAIL analysed the internal and external landscape to understand its operational context and evolving stakeholder expectations.

- Reviewed sector-specific sustainability frameworks including GRI, IFRS/SASB, and UN SDGs.
- Conducted a comparative analysis of global leaders and peer companies to identify commonly reported material topics.
- Mapped industry trends, emerging risks, and regulatory developments to identify relevant EESG topics.
- Assessed GAIL's business model, operational footprint, and stakeholder groups (investors, regulators, employees, suppliers, customers, and communities).
- Considered Double Materiality from the outset, integrating both impact materiality (on environment/society) and financial materiality (on GAIL).

Expert Involvement and Validation: To ensure accuracy and relevance, the process engaged experts comprising the HoDs and designated representatives from key functions of GAIL, including Operations, Marketing, Human Resources, Health, Safety & Environment, Sustainability, Finance, Legal, and Corporate Strategy etc. Their expertise was critical in contextualizing sectoral priorities within GAIL's operational realities.

The initially identified list of material topics was tested and validated through structured discussions and workshops with these experts, along with external information users such as regulators, investors, and community representatives. This step ensured that the selected material topics were not only aligned with global standards but also meaningful to GAIL's stakeholders. The outcome of this process was a consolidated set of material topics, refined through iterative feedback loops, which were subsequently reviewed and endorsed by the Sustainable Development Committee (SDC) for strategic adoption and integration into GAIL's ESG framework.

Phase 2: Evaluating Our Impact

GAIL identified actual and potential EESG impacts across its value chain, guided by standards and benchmarks.

- Evaluated financial implications of material topics by benchmarking with peers and analysing exposure to ESG-related risks and opportunities.
- Applied the Double Materiality lens to assess:
  - How GAIL impacts the environment and society (impact materiality)
  - How ESG factors affect GAIL's financial and strategic performance (financial materiality)

Phase 3: Understanding Impact Significance

This phase focused on capturing the stakeholder perspective on the importance of each topic.

- Developed and distributed questionnaires (both online and offline) to internal and external stakeholders.
- Conducted on-ground stakeholder workshops across multiple key GAIL locations, including: Pata, Vijaipur, Lucknow Zonal Office, Khera, Cherlapally, Vadodara (including Vaghodia and Gandhar), Ranchi, Jubilee Tower, Noida, and Delhi Corporate Office
- These physical workshops engaged employees, local communities, vendors, contractors, and other key stakeholders.
- In addition, certain stakeholders particularly remote partners and consultants were connected virtually via online platforms.
- Collected and analysed stakeholder feedback to determine:
  - Significance of each material topic
  - Severity, scale, and likelihood of potential impacts (positive and negative)

Phase 4: Prioritization

Material topics were prioritized based on the results of stakeholder engagement and internal impact assessments.

- Mapped material topics on a Materiality Matrix, considering:
  - Stakeholder priorities (horizontal axis)
  - Business relevance and impact (vertical axis)
- Conducted a gap analysis to ensure all critical topics, including financial and non-financial implications, were captured.
- Identified topics of strategic significance and areas requiring future investment, transparency, or risk mitigation.

Phase 5: Validation and Approval

The final materiality results were reviewed and validated for integration into GAIL's sustainability strategy and disclosures.

- Findings were presented to the Sustainable Development Committee (SDC) and cross-functional leadership teams.
- Strategic feedback was incorporated into the final materiality assessment output.
- Final list of material topics was integrated into EESG planning and Sustainability Reporting (as per BRSR, GRI, etc.).

Material Topics:

No.	Material Topics FY 2024-2025 in order of importance High to Low	Material Topics FY 2023-2024 in order of importance High to Low
1.	Economic Performance and Business Growth	Towards Decarbonization and Net-Zero (GHG Emissions), Climate Change Adaptation and Mitigation
2.	GHG Emission and Climate Change	Access and Affordable Clean Energy for all
3.	Resource Optimization	Resource Optimization
4.	Health and Safety	Health and Safety
5.	Human Resource Management	Human Capital Management
6.	Risk and Crisis Management	Community Development and Engagement
7.	R&D, Innovation, Patents and Technology Transfer	Business Ethics, Integrity, and Compliance ESG in governance and transparency in reporting
8.	Protection of Biodiversity	Economic Performance
9.	Supply Chain Management, Sustainable Sourcing	Air Quality and Emissions
10.	Community Engagement and Inclusive Development	Protection of Human Rights
11.	Human Rights	ESG in governance and transparency in reporting
12.	Data Integrity, Information security, security asset management	Protection of Biodiversity and Ecology
13.	Compliance and Governance	Marketing and Labelling
14.	Business Ethics and Transparency	Supply Chain Management
15.	Circular Economy and Product Life Cycle Assessment	Sustainable Sourcing
16.	Air Emissions	Customer Relationship, Experience and Satisfaction
17.	Customer Relationship Management	Product Service and Quality
18.	NA*	Business Growth and Profitability
19.		Risk and Crisis Management
20.		Data Privacy and Cyber Security
21.		Product Design and Life Cycle Management
22.		Innovation, Patents and Technology Transfer

*This year, topics have been merged and reduced as per the standards and peer benchmarking

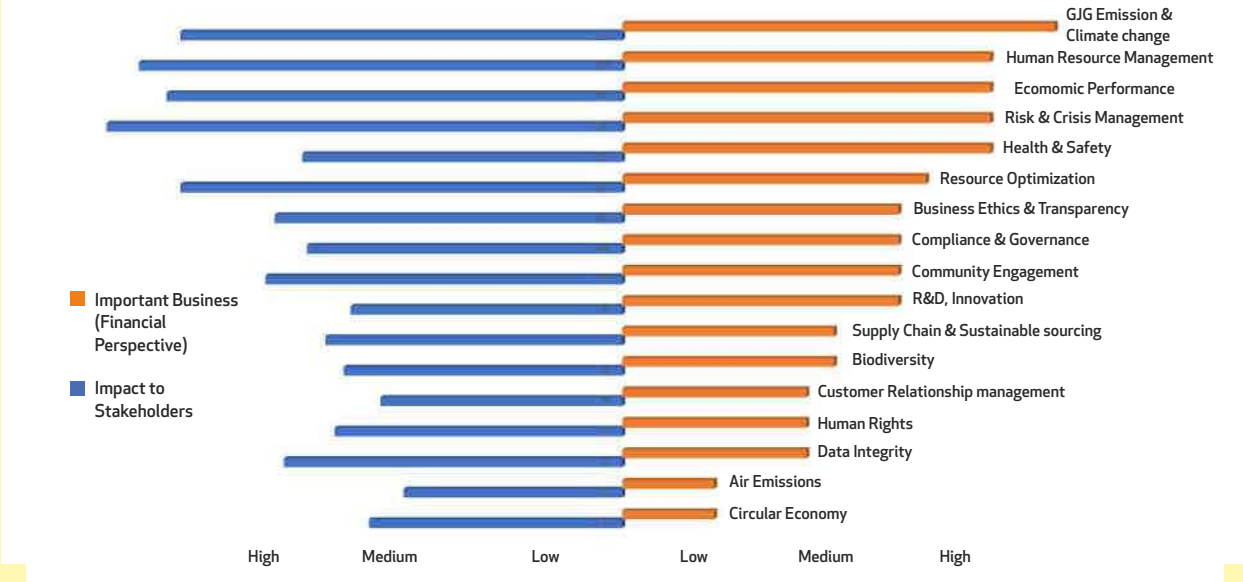
In FY 2024-25, GAIL updated its material topics based on their relevance to stakeholders and alignment with business priorities. The revision reflects a dynamic outlook and strategic approach to addressing key areas that significantly impact both stakeholders and the company's long-term success, while considering the financial implications on the organization. By updating the material topics, GAIL emphasizes its commitment to creating value for stakeholders and driving business performance, ensuring that financial and non-financial impacts are closely linked with sustainability objectives.

5.5 Prioritization of Material Topics Based on Stakeholder Significance and Impact

(GRI- 2-29, 3-1, 3-2, 3-3, 302, 305, 403, 205, 418)

Priority	High (Substantial)	Medium (Moderate)	Low (Relevant)
Economic	Economic Performance and Business Growth	R&D, Innovation, Patents and Technology Transfer	
		Supply Chain Management, Sustainable Sourcing	
Environment	GHG Emissions and Climate Change	Protection of Biodiversity	Air Emissions
	Resource Optimization		Circular Economy and Product Life Cycle Assessment
Social	Health and Safety	Community Engagement and Inclusive Development	Customer Relationship Management
	Human Resource Management	Human Rights	
Governance	Risk and Crisis Management	Data Integrity, Cyber Security, Security & Asset Management	
		Compliance and Governance Business Ethics and Transparency	

Materiality Assessment



5.6 Key Performance Indicators with respect to Material Topics

(GRI 3-3a, b, c, d, e, f)

Material Topics	GRI & Chapter Topics	KPI	Rationale for Importance
Economic Performance and Business Growth	201-1, 415-1 Topic-11.14 Chapter 7: Business Growth	Revenue and Profit from Operations, Economic Value Generated, Economic Value Distributed.	India has planned to increase Natural Gas share in Energy Mix from 6% to 15% by 2030. GAIL is the leading Natural Gas marketing company in India with ~16,421 Km of NG pipelines and sells ~47% of NG in the country. GAIL is continuously expanding its Pipeline and CGD network to cater to the increased demand of NG. The per capita Petrochemical consumption is also on the rise and GAIL is expanding its Petrochemical capacity to cater to the increased demand. Hence suitable opportunities for growth and profitability are available in existing businesses. In addition, GAIL is foraying into new business areas to further increase the growth. To ensure sustainable growth, GAIL is focusing on expanding its business. It has ventured into Renewable and alternative energy sources such as Solar, Wind, Compressed Biogas, Green Hydrogen etc., and adopting latest technologies to increase the productivity of the business and contribute towards profitability and business growth.
GHG Emission and Climate Change	205-1,2,3,4,5,6 Topic-11.1, 11.2, 11.3 Chapter 9: Energy and Environment Chapter 10: Climate Change	Reducing GHG emissions, Increase use of RE power in operations, Investment in alternative green fuel sources, Energy efficient equipment's, Electrification, Investment in Low-carbon Technologies	Due to adverse effects of Global warming as a result of increase in GHG emissions, countries and corporates have taken Net Zero Emissions Target towards reduction in GHG emissions. This shall entail additional Financial implication for adopting clean technologies and transition to Green Energy. Potential risks include operating the plants in extreme weather conditions, i.e., extreme heat, cold waves, cyclones, excessive rains and floods, which may cause damage.
Resource Optimization	301-1,2,3 ,302-1,2,5, 303-1,2,3,4,5, 306-1,2,3,4,5 Topic-11.5,11.6 Chapter 8: Operational Excellence Chapter 9: Energy and Environment	Energy consumption, Energy savings, Resource efficiency, Renewable Energy generated, Water recycling, Implementation of CII GreenCo rating for resource optimization at major sites, Improved Capacity utilization percentage, Financial saving through QC projects, Environmental expenditure	At GAIL, we strive for optimum utilization of resources like water, energy and materials. We are actively exploring Electrification of existing Natural Gas based equipment, increasing our Renewable Energy generation, improving process efficiency etc. As raw materials availability is declining, Energy and resource conservation has direct relation in reducing environmental impact and saving costs.

Material Topics	GRI & Chapter Topics	KPI	Rationale for Importance
Health and Safety	403-1,2,3,4,5,6,7,8, 9,10, 416-1,2 Topic-11.9 Chapter 11: Our Employees Chapter 12: Ensuring Health and Safety for All Chapter 13: Responsible Supply Chain Management Chapter 16: Performance and Standards	HSE score, Number of minor incidents, Number of safety observations reported, Near miss, LTIFR (Lost Time Injury Frequency Rate)	GAIL's pipeline network spreads across the length and breadth of the country and also operates a few Process Plants. GAIL is committed to upholding best Health and Safety practices across all our operations. Due to the handling of large quantities of Hydrocarbons, Health & Safety of our assets, employees, stakeholders are an important focus area.
Human Resource Management	401,402,404,405, 406,407, 410,402 Topic- 11.10,11.11,11. 12,11.13 Chapter 5: Our Stakeholders Inclusion and Materiality Chapter 11: Our Employees	Average Training hours, Attrition rate, Training on Human Rights, Training Efficacy Score, Training Expenditure, Diversity.	GAIL recognizes the importance of having a strong human capital, which helps in maintaining consistent business growth. The Company takes various initiatives to provide a conducive work environment and growth opportunities for its employees.
Risk and Crisis Management	Chapter 6: Strong Governance and Business Resilience Chapter 7: Business Growth Chapter 8: Operational Excellence Chapter 9: Energy and Environment	Key Risks and Mitigation measures	Effective Risk and Crisis management ensures safety, operational continuity, and environmental protection during and after industrial activities. Closure and rehabilitation restore sites responsibly, minimizing long-term impacts. Asset integrity safeguards infrastructure, preventing failures and costly disruptions. Critical Incident Management enables swift, coordinated responses to emergencies, reducing harm and recovery time.
R&D, Innovation, Patents and Technology Transfer	Performance Highlights Chapter 6: Strong Governance and Business Resilience Chapter 7: Business Growth Chapter 10: Climate Change	Expenditure on Research and Development.	GAIL is continuously working towards innovating new products and improving the performance of existing services, digitalization for stimulating economic growth of the business and creating a strong presence in the market.

Material Topics	GRI & Chapter Topics	KPI	Rationale for Importance
Protection of Biodiversity	304-1,2,3,4 Topic- 11.4 Performance Highlights Graph Chapter 4: Sustainability at GAIL Chapter 9: Energy and Environment	Biodiversity Initiatives at various sites, maintaining Green Belt, Numbers of Trees planted.	GAIL endeavours to operate in a responsible way that ensures the conservation and protection of Biodiversity and Ecology, in a manner that shall not harm the biodiversity, flora and fauna.
Supply Chain Management, Sustainable Sourcing	204-1,308,414 Topic- 11.14 Chapter 13: Responsible Supply Chain Management	Order value through GeM portal, Number of new suppliers assessed. Percentage procurement from MSEs, Percentage of suppliers belonging from vulnerable and marginalized communities	For sustained business continuity at GAIL, Suppliers are key stakeholders as they support in ensuring smooth operations and are significant contributors to the overall success of the business. GAIL makes efforts to ensure that its suppliers follow the national/international legislation and standards, as applicable. GAIL follows sustainable sourcing & procurement throughout its supply chain, acquiring raw materials and goods from local suppliers, focusing on reducing risks associated with non-compliant suppliers
Community Engagement and Inclusive Development	203-1, 413 Topic- 11.15,11.16,11.17 Chapter 15: Our Community	Total CSR Expenditure, Operations with Local Community Engagement, Total CSR expenditure in aspirational districts	GAIL regularly engages with local communities to understand their needs and improve the lives of the underprivileged through various CSR initiatives. Projects like GAIL Ujjwal, Kaushal, Arogya, Unnati and Sashakt focus on Education, Skill Development, Healthcare, Rural Development and Women Empowerment respectively. Through these efforts, GAIL enhances community well-being and fosters sustainable growth by addressing critical issues such as Education, Healthcare, and Infrastructure.
Human Rights	408,409,411 Topic-11.9,11.10, 11.12, 11.15,11.17 Chapter 6: Strong Governance and Business Resilience Chapter 11: Our Employees Chapter 13 Responsible Supply Chain Management Chapter 16: Performance and Standards	Total Number of Operations with significant actual and potential negative impacts on local communities, Number of complaints received through Grievances and Redressal Mechanism.	As a socially responsible organization, GAIL is dedicated towards the promotion of Human Rights and the implementation of responsible Labour practices in every facet of its operations. GAIL is in compliance with Indian regulations as well as International frameworks (including ILO convention).

Material Topics	GRI & Chapter Topics	KPI	Rationale for Importance
Data Integrity, Information Security, Security Asset Management	410,418 Topic- 8.2.7 Chapter 6: Strong Governance and Business Resilience Chapter 8: Operational Excellence Chapter 14: Our Customer	Number of Data Breaches /Incidents	GAIL is actively implementing various initiatives to promote responsible information systems and digitalization. This includes conducting regular email and SMS phishing simulations to enhance employee awareness and strengthen Information Security practices. Cybersecurity training is being provided through GTI, along with awareness lectures for employees. There is an evolving need to increase regular Information Security advisories being sent to remain vigilant and counter any cyberattack. A comprehensive Crisis Management Plan is in place to address cyber-attacks and cyber terrorism, supported by an Incident Handling Team. This team consists of a Crisis Management Cell and a Level II Incident Resolution Team for efficient control and response.
Compliance and Governance	405-1 Chapter 4: Sustainability at GAIL Chapter 6: Strong Governance and Business Resilience Chapter 9: Energy and Environment Chapter 13: Responsible Supply Chain Management	Board Structure (Number of Sub-Committees, Number of Members), EESG Specific Trainings Hours of Directors.	GAIL's Board provides guidance for the management of the Economic, Environmental, Social, and Governance (EESG) related aspects. The Sustainable Development Committee (SDC) of the Board regularly reviews the progress of these areas in its meetings and offers recommendations for the way forward. Additionally, the Sustainable Development Steering Committee (SDSC) of GAIL plays a pivotal role in overseeing and driving the company's sustainability initiatives, ensuring alignment with its strategic goals. The SDSC also works closely with the Board and other management teams to ensure the integration of EESG principles into GAIL's operations and decision-making processes
Business Ethics and Transparency	205-1,2,3, 206-1, 207-1,2,3 Topic-11.19,11.20 Chapter 4: Sustainability at Glance Chapter 5: Strong Governance and Business Resilience Chapter 7: Business Growth	Awareness Programs/ Training for Employees to sensitize on anti-corruption policies and other organizational procedures, Number of Vigilance and Corruption cases.	Ethical business conduct is essential for GAIL's sustainable growth, ensuring transparency in all operations. This includes adhering to a strong code of conduct, implementing anti-corruption measures, and maintaining effective grievance redressal mechanisms. These practices foster trust, accountability, and long-term success.
Circular Economy and Product Life Cycle Assessment	301-1,2,3 Topic-11.5, 11.14 Chapter 4: Sustainability at GAIL	Conducting Life Cycle Assessment	GAIL conducted a Life Cycle Assessment (LCA) to evaluate the environmental impacts of its products and processes, from raw material extraction to disposal or recycling at Pata. The LCA covered the extraction and transportation of Natural Gas, its processing into products like LPG, Naphtha, HDPE, and LLDPE, and the end-of-life impact, including recycling or disposal.

Material Topics	GRI & Chapter Topics	KPI	Rationale for Importance
Air Emissions	305-7 Topic-11.3 Chapter 8: Operational Excellence Chapter 9: Energy and Environment	Air Quality Monitoring, Emission Reduction Targets, Renewable Energy and Efficiency, Transportation Emissions	At GAIL, we constantly strive for controlling and regulating air emissions which can arise during the transportation and processing of Natural Gas. We regularly monitor, regulate and report the emissions in accordance with various Central and State Pollution Control Board norms, World Business Council for Sustainable Development (WBCSD), Greenhouse Gas Protocol Reporting Standards, ISO 14064:2018 and the American Petroleum Institute (API)- 2022.
Customer Relationship Management	417,418 Topic-11.22 Chapter 14: Our Customer	Customer Satisfaction Index CPGRAMS	GAIL embraces a customer-centric approach, regularly engaging with customers to understand their needs and enhance their experience by delivering high-quality products and services. The Company actively responds through CPGRAMS / SCORES/ GAIL's online complaint system to address Customer Grievances and ensure timely resolution. Additionally, GAIL implements a comprehensive Customer Value Plan to continually improve customer satisfaction and add value.

GAIL integrates key Stakeholder concerns and Business needs into its overall strategy. We analyse the identified material topics using a Double Materiality perspective. The following table enumerates the material topics from Positive and Negative Impact Materiality viewpoint.

5.7 Impact Assessment of Material Topics

(GRI 3-3, 203-2)

No	Material Topic	Positive Impact	Negative Impact	SDGs
1	Economic Performance and Business Growth	• Improve Growth Prospects and enhance Shareholder value.	• Poor performance could harm Brand Reputation and Market Share.	1,7,8,9,12,13,17
2	GHG Emission and Climate Change	• Reducing GHG emissions through the adoption of Renewable Energy projects, integrating Energy-efficient technologies, Electrification, CO_2 Valorisation and Offsetting initiatives, will help preserve the environment and ecosystem.	• Potential risks like operating the plants in extreme weather conditions i.e., extreme heat, cold waves, cyclones, excessive rains and floods which can cause damage. This will lead to higher investments in adapting new technologies and also make existing infrastructure redundant.	7,9,11,12,12,17
3	Resource Optimization	• Reduction in operational costs, efficiency improvement, and mitigation of risks in Compliance Management.	• This will lead to higher investments in adapting new technologies and also make existing infrastructure redundant.	6,7,9,11,12,13

No	Material Topic	Positive Impact	Negative Impact	SDGs
4	Health and Safety	• Better Health and Safety will improve efficiency and productivity.	• Inadequate health and safety measures may lead to workplace accidents, injuries, reduced morale, legal liabilities, and loss of productivity	3,8,9,11,12,16,17
5	Human Resource Management	• Improved Work Culture in the Company.	• Increased training and development costs. • Inconsistent implementation of HR practices may cause dissatisfaction among employees.	3,4,5,8,16,17
6	Risk and Crisis Management	• Safe working environment. • Lower downtime. Resource optimization, Better Productivity and Improved Profit.	• Resource allocation to Crisis Management may divert attention from Core Business Operations. • The risk of mismanagement during unforeseen events can harm GAIL's reputation.	3,6,9,11,13,14,15,16,17
7	R&D, Innovation, Patents and Technology Transfer	• Competitive advantage. • Improved Market share. Better Profit and Growth.	• High cost of R&D and Risk of failures.	9,12,13,14,17
8	Protection of Biodiversity	• Strengthens GAIL's Sustainability profile and Regulatory compliance. • Builds positive relationships with environmental stakeholders.	• Mismanagement in this aspect could lead to negative impacts for the organization as it would then turn out as a risk in areas regarding non-compliance of regulations.	6,12,14,15,18
9	Supply Chain Management, Sustainable Sourcing	• Ensures reliable supply of material at reasonable price. Ensures reliable offtake of products • Compliance with regulatory framework. Better acceptability of Product. • Improved Brand Image	• Poor Supply Chain Practices or non-compliance with Sustainability and Regulatory requirements may lead to disruptions, reputational damage, cost escalation, and loss of customer trust.	8,10,12,16,17
10	Community Engagement and Inclusive Development	• Social upliftment of Marginalized communities • Bolster Public Trust • Brand Image	• Potential resource strain on Community Development projects. • Risk of backlash if engagement efforts are perceived as insufficient or insincere.	1,2,5,10,11,16,17

No	Material Topic	Positive Impact	Negative Impact	SDGs
11	Human Rights	• Improved Community well-being • Improved Brand Image • It will save unwanted social unrest and litigations	• Risk of litigation or reputational damage if Human Rights policies are not adhered to	1,5,8,10,16,17
12	Data Integrity, Information Security, security asset management	• Better Trust • Lower disruptions. Lower Compliance Risk	• Data Breaches, Cyberattacks, or weak Asset security can cause operational disruptions, regulatory penalties, reputational harm and financial losses.	9,16,17
13	Compliance and Governance	• Better Trust among stakeholders. • Improves ESG rating. • Access to Sustainable Finance.	• Non-compliance or governance failures may lead to regulatory penalties, reputational damage, loss of stakeholder confidence, and restrictions on financing opportunities.	5,8, 10,12, 16,17
14	Business Ethics and Transparency	• Instils high morale among the employees, with a sense of belongingness. • Improves Governance and Transparency.	• Any lapse in ethics or integrity can erode Stakeholder Trust, cause reputational crises, and disrupt long-term business sustainability.	8,10,12,16
15	Circular Economy and Product Life Cycle Assessment	• Improved Sustainable performance. Enhanced acceptability of Product due to better disclosures. • Enhance the durability and reliability of the product.	• Failure to adopt circular economy practices may result in resource inefficiencies, higher waste generation, regulatory non-compliance, and reduced market competitiveness.	9,12,13,14,15,17
16	Air Emissions	• Improved air quality compliance can boost GAIL's environmental reputation. • Reduces costs associated with regulatory fines for non-compliance.	• Uncontrolled emissions can cause Environmental harm, Health impacts, regulatory penalties, and Reputational risks.	3,7,11,12,13,15
17	Customer Relationship Management	• Improved Brand Image. • Better Customer loyalty. • Improved realization	• Poor customer engagement or failure to meet expectations can result in Reputational loss, reduced Customer retention, and loss of Market Share.	1,3,5,9,10,12,16,17

Glimpse of GAIL Materiality Workshops conducted at Sites







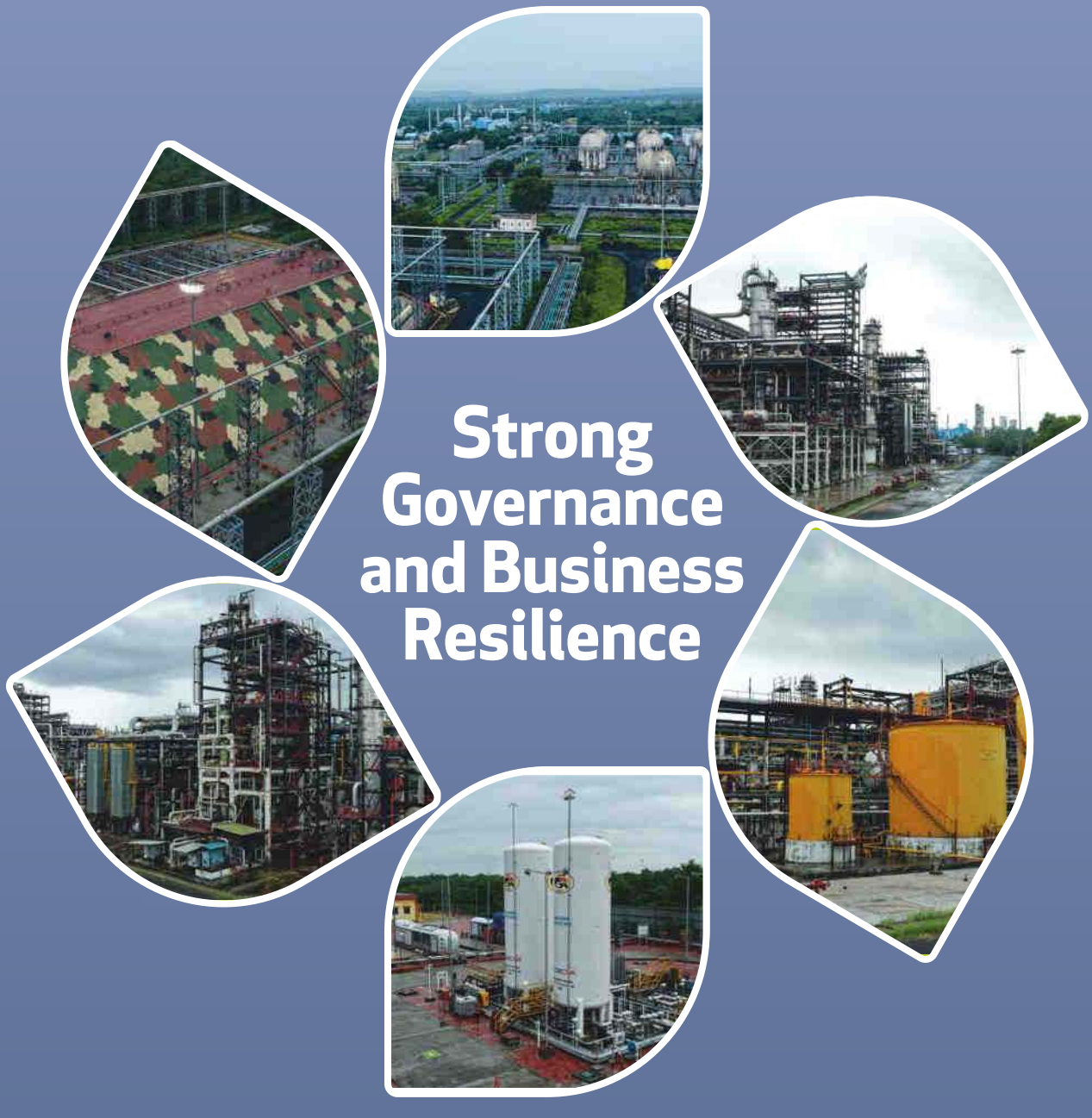






Materiality workshops at GAIL sites with employees, community, customers and suppliers

06



Strong Governance and Business Resilience

100% disposal rate for RTI applications and appeals in FY 2024-25

18 surprise inspections, 29 file audits, and 12 intensive inspections conducted

Strong Governance and Business Resilience

6.1 Governance and Board Oversight at GAIL

(GRI 3-3)

The Corporate Governance Framework helps to foster and sustain a Robust, Ethical Organizational Culture. GAIL has formulated a comprehensive Corporate Governance structure to identify, evaluate, and manage the Company's risks while offering constructive insights. It also ensures that the Management's duties align with the Board's oversight. Further, the Policies and Procedures at GAIL undergo regular review and update to effectively manage risk exposures, which are critical for the smooth functioning of our operations. As a result, GAIL exemplifies Commendable Corporate Ethics through establishment and execution of a comprehensive Corporate Governance Framework.

GAIL Core Values

Integrity & Ethics: It is transparent, fair and consistent in dealing with people. It insists on honesty, integrity and trustworthiness in all its activities and seeks to exhibit highest levels of personal and institutional integrity.

Excellence: It seeks to achieve the pinnacle of excellence in all the business verticals where it has significant presence with continuous improvement and learning.

Respect: It believes in people, recognizes its responsibility towards the employees and respects their unique contribution, teamwork, dignity, rights and privacy.

Technology and Innovation: It acknowledges entrepreneurial spirit and constantly supports development of newer technologies, introduction of new ideas/ products, improved processes, better services and management practices.

Customer: It strives relentlessly to exceed the expectations of its customers and to be their first preference by delivering superior products and services, and creating sustainable value.

Safety: It aims to providing a safe workplace for its workforce and the communities around it, along with respecting the environment.

6.2 Governance Structure and Mechanism

(GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-12, GRI 2-13, GRI 2 16, GRI 405-1a, 2-17a,)

The Board of Directors and its various Sub-Committees form the Apex of the Governance Framework. GAIL employs a cohesive Board structure governed by a Board Charter that delineates the Board's composition and responsibilities.

The Chair of the highest governance body is also a senior executive in the organization, serving as the Chairman & Managing Director (CMD).

The Board of Directors comprises Executive (Functional/ Whole-time) and Non-Executive (Government Nominee and Independent) Directors. As of 31st March 2025, there were 14 (Fourteen) Directors on the Board comprising 06 (six) Functional Directors, including the Chairman & Managing Director and 08 (eight) Non-Executive Directors [comprising of 02 (two) Government Nominee Directors and 06 (six) Independent Director(s)].

Our Board of Directors possess extensive experience in Marketing, Project Management, Operations, Finance, and Governance and prioritize Sustainability in decision making. In line with our training philosophy, we provide Board members with the necessary training to update and enhance their skills. The newly appointed Directors benefit from custom-Designed Orientation and Induction Courses, which help them comprehend the organizational structure and contribute to GAIL's overall growth. During the induction period, they receive an On-boarding kit outlining their duties and responsibilities and the relevant laws and regulations they must follow.

We also regularly conduct capacity-building sessions on the evolving ESG landscape, including climate change, to keep them abreast of the latest information. This aspect is detailed further in subsequent sections of this Report.

Refer to the Performance and Standard Chapter tables to analyse the representation of individuals in the organization's governance bodies across different diversity categories, including gender and age groups categorized as under 30 years old, 30-50 years old and over 50 years old.

Details regarding the composition of the Board and member profile are available on GAIL's website **https://gailonline.com/ABLeadership.html**

GAIL has multiple Board-Level Sub-Committees, such as the Sustainable Development Committee (SDC), HR Committee, CSR Committee, Stakeholders Relationship Committee (SRC), etc., to assess the various facets of Company's Business Responsibility performance.

Senior executives and Functional Directors regularly report back to the highest governance body on the management of the Organization's impacts on the economy, environment, and people. Such reporting takes place through structured reviews during Board and Sub-Committee meetings held on a quarterly basis, supplemented by additional updates as required. These reviews cover progress against strategic objectives, compliance with policies and regulations, and the effectiveness of Impact Management Initiatives.

The Senior Management team is responsible for identifying and understanding the long-term interests of various stakeholders. The Board level Sub-Committees are responsible for Reviewing, Recommending and Approving Processes for Managing the Organisation's Impact on the Stakeholders. Further, the Board of Directors oversees the overall processes and ensures that the needs of stakeholders are properly managed.

Training Programs for Board of Directors in FY 2024-25

No.	Training Programs Attended	Number of Directors
1	Orientation on the 1st Board Meeting	05
2	One-day Orientation Programme on "Capacity building of newly appointed Non-Official Directors of Central Public Sector Enterprises (CPSE's)"	06
3	Participation in Programme on "Role of Chairman and Independent Directors of the Board"	06

Training Programs for Independent Directors in FY 2024-25

Familiarization Programs for Independent Directors					
No	**Name of the Director**	**No. of Programs attended during FY 2024-25**	**No. of hours spent in such Programs during FY 2024-25**	**No. of Programs attended from appointment till date**	**No. of hours spent in such Programs to date**
1	Shri Akhilesh Jain	1	24	5	62
2	Shri Sher Singh	2	58	10	139.5
3	Smt. Kangabam Inaocha Devi	0	0	7	65.5
4	Prof. Dr. Ravikant Kolhe	1	24	9	113.5
5	Dr. Nandhagopal Narayanasamy	1	24	8	102.8
6	Shri Sanjay Kashyap	1	24	7	91.5

Link: https://gailonline.com/pdf/InvestorsZone/Website_21052025.pdf

6.3 Committees of the Board
(GRI 2-18)

As of 31st March 2025, GAIL's Governance Structure comprises the Board of Directors, including five (05) Statutory Committees: 1) Audit Committee, 2) Corporate Social Responsibility Committee, 3) Nomination and Remuneration Committee, 4) Stakeholders Relationship Committee and 5) Risk Management Committee. Since each Committee performs specific tasks, the well-specified Terms of Reference help each Committee work effectively, including quickly settling issues. The various Board-level committees are listed in the table below:

No.	Committees of the Board	Number of meetings in FY 2024-25
1	Audit Committee	9
2	Business Development and Marketing Committee (BDMC)	6
3	Corporate Social Responsibility Committee	8
4	Finance Committee	1
5	HR Committee	2
6	Nomination and Remuneration Committee	2
7	Project Committee	1
8	Stakeholders Relationship Committee	1
9	Sustainable Development Committee	3
10	Stakeholders Grievance Redressal Committee	0
11	Risk Management Committee	2
12	Empowered Contracts & Procurement Committee	17
13	Empowered Committee (Natural Gas, LNG & Petrochemicals)	4

The structure of each Committee includes a mix of Independent and Functional directors to promote Diversity, Equity, and Objectivity. The Board of Directors consistently assesses and oversees the Committees' performance and the Company's objectives. The Board is also committed to establishing performance benchmarks encompassing ESG and climate change goals for the entire year while remaining aligned with its strategic priorities

Detailed information regarding the membership of our Board committees and GAIL's Corporate Governance practices can be found in GAIL's Annual Report for the FY 2024-25.

GAIL's Corporate Governance Report / Integrated Governance Report for FY 2024-25 is available at link:

https://gailonline.com/IZQuarterlyCompliances.html

6.4 Performance Evaluation, Remuneration and Incentives

(GRI 2-19, GRI 2-20, GRI 202-1, 405-2)

GAIL is a Central Public Sector Enterprise, and its directors are appointed/nominated by the Government of India, which also conducts performance reviews. The responsibilities of the Nomination and Remuneration Committee are defined by SEBI (LODR) Regulations, 2015, the Companies Act 2013, and the Department of Public Enterprises (DPE) guidelines on Corporate Governance for Central Public Sector Enterprises 2010, as amended periodically.

The remuneration policy is designed by the Nomination and Remuneration Committee (NRC) of the Board, which reviews market benchmarks, regulatory requirements, and performance parameters. The policy is then recommended to the Board for approval and, as per applicability.

As of 31st March 2025, the NRC of the Company comprised Shri Sanjay Kashyap as the Chairperson, Smt. Kangabam Inaocha Devi and Shri Kushagra Mittal as the member(s). The NRC is also responsible for determining the Performance Related Payment (PRP) pool and the policy for PRP distribution to employees.

The Ministry of Petroleum & Natural Gas (MoPNG) evaluates the performance of the company and its board members using both financial and non-financial factors, as outlined in the Memorandum of Understanding (MoU). The MoU provides the Vision, Weightage and Targets which are related to economic parameters like Revenue, Market Capitalization, Capex, EBITDA etc. as well as expenditure on R&D/Innovation initiatives, procurement from MSMEs (marginalized groups and women), compliance with Companies Act etc.

The performance review of senior management, including the CMD, Directors, EDs, and CGMs, is based on individual parameters as well as GAIL's performance under the MoU during the reporting period. This comprises both financial and non-financial goals aimed at improving the company's overall ESG performance.

Further details on performance targets and corresponding remuneration are available in the Annual Report and the MoU with the Government. Performance evaluation scores and composite scores are used to determine performance-related compensation.

Key Compensation Change and Ration	
Percentage change (from FY 2023-24 to FY 2024-25) in Annual Total compensation for the Company's highest-paid individual	10.34%
Median percentage increase (from FY 2023-24 to FY 2024-25) in Annual Total compensation for all employees (excluding the highest-paid individual)	4.06%
Ratio of the annual total compensation for the organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual).	2.79

6.5 Highlights of Remuneration and Incentives at GAIL

(GRI 2-21, GRI 202-1, GRI 405-2)

Particulars	Male		Female	
	Number	Median Remuneration/ Salary/ Wages of the respective category	Number	Median Remuneration/ Salary/ Wages of the respective category
Board of Directors (BoD)	6	3,70,567	0	0
Key Managerial Personnel (KMP)	1 (Excluding whole time Directors)	2,70,207	0	0
Employees other than BoD and KMP	3,885	1,59,608	307	1,42,434
Workers	769	75,937	42	54,836

Breakup of Average Remuneration across Employee Levels:

No.	Particulars	Gender	No.	INR	Remark
1	Management level average remuneration (Base salary & other incentives) for FY.	a) Female b) Male	307 3,885	1,54,472 1,80,846	Management Level is considered as Executive Level E0-E9 Grades. Components considered in average Base Salary (Basic, VDA, PP Stagnation)
2.	Non-Management level average remuneration (Base alary & other incentives) for FY.	a) Female b) Male	42 769	64,186 79,506	Non-management is considered as non executive grades (S0-S7 grades). Components considered in average remuneration (Basic, VDA, PP Stagnation)
3.	Executive level average remuneration (Base salary & other incentives) for FY.	a) Female b) Male	- 7	0 3,54,611	Executive Level taken as CMD & Functional Directors & CVO. Components considered in average remuneration (Basic, VDA, PP Stagnation)

6.6 Avoidance of Conflict of Interest

(GRI 2-15 a, b)

We aim to foster an ethical and trustworthy culture by establishing effective leadership. We advocate Transparency and Accountability among all stakeholders to prevent conflict of interest in workforce operations. We strive to create a reliable work environment where employees feel confident in raising and reporting potential conflicts of interest. Discussions are also held at the board level to address these issues effectively. GAIL's conflict of interest policies in this regard are as follows:

- Whenever a director has a direct or indirect interest in a particular agenda item or matter, they must abstain from participating in the discussion. Each Director discloses their interest in any Company, Corporate Entity, Firm, or Other Association of individuals by submitting a written notice, which is then presented to the Board.
- GAIL's Related Party Transaction Policy is designed to address any challenges and concerns related to transactions with related parties. This policy is governed by the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and the Companies Act, 2013. It includes materiality thresholds and recommendations for managing transactions involving related parties.
- All Approvals invariably require details of any Related Party Transactions to be clearly mentioned.

Related Party Transaction: In line with the requirement of Regulation 23 of SEBI (LODR), 2015 and The Companies Act, 2013, the Audit Committee of GAIL quarterly reviews the details of Related Party Transactions. As required, approval of the Audit Committee/ Board/ shareholders is taken for the Related Party Transactions.

Further information regarding each Director's attendance, additional directorships, chairmanships/memberships of committees, and stock ownership is provided in GAIL's Annual Report.

6.7 Internal Control System and their Adequacy

(GRI 2-14 a)

To enhance Operational and Financial Integrity, we have established guiding principles, frameworks and rules as part of our internal control system. Strengthening financial reporting controls improves the thoroughness of audits and contributes to creating more accurate and reliable financial statements. GAIL's updated formal, centralized, and controlled internal financial control documentation is supported by its Internal Financial Control (IFC) System. Following an IFC compliance investigation, a Risk Control Matrix (RCM) has been developed in consultation with external consultants.

The Internal Audit Department functionally reports to the Audit Committee and administratively reports to the Director (Finance). The audit assignments are conducted as per the Annual Audit Program approved by the Audit Committee. The Internal Audit team examines the effectiveness of internal controls through a risk-based audit of business processes. In congruence with the mission of internal audit, "to provide comprehensive and quality audit services, which facilitates efficiency of business operation, enhance the integrity of information and result in recommendations that improve operating procedures, to enable GAIL to achieve its objective", the significant audit observations along with its root cause and impacts are reported to the management.

The Board's Audit Committee oversees authorizing the annual audit programme and reviewing the CAG audit's and audit team's conclusions. The Internal Audit team also performs audits of GAIL's subsidiaries, joint ventures and E&P blocks.

6.8 Ethics and Integrity

(GRI 3-3, GRI 205-2a, b, c, d, e, GRI 205-1a, b, GRI 205 3a, b, c, d)

We are dedicated to conduct business following the strictest moral principles. GAIL's Code of Conduct aims to support our dedication to operating with the highest ethical standards. Our business policies and procedures are designed to achieve excellence while addressing various issues related to the Ethics, Transparency, Human Rights, etc. There were no confirmed incidents in FY 2024-25 where contracts with business partners were terminated or not renewed due to violations related to corruption.

GAIL's Code of Conduct and accompanying circulars outline the ideals, tenets and guidelines that guide our actions. GAIL provided no monetary value of financial and in-kind political contribution directly/indirectly towards any beneficiary. We create and support Sustainable Growth and Cultivate Trustworthy Relationships with our customers, staff and business partners. All employees, including senior management, board members, contractors and all corporate representatives, must adhere to this code of conduct guideline. Since we are a responsible business, we abide by Anti-Corruption, Export Control, and Trade Sanctions laws in our business operations. During FY 2024-25, training and awareness conducted related to anti-corruption policies and procedures are mentioned below:

- Anti-corruption policies and procedures were communicated to all employees.
- All members of the governance body have undergone anti corruption training.
- 17.5% of employees have undergone anti-corruption training.

Our robust policy framework discourages employees from engaging in dishonest and unethical behaviour. The following is a list of our organization's ethics and integrity policies:

i. Fraud Prevention Policy
ii. Whistle Blower Policy
iii. Code of Fair Disclosure and Conduct
iv. Practices and Procedures for disclosure of Unpublished

Price Sensitive Information.

v. Code of Conduct to Regulate, Monitor and Report Trading by Insiders

vi. Code of Conduct for Board Members and Senior Management Personnel

Under the Right to Information Act, Whistle Blower Policy, Fraud Prevention Policy, and Integrity Pact, employees are encouraged to report any suspicious, illegal, unethical, or improper conduct within the company. This enhances the vigilance system and supports the organization's anti-corruption efforts.

We undertake awareness workshops to ensure that our employees and vendors are committed to fighting corruption. In addition, we conduct periodic risk assessments to identify potential corruption issues in our operational units. In FY 2024-25, no corruption related incidents were identified or reported. A total of 28 actions against the concerned officials were recommended and implemented. Further, 71 systemic improvements were also recommended.

Transparency in Business

Effective stakeholder involvement is essential to achieve our strategic goals because it allows us to comprehend their expectations, resolve their problems, and prioritize our key areas. Our stakeholder engagement process aligns with Global Best Practices, giving our businesses the tools, they need to engage and communicate with their stakeholders consistently. We regularly interact with our Stakeholders and Peers to develop consensus. To adapt and improve our projects through conversations and forums, we publicly state explicit opinions, express our concerns and keep ourselves updated on industry best practices. The Board of Directors routinely reviews inputs received through Stakeholder Engagement for taking suitable actions in the Policies.

Tax Strategy

We are a Public Sector Enterprise with the Government of India (GoI) holding 51.52% of our paid-up equity share capital. The GoI governs the Tax Policy. We ensure compliance with all Legal Requirements, including Income Tax, GST, Excise duty, Customs duty, Cess and other statutory obligations with the relevant tax authorities. We strictly adhere to any changes in tax policies and rates as notified by the GoI from time to time.

6.9 Anti-Competitive Behavior

(GRI 2-27 a, b, c, d, GRI 3-3, GRI 206-1 a, b)

We collaborate with our stakeholders to ensure transparency in our business operations. We take Proactive Measures to prevent anti-competitive behaviour, thereby enhancing the integrity of GAIL. This involves aligning our Systems and Procedures with National and International standards. Additionally, we have submitted status reports detailing any involvement in anti-trust violations, monopoly law violations, unfair trade practices, and anti-competitive activities. Over the past five years, we have not faced any penalties or settlements for such violations.

The following cases involving GAIL's monopolization, anti-competitive behaviour and Unfair Trade Practices have been resolved or are still pending as of FY 2024-25:

i. CA 2473-2476/2016- GSPCL filed a case against GAIL before PNGRB, claiming Restrictive Trade Practice (RTP) for not allowing to change connectivity from GAIL-PLL to GSPL-PLL connectivity. PNGRB held against GAIL. GAIL challenged the same before APTEL, which was decided in favour of GAIL. GSPCL appealed against that order before the Hon'ble Supreme Court, which is pending.

   Current Status- The Hon'ble Supreme Court, as an interim measure, has directed GSPCL to pay @INR12/ MMBtu to GAIL till the disposal of the appeal. Notice has been issued, and pleadings are to be completed. The matter is pending.

ii. CA 11304/2016- GSPC Gas filed a case against GAIL claiming RTP before PNGRB, and the case was held in favour of GAIL. GSPC Gas filed an appeal against the order before APTEL, and the PNGRB order has been reversed. GAIL has pressed an appeal before the Hon'ble Supreme Court, which is pending.

   Current Status- Appeal was admitted, and notice was issued. The order was stayed. The matter is pending.

iii. CA 4989/2019- GSPCL filed a complaint against GAIL before PNGRB alleging restrictive practice while booking pipeline capacity on Reasonable Endeavour (RE) Basis. PNGRB, while disposing of the complaint filed by GSPCL for booking of capacity on RE Basis, held that the practice adopted by GAIL while booking standard typical carrier capacity is discriminatory and amounts to restrictive trade practice in as much as it offers bundled services to its customers without requiring them to execute standard GTA on Ship or Pay basis and puts such restriction on other gas suppliers. PNGRB directed GAIL to cease RTP and imposed a civil penalty of INR 1 lac on GAIL. GAIL challenged the said order before APTEL. APTEL, vide order dated 28.11.2014, dismissed the appeal of GAIL. GAIL then preferred an appeal before the Hon'ble Supreme Court. The Hon'ble Supreme Court, vide order dated 31.01.2016, set aside the order of PNGRB and remanded it back to PNGRB for fresh determination, considering the affiliate code of conduct. However, the PNGRB once again held RTP against GAIL. GAIL challenged the order before APTEL, vide the order dated 28.02.2019; the matter was referred back to PNGRB for redetermination as per the PNGRB Act. However, GSPCL filed an appeal in the Hon'ble Supreme Court against the APTEL order, wherein notice was issued, and the status quo was to be maintained. The matter is pending.

iv. GIPCL- GIPCL had filed a complaint against GAIL before CCI, alleging abuse of its dominant position in the market. However, CCI declined the complaint. GIPCL appealed against that order before COMPAT, which directed an investigation by DGI against GAIL for such abuse. GAIL has filed an appeal against the order before the Hon'ble Supreme Court wherein the direction for investigation has been stayed and is pending before the Hon'ble Supreme Court.

v. Appeal No 131, 132, & 133 of 2016, Sravanthi Energy Pvt. Ltd, Beta Infratech Pvt. Ltd, Gamma Infraprop Pvt Ltd., had filed a complaint before PNGRB alleging RTP against GAIL, which was decided against GAIL by PNGRB vide order dated 11.04.2016. GAIL challenged the PNGRB order before APTEL. APTEL, vide its judgement dated 27.10.2021, reversed the finding of PNGRB and dismissed the appeal. SLP has been filed against the APTEL Judgment in the Hon'ble Supreme Court of India by Sravanthi Energy Pvt Ltd, and Gamma Infraprop Pvt Ltd., which is pending.

A. Cases brought for Conciliation during FY 2024-2025:
   i. Sopan vs GAIL
   ii. Rathi Steel & Power vs GAIL
   iii. Tractebel Engineering Private Limited vs GAIL

B. Following conciliation cases settled/closed in FY 2024-25:
   i KPIL vs GAIL- There are four different conciliations related to (i) KG Basin, (ii) KKBMPL- IIA, (iii) KKBMPL- IIB, and (iv) KKBMPL- IIIA. KPIL had invoked conciliation: Settled
   ii. Vasu Chemicals vs GAIL: Settled

C. There are no significant fines levied in FY 2024-25.

D. There are no non-monetary sanctions in FY 2024-25.

6.10 Stakeholder Grievance Redressal
(GRI 2-16, 2-25)

The highest governance body, through its Board-level Sub-Committees, periodically reviews the effectiveness of the organization's stakeholder grievance redressal processes, with such reviews typically undertaken on a quarterly basis to ensure timely resolution and continuous improvement.

GAIL has established comprehensive systems and processes to facilitate structured interactions with its stakeholders, allowing them to express their perspectives and opinions systematically. A well-defined grievance redressal mechanism is in place to address grievances from all stakeholder groups, prioritizing effective and timely resolution. GAIL has established a dedicated Grievance Cell at various offices to ensure that all complaints are received and investigated thoroughly and impartially. Additionally, we address and resolve complaints received through CPGRAMS portal.

The highest governance body, through its Board-level Sub-Committees, periodically reviews the effectiveness of the organization's stakeholder grievance redressal processes, with such reviews typically undertaken on a quarterly basis to ensure timely resolution and continuous improvement.

Investor Engagement and Grievance Management

- **Quarterly / Annual Financial Results:** The Company discloses its financial results within the prescribed timelines through stock exchanges and by publishing in at least two leading newspapers (one English and one vernacular). These disclosures are also hosted on the Company's website at **https://www.gailonline.com/IZFinancialResult.html**
- **NEAPS (NSE Electronic Application Processing System), NSE Digital Exchange Portal and BSE Corporate Compliance & Listing Centre:** NSE and BSE have developed web-based applications for corporates. GAIL uses digital platforms to file statutory disclosures such as Financial Results, Shareholding Patterns, and Corporate Governance Reports, which ensures Real-Time and consistent communication with Regulators and Financial Stakeholders.
- **Investor Relations and Press Releases:** GAIL conducts Investor Meets, Conference calls, and Roadshows to engage with institutional investors and analysts. Presentations and press releases related to Economic, Environmental, and Governance matters are hosted on GAIL's website and disseminated to stock exchanges. Feedback and insights gathered from such forums are reviewed and considered by Senior Management and reported to the Board, where appropriate.
- **Annual Report:** The Annual Report serves as a comprehensive disclosure document covering Audited Financial Statements, ESG performance, Directors' Report, Management Discussion & Analysis, and Corporate Governance Report. These reports are reviewed and approved by the Board and shared with shareholders, regulators, and other stakeholders. The Chairman's speech, outlining the GAIL's strategy and response to key stakeholder concerns is also made publicly available on the website- **https://gailonline.com/IZAnnualReports.html**
- **SEBI Complaints Redressal System (SCORES):** GAIL adheres to SEBI's Centralized Complaint Redressal System which allows Shareholders and Investors to raise Grievances. Actions taken by the Company are logged in the system and can be monitored by the Complainants and Regulators. Feedback and critical issues, if any, are addressed by management and escalated to the Board or its Committees as needed.
- **Letters to Investors:** Regular reminders are sent annually to Shareholders to claim unpaid or unclaimed Dividends and Shares.

- **Green Initiative and Electronic Communication:** In line with the Ministry of Corporate Affairs' Green Initiative, GAIL communicates with shareholders through electronic modes. Documents such as the Annual Report, AGM Notices, and Tax-related communications are sent via email to registered shareholders. Efforts are also made to verify and update Shareholders' email addresses through depositories.
- **Dedicated Email Communication:** GAIL has a designated email ID (shareholders@gail.co.in) to facilitate direct communication from investors and shareholders. Queries or concerns received are addressed promptly, and significant stakeholder feedback is internally reviewed and shared with senior leadership.
- **Proactive Disclosure for Tax Compliance:** GAIL communicates with shareholders regarding submission of tax exemption forms (e.g., Form 15G/H, Form 10F) to ensure compliance and stakeholder convenience.

Grievance Redressal Mechanism

At GAIL, our top priorities are addressing stakeholder concerns and providing prompt responses. Through our Grievance Redressal Procedure, stakeholders can submit Complaints or grievances, allowing us to address any issues promptly and enhance our services. To streamline this process, we have introduced an online platform called "SAMADHAN" where stakeholders (Vendors, Suppliers, Contractors or Service Providers) can submit their grievances conveniently. Additionally, our web portal, **https://gailonline.com/ onlineComplants.html**, facilitates the reporting and managing of system violations, including Corruption, Forgery, Cheating, Misappropriation, Favours, Negligence, Procedural Anomalies, and Misuse of Delegated Authority. Stakeholders can also email their concerns to the unit heads at 'OIC Sampark', at the respective sites.

GAIL also redresses and resolves the Community-related Complaints received on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) as per the grievance procedure. The CPGRAMS is an online platform available to citizens 24x7 to lodge grievances with public authorities on any subject related to service delivery. It is a Government of India portal aimed at providing citizens with a platform for the redressal of their grievances.During FY 2024-25 a total of 250 public grievances were received via CPGRAMS.

The Grievances/Complaints received through CPGRAMS under various heads in FY 2024-25 as tabulated below:

Stakeholder Type: Internal (I) /External (E)

	Environment		Labour Practice		Human Rights		Society		Total
	I	E	I	E	I	E	I	E	
Grievances received in FY 2024-25	0	0	6	82	0	0	0	162	250

Vigilance at GAIL

GAIL, its Subsidiaries, and Joint Ventures (Jvs), which are under the purview of CVO, GAIL, follow guidelines and circulars of the Central Vigilance Commission (CVC) in dealing with Bribery or Corruption. As per the guidelines of the CVC, GAIL has adopted the provision of an Integrity Pact (IP) in procurement in its Tenders. The IP provides an independent platform for Monitoring Compliance with established Procedures, Policies, and Guidelines of the Govt. of India and CVC in Tendering and Resolution of complaints, if any. GAIL has a panel of three Independent External Monitors (IEMs) to monitor IP implementation in its Tenders.

Whistle Blower Policy: GAIL has adopted the whistle-blower policy. The policy is applicable to GAIL Employees and Directors. The Policy provides a channel for employees to report genuine concerns about unethical Behaviour or Fraud and Safeguards a Whistle-blower from any Victimization.

Fraud Prevention Policy: GAIL has framed a Fraud Prevention Policy for the Detection, Prevention, and Reporting of Fraud or Suspected Fraud. The Policy is applicable to fraud or suspected fraud in connection with Business Transaction(s) with GAIL committed by Director(s), Employee(s), Trainees, Apprentices, Ex-employee(s) working as Advisor(s), Person(s) engaged on Ad-hoc / Temporary/ Contract basis, Vendor(s), Supplier(s), Contractor(s), Customer(s), Lender(s), Consultant(s), Service provider(s), any outside agency(ies) or their representative(s), employees of such agencies and any other parties.

Anti-Corruption Policy: GAIL firmly upholds the guidelines and circulars of the Central Vigilance Commission (CVC) for dealing with issues related to ethics, bribery and corruption at the Organizational Level. The policy is applicable to GAIL, its subsidiaries and joint ventures. GAIL organizes an annual Vigilance Awareness Week to sensitize stakeholders against corruption.

Vigilance Activities at GAIL

GAIL's Vigilance Department reviews the internal processes, carries out Regular Surprise Checks and Periodic Inspections, undertakes detailed Intensive Inspections and examines CAG / Internal Audit paras for Corruption, Fraud, or Conflict of Interest, if any. The observed lapses are analysed, and systemic improvements are suggested to ensure non-occurrence. Efforts are made to bring continuous system improvements to provide greater transparency and automate processes to reduce manual intervention. There has been a renewed focus on sensitizing employees to various aspects of Contract Management, for which customized and specialized training is regularly organized at different locations of GAIL.

Periodic Vendor Meetings, Customer Interactive Sessions, Vigilance Awareness Workshops, and Engineer-in-Charge coaching sessions are organized to promote Vigilance Awareness and address complaints effectively. Numerous awareness workshops are conducted at various GAIL locations to educate stakeholders, including Employees, Clients, Contractors and Suppliers. During FY 2024-25, Eighteen (18) surprise/regular inspections were carried out on various contracts, processes, and files related to GAIL facilities. Additionally, 29 detailed scrutiny of files / Audit Reports and 12 intensive inspections have been carried out by Vigilance Department.

Highlights of Vigilance Awareness Week (VAW)

The Corporate Vigilance Department of GAIL is ISO-9001:2015 certified for having adopted a Quality Management System in compliance with the requirements of ISO.

During the year, various steps focused on Preventing Corruption and Bringing Systemic Improvement to ensure Greater Transparency, Fairness, Efficiency and Accountability were undertaken. Specialized trainings were organised at GAIL locations to sensitize on various aspects of Contract Management. Vigilance Awareness Week (VAW) 2024 was observed at Corporate Office and Site Offices from 28th October to 3rd November 2024, under the guidance of Central Vigilance Commission (CVC) on the theme **"सत्यनिष्ठा की संस्कृति से राष्ट्र की समृद्धि", "Culture of Integrity; for Nation's Prosperity".**

A Summary of Vigilance cases handled during the year 2024-25 is as follows:

Complaint/ detailed in Investigations	Opening balance (as of 01.04.2024)	Complaints received during the year	Total	Complaints disposed during the year	Closing balance as of 31.03.2025 (under investigation)
Complaints	15	100	115	106	09
Detailed investigation	03	21	24	16	08

During the period, based on the investigations / surprise check into the cases and review of systems and procedures, the following significant systemic improvements have been suggested/implemented:

I. E-Vigilance Module - Online Modules for Preventive Vigilance functions – (a) Scrutiny of Annual Property Return (APR), (b) Surprise Inspection Module (c) Periodic Inspection Module (d) Scrutiny of Audit Reports (e) Training Program & Workshop have been developed and implemented.

II. Review of C&P procedure for inclusion of item-wise Bid Evaluation Criteria for item-wise procurement/Bid Evaluation Methodology.

III. Systemic improvement by including separate SOR line items for laying of the pipeline works through open cut and HDD in future tenders.

IV. Detailed policy for store management, documentation retention, and standardisation of documents for services and procurements in JVs.

V. Implementation of SOPs for Operation & Maintenance, Policy for rotation of officials posted at Sensitive Positions, Review of Gas Sales Agreement as per prevailing industry practice, policy for acting against defaulting DPNG customers, auditing of all DPNG customers at regular intervals in CGDs / JVs.

VI. Monitoring of Critical Spares and Inventory through auto alerts for Annual Rate Contracts for Procurement of essential inventories.

VII. Introducing a Policy on standard BEC for engagement of services like Acupressure, Sujok therapy, etc., and defining Delegation of Powers for approving such services.

VIII. Installation of Automatic Meter Reading (AMR) facility at commercial/industrial customers for JVs / Subsidiary.

IX. Introduction of a clause in the C&P procedure and DoP for exceptional cancellation of tenders after the opening of price bids.

X. Implementation of Integrated Quality Management System (IQMS), Standard Operating Procedures (SoPs) and Code of Practice (COP) for Key Operational activities, Automation of Data Collection and Analysis of Billing, Standardization of Meters/EVCs and other Equipment for CGDs & JVs / Subsidiary.

XI. Review the threshold value for limited tendering in JVs and modifying the clause for insufficient competition per the parent organization/DoE manual.

XII. Corporate HR guidelines will be subsumed in the C&P procedure for Civil/AMC tenders involving manpower supply /itemized services.

XIII. Implementation of a system reminder to alert concerned EIC(s) at least 15 days before the expiry of the labour license and labour insurance.

XIV. As per the GAILTEL Guidance Document dated 15.09.2023, CCTV recordings must be retained for a minimum of 90 days. Additionally, security personnel must be trained to ensure that no vehicle is allowed entry based solely on verbal instructions.

Governance Mechanism

Right to Information: A suitable mechanism has been set up within the Company following the provisions of the Right to Information Act, 2005, to promote transparency and accountability. GAIL has nominated 01 Central Public Information Officer (CPIO) and 01 Link-CPIO/Nodal Officer (RTI) at New Delhi Corporate Office. Besides, 59 Assistant CPIOs and 26 First Appellate Authorities are also nominated across our units/offices to provide information to citizens under the provisions of the RTI Act, 2005.

GAIL has hosted RTI Guidelines and related information on its website, which may be accessed at **https://gailonline.com/RTI.html.** Besides, the MIS Report on RTI Applications, Record Retention Schedule and contact details of CPIO/Link-CPIO and ACPIOs have also been web-hosted under the same link.

Considering the purpose of suo-motu disclosures under Section 4 of the RTI Act, 2005, GAIL has hosted a dedicated page on its website, through which a significant amount of information is placed in the public domain on a proactive basis. This is done to increase transparency and accountability in the Company's working mechanism and reduce the need to file RTI applications. Furthermore, GAIL has been active on the Government of India DoPT Online RTI Portal since July 2016, and information has been provided online since then.

~ 80% of the RTI applications/1st stage appeals are received through the online RTI portal. All RTI applications received (online/offline mode) are being processed as per the RTI Act, 2005 provisions. For FY 2024-25, GAIL, as a public authority, has a disposal rate of 100% for RTI applications and First-stage RTI appeals. A total of 813 RTI applications and 99 RTI first stage Appeals were received and disposed off under the provisions of the RTI Act, 2005. A total of 34 Hearings regarding second stage of RTI appeals were attended at the Central Information Commission (CIC). CIC disposed of all the second-stage RTI appeals favoring GAIL during FY 2024-25.



6.11 Risk Management at GAIL

(GRI 3-3, GRI 403-2 a)

Risk management at GAIL is a dynamic and continuous process involving the identification, analysis, and mitigation of both financial and non-financial risks. We employ a comprehensive Enterprise Risk Management (ERM) framework to proactively address risks, ensure regulatory compliance, and maintain alignment with industry best practices. Regular ERM training is provided to all relevant stakeholders to strengthen risk awareness and response capabilities across the organization.

Our Risk Management approach is tailored to the Company's unique Business Model, Strategic Objectives, Organizational Structure, Corporate Culture, and Risk Categories. Dedicated resources are allocated to Monitor and Manage key variables such as Fuel Price Volatility, Energy Supply Security, and Climate Change—which could impact Long-term Growth and Sustainability. These variables are rigorously assessed within the ERM framework to inform strategic decision-making.

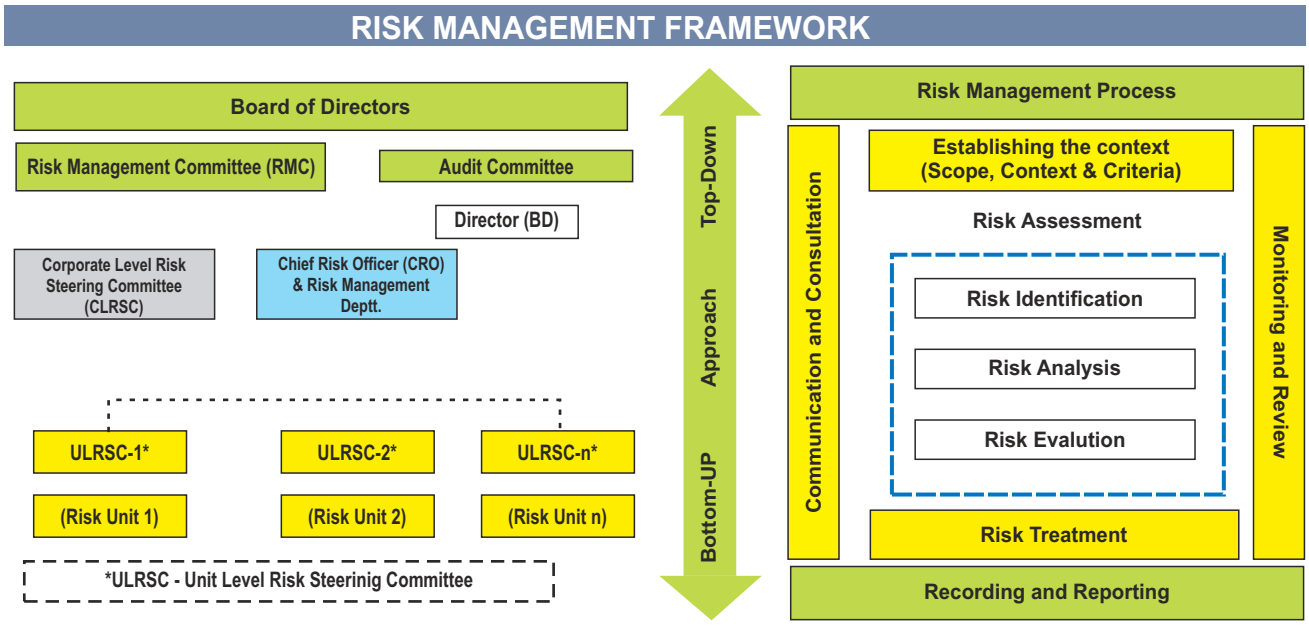
The Risk Management process encompasses Resource Allocation, Risk Communication, and Business continuity planning, ensuring that the organization remains resilient and responsive in the face of potential disruptions. Additionally, Risk Management criteria are integrated into employees' Performance Appraisal Systems, reinforcing accountability and risk-conscious behaviour at all levels.

The Risk Management process adopted by GAIL has been tailored to the Company's business processes. Broadly categorizing, the process consists of the following stages/steps:

1	**Scope, Context, Criteria**
2	**Risk Assessment (Identification, Analysis and Evaluation)**
3	**Risk Treatment (Mitigation Plan)**
4	**Monitoring and Review**
5	**Communication and Consultation**
6	**Recording and Reporting**

In scenarios, where environmental or public health threats are uncertain yet potentially severe, GAIL adopts the precautionary principle. This principle empowers decision-makers to take proactive and preventive action across all operational units, thereby safeguarding both people and the environment.

Risk Management Structure



6.12 Overarching Management Approach

(GRI 3-3, GRI 201-2, GRI 2-11a, b)

Significant corporate risks for GAIL encompass market, logistics, strategic, joint venture/subsidiaries, and financial aspects. GAIL's Risk Management Department implements the Risk Management Policy & Framework on both the Corporate and Business levels to enhance our approach to risk management and satisfy the demands of a changing business environment. GAIL's risks are reviewed, reported and mitigated using the Risk Management Policy, which also helps promote sustainable corporate growth. GAIL has 92 Risk units and has identified risks up to the equipment level across all the Risk units.

The Enterprise Risk Management (ERM) framework provides the Board with an unbiased view of the entire management system, facilitating comprehensive Risk Management at GAIL and offering an integrated approach for Periodic Reviews of Organizational Risks. Furthermore, it provides a greater comprehension of the opportunities for enhancing corporate processes related to operations. All Business verticals, including the Zonal Marketing Offices, have adopted the ERM. The highest-governing body responsible for judging the effectiveness of GAIL's risk management procedures is the Board of Directors.



Establishing and implementing a practical Risk Management framework throughout the organization is overseen by the Board through its Audit Committee, Risk Management Committee (RMC), and Corporate Level Risk Steering Committee (CLRSC).

At the unit level, the Unit-Level Risk Steering Committee (ULRSC), led by unit OICs/Functional Heads, conducts quarterly mapping and monitoring of unit-level risks, including social and environmental concerns. Additionally, these units are responsible for designing and overseeing mitigation measures. The CLRSC, chaired by Director (BD), comprising of Executive Directors and other committee members, evaluates various existing and potential risks across short, medium, and long-term horizons. The CLRSC convenes quarterly. The Board Level Committee of RMC, chaired by an Independent Director, meets bi-annually. The Audit Committee and Board of Directors reviews Risk Management on an annual basis.

6.13 Risk Management and Strategic Initiatives

(GRI 201-2a i, ii, iii,)

GAIL's effective Risk Management strategies enable the achievement of organizational objectives while ensuring compliance with legal, regulatory, and societal standards. These strategies enhance our ability to respond and adapt to a dynamic environment.

The Risk Management assessment process comprises three key steps: Identification, Analysis, and Evaluation of potential risks impacting business operations. This process facilitates the monitoring and strategic management of our company's operations. Unit risk owners must submit quarterly risk register review reports via the online Risk Management System by the 10th

day after the quarter's end and an annual risk database review report by the 15th of June following the financial year-end.

The Company evaluates various risks, encompassing commercial, financial, and non-financial factors such as energy supply security, fuel prices and climate change. Risks are assigned a "Risk Rating" based on their potential impact and likelihood of occurrence. "Risk Velocity" is determined by the time between an incident's occurrence and its effect on GAIL. Our focus on environmental impact includes continuous efforts to reduce or neutralize Green House Gas emissions and achieve Zero Waste disposal. Various units within GAIL identify and mitigate climate change risks, while HSE groups coordinate environmental and safety hazards. The Social and CSR-related risks are managed under the supervision of the CSR group, ensuring identification, evaluation, and proper management through effective mitigation plans.

According to the Risk Management strategy, the CLRSC reviews the status of all Top Corporate Level Residual Risks, including economic, environmental, and social risks on a quarterly basis. This status is discussed in the Risk Management Committee before being presented to the Audit Committee & Board annually for approval.

6.14 Key Risks and Mitigation Measures

(GRI 201-2 iii, iv, v)

GAIL is strictly monitoring any regulatory changes and is having a flexible mechanism of risk rating up and down in the existing system. Aligned with India's Net-Zero Emissions commitment for 2070, GAIL has set its own ambitious target to achieve 100% reduction in Scope 1 and Scope 2 greenhouse gas emissions by 2035 and 35% reduction in Scope 3 emissions by 2040.

There are no ESG related risks in top 10 risks. GAIL is having a robust mechanism of capturing and monitoring the risk at all sites where the regulatory compliances and environmental risks are captured and their mitigation plan is in place to avoid any legal/show cause notice from the concerned regulatory authority.

GAIL CLRSC has identified risks and mitigation strategies to improve operational performance. Accordingly, we are taking the necessary steps to resolve/consider the identified risks. The list of Top Corporate Level risks is as follows:

I	**Risk of delay in Project Completion of Pipelines and Process Plants.**
ii.	**Underutilization of Natural Gas (NG), LPG transmission pipeline and Process plant may result in loss of revenue.**
iii.	**GAIL's Restructuring Risk (Monetization & Unbundling risk of GAIL's Pipeline assets).**
iv.	**Inadequate controls to protect the systems against malicious attacks may result in loss of data and disruption of operations.**
v.	**A) Risk of reduction in margin of Petrochemical due to lower industry demand, lower price & high input cost.** **B) Risk of unviable operations of Pata plant due to higher cost of feed-stock.**
vi	**A) Market Risk of LNG in terms of adverse movement of crude oil price/LNG prices, shortage of LNG cargoes and expected increase in domestic gas volumes.** **B) Risk of LNG contract default by upstream supplier.**
vii.	**Explosion/high fatality in case of leakage risk in/from:** **a) LPG & NG pipelines and their RT/SV Stations (all locations).** **b) Plants: Petrochemical and GPU/C2-C3 recovery plants (all locations).** **c) GAIL CGDs NG pipeline.**
viii.	**Risk of Third-party damage & encroachment.**
ix.	**Risk of unfavourable Regulatory changes.**
x.	**Effect on GAIL business on account of shutdown of ONGC facilities.**

Threats, Risks, Challenges and Mitigation:

1. Risk of delay in Project Execution due to delay in obtaining Right of Use (RoU) / Land.

(A) Delay in Project Completion due to Delay in obtaining Right of Use (RoU)

Mitigation Plan: GAIL is actively coordinating with respective State Governments to ensure early deputation of Competent Authorities and is submitting timely 6(i) proposals to the Ministry of Petroleum and Natural Gas. It is also engaging closely with State, District, and Revenue departments to address farmer and landowner concerns. Awareness campaigns are being conducted to inform local communities about the project, while land acquisition is progressing through government channels and direct negotiations.

(B) Risk of delay in Project Execution (Process Plants)

Mitigation Plan: Schedules are drawn for all pre-order activities to avoid delays. GAIL ensures efficient project execution through regular monitoring and follow-up with vendors to track and improve performance. Continuous coordination with stakeholders consultants, third-party inspectors (TPI), and vendors is maintained to resolve bottlenecks and keep activities on track. The project team closely monitors progress across all modules to ensure adherence to schedules, complemented by regular review meetings held both at site and corporate levels.

2. Underutilization of Gas Transmission Pipelines resulting in loss of revenue

(A) Underutilization of Gas Transmission pipeline will result in loss of revenue.

Mitigation Plan: With the implementation of Unified Tariff from 01.04.2023, access to pipelines has become more viable for customers located far from gas sources. As per PNGRB's tariff order dated 24.03.2023, GAIL's Integrated Natural Gas Pipeline Network now includes major pipelines such as HVJ Integrated, DUPL-DPPL, Dabhol-Bangalore, and others. This integration has helped average out volume risks across pipelines. GAIL has also introduced more customer-friendly and flexible GTA/GSA terms for small consumers, commenced parking services for shippers, and issued guidelines for amicable dispute settlement for customers with usage up to 0.1 MMSCMD. Additionally, GAIL is promoting online Natural Gas capacity booking, pursuing CGD bidding prioritization with PNGRB / MoPNG, and automating Capacity Tranche (CT) agreement processes to enhance customer experience.

(B) Underutilization of LPG transmission pipeline

JLPL Mitigation Plan: It is running at almost 100% capacity and getting the sufficient allocation and delivery as per 100% capacity from OMCs on monthly/daily basis.

VSPL Mitigation Plan: In FY 2024-25 the, total throughput was around 1.19 MMTPA which shows substantial increase in capacity utilization from 88% to 93% as compared to previous year. GAIL has been pursuing the matter with OMCs. The matter has also been taken up with PNGRB. Post discussion with PNGRB, the capacity utilization in VSPL has increased. GAIL is in discussion with IOCL to connect their LPG bottling plant at Parwada (~22 Km from VSPL). This connectivity will enhance capacity utilization of VSPL.

C) Underutilization of Process plants

Mitigation Plan: There was in-sufficient feed gas from ONGC fields, hence GAIL Gandhar and GAIL Vaghodia Plants are running below the rated capacity.

3. GAIL's Restructuring Risk (Monetization & Unbundling Risk of Pipeline Assets)

(A) NITI Aayog had directed GAIL through MoPNG to explore INVIT structure for monetizing pipeline assets and to test the market in a time bound manner.

Mitigation Plan: GAIL explored various asset monetization options, including a Deloitte-led study on CGD and LNG terminals, as advised by MoPNG. However, Pipeline Monetization was deemed unsuitable due to GAIL's strong Financial Position. A draft LNG terminal proposal was submitted in 2022, but no directive has been received. To streamline efforts, MoPNG formed the Asset Monetization Industry Group (AMIG) in June 2024 to identify Assets and prepare Monetization plans from FY 2024-25.

(B) GAIL's Unbundling Risk

Mitigation Plan: GAIL, through Writ Petition 2445/2014, challenged the amended regulations in the Delhi High Court and later presented its views before the PNGRB's High-Level Expert Committee on 18.10.2024. The Company continues to actively engage with PNGRB, MoP&NG, and other stakeholders to support Industry advancement.

4. Inadequate controls to protect the systems against malicious attacks may result in loss of data and disruption of operations.

Mitigation Plan: GAIL has implemented a robust Information Security framework supported by a one-year Cyber Insurance Policy from M/s National Insurance Company Limited. Multiple security layers are in place, including a Security Operations Centre (SOC), Zero Trust Architecture (ZTA), Secure Access VPN with two-factor authentication, and VDI. Advanced solutions such as Privileged Access Management, Server Protection, and a cloud-based Web Application Firewall defend against

threats like bots, DDoS attacks, and OWASP Top 10 vulnerabilities. IT systems run on the latest software versions with regular updates, and stringent controls like USB blocking and restricted file transfers are enforced. All three Data Centres (Noida, GTI, and Jaipur) are ISO/IEC 27001:2013 certified. Enhancements like forensic analytics, XDR, and Endpoint DLP are being implemented to further strengthen monitoring, threat detection, and data protection.

Mechanism for Ethical Hacking: In September 2024, M/s NCIIPC conducted a Crowd-Sourcing VAPT (Ethical Hacking) activity on GAIL's public-facing applications, identifying 32 vulnerabilities—30 of which have been mitigated. A VAPT revalidation was carried out in August 2024, coinciding with the completion of GAIL's contract with M/s Deloitte. A new tendering process is underway to onboard a vendor for comprehensive cybersecurity services, including VAPT, NOC/SOC reviews, Tabletop exercises, Red Team assessments, incident response, source code reviews, and cloud/database security assessments.

GAIL's Network Operation & Control Centre (NOCC) system is secured with antivirus protection on Network Management System (NMS) machines, updated via a Next-Gen Firewall interfacing with the IT network. OEM software patches are manually applied. Vulnerability assessments have been conducted for NOCC at Noida and DR-Mumbai, and ISO 27001:2022 certification for both Data Centres is in progress.

GAIL has implemented multiple Information Security measures to safeguard its Operational Technology (OT) and SCADA systems. These include antivirus software, USB port restrictions, and segregation from IT networks. The system is monitored 24x7 via SIEM integrated with BIS SOC, with third-party interfaces secured by firewalls at Noida and Jaipur. Annual vulnerability assessments, regular patching, and penetration testing most recently by NCIIPC in September 2024 are conducted, with mitigation ongoing in coordination with OEMs. A cyber mock drill was held at RGMC Bangalore on 11.09.2024, and an industry meet on OT Information Security best practices took place on 26.09.2024.

At the Vijaipur plant, End Point Security solutions have been implemented for Yokogawa DCS OT systems. Nearly all audit recommendations by M/s E&Y have been addressed, with a few pending system upgrades. Annual vulnerability assessments are performed by Cert-In-approved agencies, and OEM patches are applied manually. No cyber incidents have been reported.

At the Pata plant, most audit recommendations by M/s E&Y have been complied with. The OT network is isolated from the IT network. Measures such as Windows upgrades, antivirus deployment, firewalls, automatic backup systems, and managed switches have been implemented or are under procurement to further enhance OT cybersecurity.

5. Risk of reduction in the profit margin of Petrochemical due to lower industry demand, lower price and high input cost.

(A) Risk of reduction in margin of Petrochemical due to lower industry demand, lower price & high input cost.

Mitigation Plan: GAIL is focusing on running the Pata plant at full capacity to optimize polymer production costs, supported by ideal grade sequencing and minimized changeovers. A dedicated Ethane pipeline from Vijaipur is under development to further enhance efficiency and reduce costs. With India's polyethylene demand growing at 8–9% annually, the market outlook remains strong. Coordination with Zonal Offices is ongoing to boost sales, and cost control is reinforced through an approved vendor empanelment process one new vendor (M/s Multiplex) has been added this fiscal for cellulose supply. These measures are expected to positively impact margins.

(B) Risk of unviable operation of Pata plant due to higher cost of feed-stock.

Mitigation Plan: GAIL is ensuring optimum and profitable operations at the Pata plant by securing rich RLNG at viable prices, maintaining efficient C2/C3 plant operations at Vijaipur, and sourcing alternate feedstock like Ethane. Efforts include coordinated gas allocation by NGMC, advocacy for domestic gas allocation for petrochemical, and maintaining a balanced feedstock mix of APM, Non-APM, and RLNG to guarantee sustained supply and maximize profitability.

6. In terms of adverse movement of crude oil price/LNG prices, the market risk of LNG sold in domestic market.

(A) Market Risk of LNG in terms of adverse movement of crude oil price/ LNG prices, shortage of LNG cargos and expected increase in domestic gas volumes.

Mitigation Plan: The price risk has been mitigated through hedging and back-to-back contracts, which is an ongoing exercise in GAIL. The risk is reasonably mitigated in the present scenario as the demand of domestic gas exceeds the supply.

(B) Risk of LNG contract default by upstream supplier(s).

Mitigation Plan: Typically, contractual provisions with respect to defaults exist such as Supply or Pay, Liquidated Damages, Legal recourse in the LNG contracts. Further, wherever possible, efforts at G2G level are also made to ensure specific performance of the Contract.

7. Risk of significant leakage

(A) Explosion / high fatality in case of leakage from LPG/ Natural Gas pipeline under high population density region.

Mitigation Plan: GAIL ensures pipeline safety through comprehensive measures, including monthly gas analysis by analysers and third parties, continuous health monitoring under the Integrity Management System, and real-time leak detection via an app-based Online Leak Detection System (LDS). Perimeter Intrusion Detection Systems (PIDS) are deployed in high-risk sections of JLPL and VSPL pipelines. Emergency preparedness is supported by ERDMP, evacuation SOPs, mobile flare systems at strategic points, and Quick Response Teams (QRTs). Real-time CCTV monitoring, remote SV operation based on risk assessments, and PLIDS implementation in urban and high-risk areas further strengthen safety. Public awareness is promoted through regular distribution of information pamphlets like Ek Nivedan.

(B) Explosion/high fatality in case of leakage in Petrochemical & GPU/C2-C3 Recovery Plants (all locations)

GAIL has implemented robust safety measures, including fire mitigation systems, emergency shutdown valves, regular PSV calibration, safety audits, and use of PPEs in line with SOP compliance. M.B. Lal Committee recommendations are being actively monitored, and audit findings are promptly addressed. Mock drills are conducted to ensure emergency preparedness and course correction. Further, LEL detectors with regular maintenance are in place for leak detection. Well-documented emergency and shutdown handling plans are maintained, with copies available in control rooms. Firefighting equipment is installed, and a comprehensive ERDMP is in place for effective emergency response.

(C) Explosion / high fatality in case of leakage GAIL CGDs NG pipeline.

Mitigation Plan: GAIL ensures safety through deployment of fire mitigation equipment, emergency shutdown valves, and regular safety audits. Periodic safety trainings, including PPE usage, and strict adherence to SOPs are maintained. PSVs are calibrated and checked regularly, while mock drills are conducted at all sites to test emergency preparedness. Audit findings are promptly addressed to uphold high safety standards.

8. Risk of Third-Party Damage & Encroachment.

Mitigation Plan: GAIL has enhanced Right of Use (ROU) surveillance through once-a-day foot patrolling in urban areas and twice a day checks in high-density or vulnerable locations. Coordination with municipal authorities is ongoing, and safety boards are displayed at critical points. Efforts are underway to remove encroachments. As per O&M policy, PLIDS will be installed in major trunk lines passing through urban areas with population over 1 Lakh. Additionally, an annual post-monsoon line-walk is also carried out to ensure pipeline safety.

9. Risk of unfavourable Regulatory changes.

Mitigation Plan: GAIL actively participates in PNGRB public consultations and Open House sessions to stay ahead of regulatory changes and mitigate unforeseen risks. Unfavourable or abrupt regulatory decisions are legally challenged as per required, and critical issues requiring government support such as PNGRB's Unbundling Regulation are taken up with MoPNG on a case-to-case basis.

10. Effect on GAIL business on account of shutdown of ONGC facilities.

Mitigation Plans: GAIL manages ONGC shutdowns efficiently by receiving timely alerts for planned events and taking preventive measures during unplanned ones. The O&M team ensures safe handling of supply fluctuations, while the Marketing team allocates additional RLNG to minimize impact on throughput. Gas allocations to CGD and other sectors are adjusted per MoP&NG guidelines during disruptions. To mitigate risks from reduced allocations or ONGC supply shortfalls, GAIL also sources additional HP-HT gas and RLNG, and procures domestic gas through e-auctions and IGX as needed. Production losses are kept to a minimum.

Guidance for Risk Rating Criteria: The risk rating criteria is based on likelihood and consequence of the event. The standard will be based on the following:

1) **Criteria for Likelihood:** The assessment of risk likelihood is categorized across five distinct levels: Rare, Unlikely, Possible, Likely, and Almost Certain. These levels are determined using a combination of qualitative description, expected frequency, and statistical probability.

A. "Rare" event is one that might occur only under exceptional or extreme conditions, with a likelihood of less than once in five years and a probability below 10%.

B. "Unlikely" events are possible but not anticipated in the near future, typically occurring once in three to five years, with a 10% to 33% probability.

C. The "Possible" category refers to events that are not unusual and could occur once every one to three years, carrying a 33% to 66% chance.

D. Events considered "Likely" are expected to happen frequently up to once per month with a probability ranging between 66% and 90%.

E. Finally, "Almost Certain" events are those anticipated in most circumstances, potentially occurring monthly or more often, and having a probability of 90% or higher.

2) Criteria for Consequence: Consequences are assessed across six key dimensions: 1) People, Safety & Health, 2) Environment 3) Regulatory & Governance 4) Reputation 5) Financial and 6) Operations & Systems.

At the highest level, a Critical consequence involves scenarios such as multiple fatalities, significant and lasting Environmental Damage, Regulatory Violations leading to License Revocation, Global Media criticism, Strategic-level financial threats or Operational Disruptions at the Group level requiring prolonged recovery efforts.

A Major impact may involve a single Fatality, severe Environmental Effects, significant Regulatory fines, Nationwide Reputational Damage, Financial Losses at the Business unit level, or Large-Scale Operational Interruptions.

A Moderate consequence could include multiple injuries, moderate Environmental harm, regulatory Non-compliance with Legal action, Regional media concern, Moderate financial losses, or Disruptions at the Department or Local Community Level.

A Minor consequence refer to Isolated Injuries, Localized Environmental Effects, Regulatory notes without action, Local Media mention, Minor Financial Losses or Interruptions to a specific process.

Finally, Insignificant consequences have Minimal or No impact such as First-aid-level Injuries, No regulatory or Financial Repercussions, and Negligible system disruption.

Through a robust Governance framework, proactive Risk Management, and unwavering ethical standards, GAIL continues to reinforce its business resilience and long-term sustainability. The Company's transparent and accountable practices, coupled with a vigilant approach to stakeholder Engagement, Internal Controls, and Regulatory Compliance, ensure the integrity of its operations. As GAIL advances on its journey towards shaping a greener and more responsible energy future, strong governance remains the cornerstone for fostering trust, innovation, and sustained value creation for all stakeholders.



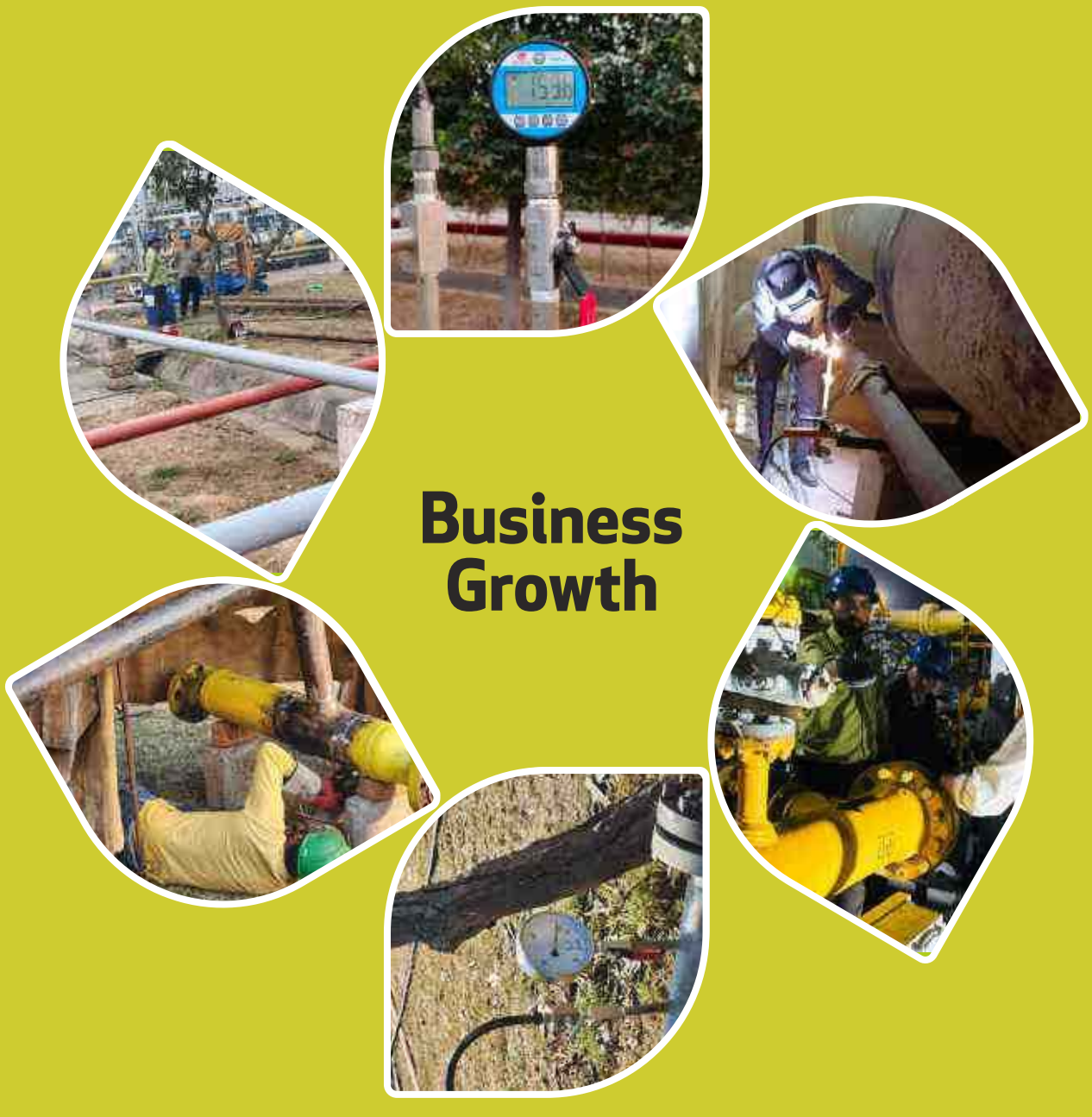
Shri Deepak Gupta, Director (Projects), visited GAIL's Ranchi Regional Office to review plant operations and interact with employees and workers





Shri Pankaj Jain, Secretary (MoPNG), along with Shri Sandeep Kumar Gupta, CMD – GAIL, Shri Deepak Gupta, Director (Projects), and Shri Ayush Gupta, Director (HR), visited GAIL Vijaipur to review O&M activities

07



Business Growth

GAIL achieved highest ever Natural Gas sales of 101.49 MMSCMD in FY 2024-25

In FY 2024-25, GAIL achieved Revenue from Operations of INR 1,37,288 Crore

GAIL reaffirmed with a Credit rating of 'AAA' at the Domestic Level & 'Baa3' at the International Level by Moody's and 'BBB-with Stable outlook' by Fitch

7.1 Business Growth

(GRI 3-3, GRI 2-6b, GRI 415-1)

Global Oil and Gas Sector

During this financial year, the Oil & Gas sector experienced fluctuations due to multiple factors, such as global demand dynamics, geopolitical conflict and supply disruptions. The Oil and Gas companies had to adapt their operations and strategies to navigate the uncertainty caused by price volatility, which influenced revenue streams and profitability. Consumers are also adjusting their energy consumption habits due to the high prices.

According to various long-term estimates on the energy consumption mix, Natural Gas will remain the highest-growing fossil fuel in the long-term future as coal and oil are expected to peak in the short to mid-term.

India Gas Sector Developments

India is undergoing a significant energy transition, driven by increasing awareness of urban pollution and regulatory measures supporting low carbon fuels. This shift is prompting industrial and commercial consumers to adopt Natural Gas as a cleaner and more efficient energy source.

The Government of India has committed to increasing the share of Natural Gas in the energy mix and has committed to a target of raising gas consumption from 6.5 % to 15% by 2030. This goal is part of India's broader strategy to achieve Net-Zero emissions by 2070. To support this transition, the government is implementing the "One Nation One Grid" framework, aimed at building a unified and robust infrastructure for gas transportation and distribution across the country. Several key initiatives and policies have been introduced to enhance the country's gas infrastructure and utilization, with the overarching goal of making India a gas-based economy.

The aim is to increase the share of Natural Gas from current 195.3 MMSCMD to 500 MMSCMD in the primary energy basket, which is almost 2.5 times increase from the current level. Natural Gas as a cleaner-burning fuel, is playing a critical role in complementing renewables, reducing urban air pollution, and enabling industrial decarbonization. Achieving this target will require concerted efforts from all stakeholders, along with substantial investments across the entire gas value chain. Additionally, the government must implement comprehensive policy reforms to accelerate growth and strengthen the sector's overall ecosystem.

India's domestic gas production was 98 MMSCMD and the shortfall is met from import of LNG (100 MMSCMD). Further, the domestic gas production is not increasing at a rate which is commensurate with the growth in demand. As a result, India, is now the world's fourth-largest importer of LNG, with LNG imports growing at a Compound Annual Growth Rate (CAGR) of 6.3% from FY 2014-15 to FY 2024-25. The direct use of LNG in the transport sector, particularly for long-haul vehicles, is expected to gain momentum. In line with this, GAIL Board has approved the establishment of an LNG retail vertical, representing a strategic investment of INR 650 Crore. This initiative aims to explore opportunities for developing LNG dispensation infrastructure. Consequently, LNG imports are projected to rise, driven by the limited growth in domestic Natural Gas production and the government's commitment to increase the share of Natural Gas in the primary energy mix. India's LNG regasification infrastructure, including terminals at Dahej, Hazira, Dhamra, Ennore, and Kochi, continue to support a diversified supply portfolio. However, further expansion and policy support are essential to meet future demand.

7.2 Economic Performance

(GRI 201-1)

In FY 2024-25, GAIL achieved a Revenue from Operations of INR 1,37,288 Crore. Our focus on operational excellence and strategic investments in key sectors drove robust financial performance, enhancing shareholder value. The Company's Profit Before Tax (PBT) increased this year, reaching INR 14,825 Crore compared to INR 11,555 Crore in the previous year. The Profit After Tax (PAT) showed an increase of 28% from INR 8,836 Crore in FY 2023- 24 to INR 11,312 Crore in FY 2024-25. Market capitalization (BSE) of the Company increased from INR 1,19,108 Crore on 31st March 2024 to INR 1,20,160 Crore on 31st March 2025 due to an increase in share price from INR 181 per Share to INR 183 per Share. No share buyback was undertaken during FY 2024-25.

Table: Physical Performance

The Physical performance of GAIL for FY 2024-25 is as follows

Particulars	Unit	2023-24		2024-25	
		Quantity	Revenue from Operations* (INR Crore	Quantity	Revenue from Operations* (INR Crore)
Natural Gas Marketing	MMSCMD	98.45	1,14,590	101.49	1,20,412
Natural Gas Transmission	MMSCMD	120.46	10,308	127.32	11,068
LPG Transported	TMT	4,396	732	4,478	835
Polymers Sales	TMT	787	7,753	845	8,088
Liquid Hydrocarbon Sales	TMT	998	5,076	951	5,180

*Including intersegment revenue

Table: Economic Value Generated# (INR Crore)

No.	Economic Value Generated	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
1	Total Revenue (Net of Excise Duty)	93,773	1,46,974	1,32,804	1,39,631

#Economic Value Generated and Distributed calculation methodology is different from other reported data

Table: Economic Value Distributed^ (INR Crore)

No.	Economic Value Distributed	FY 2021-22	FY 2022-23	FY 2023-24	FY 2024-25
1	Employee Wages and Benefits	1,951	2,017	2,387	2,430
2	Operating Costs	78,348	1,40,186	1,18,357	1,25,113
3	Payments to providers of capital	4,345	3,772	4,818	5,523
4	Payments to Government	3,226	1,521	2,718	3,512

^Employee wages and benefits including transfer of funds to Capital Works in Progress + contribution to PF & Other fund (Prior Period) & Welfare + Other income from deputation

7.3 Business Outlook

(GRI 2-1, 2-6)

GAIL has been reaffirmed with the highest domestic credit rating of 'AAA' with a stable outlook by ICRA, CARE, and India Ratings. This signifies India's highest domestic long-term credit rating, indicating a very low credit risk for the Company.

The international rating agency, Moody's International, Singapore, has assigned GAIL a Long-Term Corporate Issuer Rating of 'Baa3' with a stable outlook, equivalent to India's sovereign rating. Additionally, Fitch Ratings has assigned GAIL a long-term issuer rating of 'BBB-' with a stable outlook equivalent to India's sovereign rating.

Business Segment wise Performance

GAIL operates a diversified portfolio of business segments that are integral to India's energy value chain. Its core operations centre around Natural Gas Transmission and Marketing, supported by an extensive pipeline network spanning the country. This infrastructure enables the efficient delivery of Natural Gas to a wide range of sectors.

In addition, GAIL is actively engaged in Petrochemical, producing polymers such as High-Density Polyethylene (HDPE) and Linear Low-Density Polyethylene (LLDPE) at its manufacturing

facilities. These products serve key industries including packaging, agriculture, and infrastructure.

GAIL also maintains a strong presence in Liquefied Petroleum Gas (LPG) production and transmission, derived from Natural Gas processing. Furthermore, GAIL plays a pivotal role in City Gas Distribution (CGD), supplying Piped Natural Gas (PNG) to residential, commercial, and industrial consumers, and Compressed Natural Gas (CNG) for transportation.

Expanding beyond conventional energy, GAIL is investing in renewable energy projects, including solar and wind power, and exploring emerging opportunities in green hydrogen and biofuels. These initiatives reflect GAIL's long-term commitment to sustainability and clean energy transition.

Through its diverse business segments, GAIL significantly contributes to India's energy security and supports the Nation's shift toward low-carbon and environmentally responsible energy solutions.

The details of each business segment of GAIL are described below:

Natural Gas Marketing

Natural Gas trading continues to be one of GAIL's core businesses. During FY 2024-25, GAIL achieved highest ever sales figure of 101.49 MMSCMD against 98.45 MMSCMD during FY2023-24. Revenue from Natural Gas Marketing in FY 2024-25 was INR 1,20,412 Crore as against INR 1,14,590 Crore in FY 2023-24. The share of GAIL in the country's Domestic Gas Market is ~47%.

Sector-wise details of Natural Gas Marketing are as follows:

Fertilizer Sector: GAIL supplied around two-third of the Natural Gas consumed in the Fertilizer sector in the country during FY 2024-25. GAIL has been supplying Natural Gas to 31 out of 36 Urea manufacturing units in the country and thereby enabling the production of urea in the country.

Power Sector: GAIL supplied around 45% of the gas consumed by gas-based power plants in the country during FY 2024-25. Over the past few years, the Company has successfully collaborated with various power producers to operationalize their stranded units. GAIL has also been successful in ensuring sufficient supply of Natural Gas for spot requirement to Power sector customers to meet the peak demand during crunch period.

Natural Gas Transmission

GAIL has expanded the network of Natural Gas pipeline to ~16,421 km across the length and breadth of our Country. The average gas transmission through this network during FY 2024-25 has increased by 6% to reach an all-time high of 127.32 MMSCMD as against 120.46 MMSCMD in the previous financial year. Revenue from operations from Natural Gas Transmission segment in FY 2024-25 has increased by 7% to INR 11,068/- Crore compared to INR 10,308/- Crore in FY 2023-24 mainly due to increase in transmission volume and also due to upward revision in Natural Gas transmission tariff. GAIL's share in the Country's Natural Gas Transmission is ~65%.

PNGRB is in the process of finalizing the Integrated Tariff of GAIL, which is an integral part of the "Unified Tariff". The revised tariff sought is mainly on account of (i) higher cost of substitute gas consumed by compressors in pipeline operations (called System Use Gas or SUG) as APM gas allocation has been progressively curtailed to zero and (ii) the capacity determination of GAIL's Integrated Pipeline by PNGRB, which has come out lower than the estimated capacity previously considered by PNGRB. The Open House meeting with stakeholders has been concluded and the revised tariff order is awaited from PNGRB.

Liquefied Petroleum Gas (LPG) Transmission

GAIL owns and operates a 2,040 km of LPG pipeline network for LPG transmission consisting mainly of 1,427 km Jamnagar-Loni Pipeline (JLPL) which connects the western and northern parts of India and 610 km Vizag-Secunderabad Pipeline (VSPL) which is in the southern part of the country connecting the Eastern Coast.

JLPL and VSPL networks together achieved highest ever throughput of 4.478 MMTPA during the FY 2024-25 compared to 4.396 MMTPA in FY 2023-24. Revenue from operations from LPG transmission in FY 2024-25 increased to INR 835 Crore compared to INR 732 Crore in FY 2023-24.

JLPL network capacity was augmented from 2.5 to 3.25 MMTPA in FY 2021-22. JLPL has total length of ~1,427 km with 11 receipt terminals and 4 en-route pumping stations. Considering the increase in demand by OMCs, GAIL has submitted its proposal to PNGRB for expanding JLPL capacity from 3.25 MMTPA to 6.5 MMTPA.

Petrochemical

GAIL has a nameplate polymer production capacity of 810 KTA at the Pata complex. GAIL's subsidiary, Brahmaputra Cracker & Polymer Limited (BCPL) having GAIL equity of 70% has a capacity of 280 KTA. The marketing rights of the BCPL plant is also with GAIL taking the total marketing portfolio to 1,090 KTA.

During FY 2024-25, GAIL's total production of Petrochemical increased by 6% to 827 TMT compared to 777 TMT in the FY 2023-24 and sales of Petrochemical increased by 7% to 845 TMT in FY 2024-25 compared to total sales of 787 TMT in the FY 2023-24. Revenue from Operations from this segment increased by 4% to INR 8,088 Crore compared to INR 7,753 Crore in FY 2023-24. GAIL's share in country's total Petrochemical production is ~14% and share in country's total Petrochemical sales is ~12 %. Market share in Petrochemical sales including BCPL is ~15%.

GAIL will soon be producing Polypropylene products at its upcoming PP Plants at USAR & PATA under the brand name "G-

Pol". Your Company is soon going to diversify its product range in Polyester value chain through production of Purified Terephthalic Acid (PTA) at its wholly owned subsidiary, GAIL Mangalore Petrochemicals Limited (GMPL).

GAIL is actively working towards sourcing of Paraxylene (PX), which will be one of the feedstocks used in production of PTA by GMPL.

Liquified Petroleum Gas (LPG) and Other Liquid Hydrocarbons (LHC)

GAIL has five (05) Gas Processing Units (GPUs) at four locations in the country with a total LPG & LHC annual production capacity of 1.4 million MT. During FY 2024-25, total Liquid Hydrocarbon production from GPUs was 0.94 million MT, as against 0.99 million MT in FY 2023-24. Revenue from Liquid Hydrocarbons in FY 2024-25 was INR 5,180 Crore as against INR 5,076 Crore in FY 2023-24. The decrease in LHC production was due to reduction in domestic gas allocation to meet the growing demand of CGD Sector. GAIL has a share of about 10% of LPG production and 7% of LPG sales in India.

Exploration & Production (E&P)

Considering the prevailing scenarios within the Oil & Gas sector, GAIL has demonstrated resilience in upstream activities by maintaining cautious investments.

GAIL has Participating Interest (PI) in 13 E&P blocks, of which 10 are in India, 02 blocks in Myanmar and 01 Shale Gas acreages in Eagle Ford Basin, Texas, USA (through a wholly-owned subsidiary GAIL Global (USA) Inc.). These blocks hold an acreage of 2,668 Km^2 as per PI in various consortiums. Out of these, GAIL is an Operator in three on-land blocks viz. (i) CB-ONN-2010/11 and (ii) CB-ONHP-2017/12 in Cambay Basin.

Revenue of INR 1,102 Crore has been generated from operations in E&P activities during FY 2024-25 as against INR 1,032 Crore in FY 2023-24.

Renewable Energy

GAIL has renewable energy portfolio of ~145 MW including ~118 MW of Wind and ~27 MW of Solar energy. GAIL is further intensifying its efforts to bolster in RE foray and exploring to set up mega RE power project in near future. This includes developing captive RE power projects and enhancing in-house competencies to meet GAIL's internal consumption targets. The power generated from these plants helps to reduce the carbon footprint and optimise power costs.

Revenue of INR 63.94 Crore has been generated from Renewable Power sale activities during FY 2024-25 as against INR 53.33 Crore in FY 2023-24. The Climate Change chapter provides comprehensive details of the Renewable Energy initiatives.

City Gas Distribution

CGD entities within the GAIL group are operating across pan India Geographical Areas (Gas). In the latest CGD round conducted by PNGRB, GAIL group Company-Tripura Natural Gas Company Limited (TNGCL) has secured 2 GAs - Mizoram State and Manipur State, marking a significant milestone in extending our reach to the North Eastern part of the nation. Presently, GAIL along with its group companies is authorized to develop CGD networks in 72 GAs across the nation out of the total 307 GAs in the country. Major GAs where GAIL and GAIL group companies are operating includes Varanasi, Cuttack, Bhubaneshwar, Patna, Ranchi, Jamshedpur, Delhi, Mumbai, Pune, Bengaluru, Hyderabad, Lucknow, Kanpur, Agra, Dehradun, Vadodara, Indore, Kota, Gwalior, Mangaluru etc. This year, GAIL along with its subsidiaries have added 12.28 lakh PNG connections and 507 CNG stations summing up to ~95.7 lakh PNG customers and ~ 3,100+ CNG stations across the country.

GAIL is executing and operating CGD projects in 16 GAs, including Bengaluru. Currently, GAIL Gas Limited has 6 Joint Venture Companies (JVCs) and these JVs are implementing CGD project in 9 GAs. GAIL Gas Limited along with its JVCs has cumulatively connected 11.06 Lakh households and catering to clean fuel requirements for vehicles through 650+ CNG stations.

During FY 2024-25, GAIL Gas along with its JVCs has achieved 1.3 Lakh domestic PNG connections and set up 120 CNG stations.

Bengaluru remained a major focus for CGD expansion. 38 CNG stations were set up and around 35,500+ domestic PNG connections were provided in the Bengaluru GA during FY 2024-25.

The Board of Directors of GAIL has accorded in-principle approval for transfer of six CGD Geographical Areas (Varanasi, Patna, Ranchi, East Singhbhum, Cuttack, and Khordha) to its wholly owned subsidiary, GAIL Gas Limited (GGL), as part of strategic consolidation plan, subject to government and regulatory approvals.



GAIL proudly clinched top honours in two prestigious categories at the 19th National Award for Excellence in Cost Management 2025, winning under Public Sector - Large (Manufacturing Sector) for its Petrochemical Plant at Pata and in the City Gas Distribution (Service Sector) category

7.4 Business Initiatives

(GRI 2-6b)

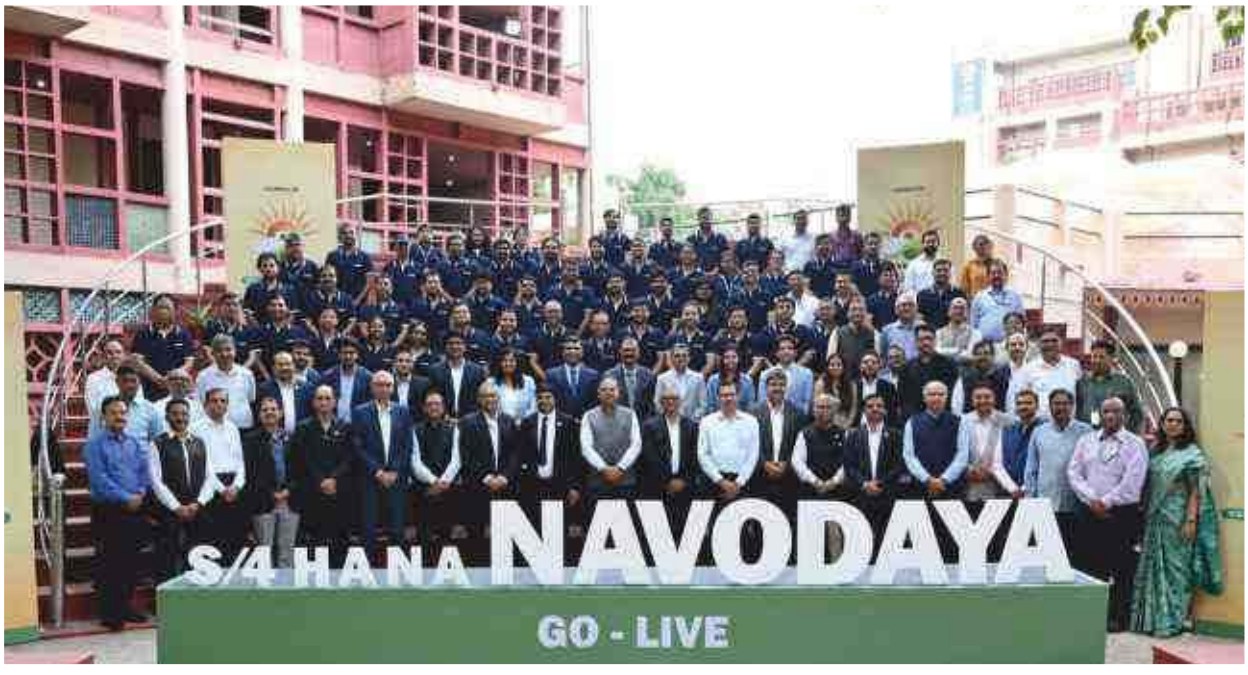
During FY 2024-25, GAIL has explored new avenues for expansion and growth. GAIL has taken the following initiatives to promote Natural Gas in new cities and create new market opportunities:

- Successfully commissioned Small-Scale LNG (SSLNG) units and explored modular liquefaction solutions for serving remote areas, supporting LNG mobility, stranded asset monetization, and new CGD zones. A total of 135 LNG Tankers containing 2,100 Tons dispatched to different customers in the FY 2024-25.
- GAIL is setting up ~500 KTPA PDH-PP at Usar, wherein hydrogen shall be co-produced with Polypropylene (PP).
- GAIL is setting up a 60 KTA Polypropylene (PP) plant at Pata and 50 KTA Isopropanol (IPA) unit at Usar.
- Pipeline projects continue to be a major thrust area for the company in building Natural Gas infrastructure in the country. During FY 2024-25, significant progress was made on the Jagdishpur-Haldia-Bokaro-Dhamra Pipeline (JHBDPL). Over 97.6% of the total 3,306 km authorized pipeline length across Uttar Pradesh, Bihar, Jharkhand, Odisha, West Bengal, and Assam has been laid, with 96.6% now under commercial operation. Of the total length, 3,227 km has been lowered, and 3,119 km is operational, including key sections like Phulpur–Dobhi–Bokaro–Durgapur and Dobhi–Barauni–Guwahati. The pipeline is currently transporting 12.26 MMSCMD of Natural Gas to four fertilizer plants, two refineries (Barauni & Paradip), industrial consumers, and 32 CGD networks.
- In the Dhamra-Haldia section, out of the 240 km pipeline, 198 km has been successfully laid, with plans for further expansion. In another section of Dhamra-Haldia pipeline, out of 294 km of the pipeline, 132 km is already operational, and an extra 103 km has been laid. This section will supply Natural Gas to the Haldia refinery, CGD networks in Howrah, Hooghly, Purba & Paschim Medinipur, and other industrial consumers. This development will expedite the expansion of the CGD network in these cities.
- Additionally, 3,880 km of pipeline projects as a part of the National Gas Grid & other small connectivity initiatives are under different stages of project execution.
- In line with the Government of India's National Biofuels Policy (2018), opportunities are being explored to set up 1G ethanol.
- Under the SATAT scheme, GAIL's Compressed Biogas (CBG) plants are converting biomass waste into clean energy. Launched by MoPNG, the scheme promotes CBG and Fermented Organic Manure (FOM) production to support sustainable fuel alternatives across automotive and industrial sectors.

- GAIL is also exploring to replace conventional grid electricity with renewable energy at its process plants to reduce emissions.

Key Digital Management Initiatives at GAIL

- Rollout of the Vendor Invoice Management (VIM) Portal, migration to SAP S/4 HANA, and the flagship Project Sanchay-2, aimed at boosting departmental efficiency and driving innovation through data-driven approaches.
- NSE Electronic Application Processing System (NEAPS), NSE Digital Exchange Portal and BSE Corporate Compliance & Listing Centre- NSE and BSE have developed web-based applications for corporates. GAIL uses digital platforms to file statutory disclosures such as financial results, shareholding patterns, and corporate governance reports, which ensures real-time and consistent communication with regulators and financial stakeholders.
- GAIL has implemented Information Security ecosystem to protect its digital infrastructure. It aims to prevent and effectively respond to information security incidents, ensuring continuous availability of IT services and business-critical applications
- Three Business Analytics Modules, i.e., Margin Optimization, Price Forecasting and Production Planning for Advanced Data Analytics
- Dedicated Portal for CBG business transaction
- Bharat Bill Pay System (BBPS) was implemented in the CGD business to enable customers to make payments of PNG bills smoothly through mobile payment application.
- Digitalization of Travel Bill claims reimbursement through Mobile application & PRMS claim through the Golden Retirement Portal
- Dedicated module for Crude Oil Production & Sales Process for E&P Business
- Auto Clearing- Functionality developed for Auto-posting of TDS & Auto-clearing of NG customers' invoices



GAIL has become the first PSU to go live on SAP S/4 HANA with its digital initiative 'Navodaya'. The Go-Live was launched by CMD Shri Sandeep Kumar Gupta in the presence of GAIL Directors and Shri Manish Prasad, President & MD, SAP India.

7.5 Strengthening Financial Governance in FY 2024-25

(GRI 204-1)

GAIL implemented various Financial Management initiatives during FY 2024-25:

- GAIL effectively managed its liquidity needs by carefully planning cash flow and utilizing a balanced combination of borrowings and internal accruals.
- GAIL secured new borrowings at highly competitive rates, ensuring that the overall cost of funds remained manageable whenever required.

Based on the Government of India's approval for the establishment of the Assam Gas Cracker Project (AGCP), being implemented by BCPL in Assam, GAIL has received a Capital Subsidy of INR 5,221.33 Crore against the approved amount of INR 5,239.45 Crore as of 31st March 2025. The interest earned on the Capital Subsidy has been treated as part of the subsidy and adjusted against the receivable amount. No Capital Subsidy was released during FY 2024-25.

Further, the Cabinet Committee on Economic Affairs (CCEA), Government of India, in its meeting held on 21st September 2016, approved a 40% capital grant of the estimated capital cost of INR 12,940 Crore (i.e., INR 5,176 Crore) to GAIL for the execution of the Jagdishpur-Haldia–Bokaro-Dhamra Pipeline Project (JHBDPL). GAIL has received INR 4,926.29 Crore (Previous Year: INR 4,926.29 Crore) towards the Capital Grant up to 31st March 2025. During FY 2024-25, GAIL amortized a capital grant amounting to INR 143.42 Crore (Previous Year: INR 137.48 Crore) based on the useful life of the capitalized asset.

Research and Development Initiatives

Research & Development (R&D) initiatives are necessary for sustainable growth. For a clean-energy marketing company like GAIL, it is essential to find new avenues of business growth that will help us improve our Environment Management System. At GAIL, Research, Development, and Innovation are seamlessly integrated into core business processes, with active participation from employees at all levels.

Collaborative R&D initiatives during FY 2024–25 continued to focus on key thrust areas such as advancing cutting-edge technologies aimed at enhancing the efficiency, safety, and sustainability of Natural Gas infrastructure. Currently, we are actively engaged in collaborative research initiatives with premier academic institutions, research organizations, and industry partners to foster indigenous technology development. Focus areas include hydrogen studies, pipeline integrity management, and carbon dioxide capture. These projects are being undertaken in partnership with institutions such as BITS Pilani, various IITs and CSIR laboratories.

The major research initiatives undertaken during the reporting period were as follows:

1. Sustainable High-purity Hydrogen production

GAIL, in collaboration with BITS Pilani, Goa, is advancing research on clean hydrogen production using the Chemical Looping Combustion (CLC) process in a packed reactor setup. This innovative method employs metal oxide-based oxygen carriers to facilitate combustion without direct contact between fuel and air, enabling CO_2 -free hydrogen generation. The project aims to enhance hydrogen yield, improve process efficiency, and support carbon capture, in alignment with India's National Green Hydrogen Mission. This research is a significant step toward decarbonizing the country's industrial and energy sectors.

2. Impact of LPG quality parameters on pipeline corrosion

GAIL, in partnership with CSIR-IIP Dehradun, is conducting research to study the impact of LPG (Liquefied Petroleum Gas) quality parameters on pipeline corrosion. This study integrates experimental investigations with Computational Fluid Dynamics (CFD) simulations to comprehensively evaluate corrosion behaviour. The research aims to develop effective corrosion mitigation strategies, thereby ensuring the long-term integrity of LPG transportation infrastructure, extending pipeline lifespan, and enhancing regulatory compliance.

3. Development of Sulphur-free Odorants

GAIL, in collaboration with IIT Madras, is developing sulphur-free odorants for Natural Gas to enhance safety and reduce environmental impact. Traditional odorants like mercaptans and sulphides, while effective for leak detection, contribute to air pollution and pipeline corrosion. The objective of this research is to formulate alternative, eco-friendly odorants that provide reliable leak detection without the drawbacks of sulphur compounds. This innovation supports the sustainable expansion of India's Natural Gas infrastructure while maintaining high safety and environmental standards.

4. CO2 Removal from Natural Gas Turbine Flue Gas Stream

Addressing the challenges of CO_2 capture in humid environments, GAIL, in collaboration with BITS Pilani, Hyderabad Campus, is developing a scalable and energy-efficient CO_2 removal technology suitable for Natural Gas turbine flue gas streams. The research focuses on designing advanced sorbent materials such as functionalized metal-organic frameworks (MOFs), porous polymers, and modified zeolites, which retain high CO_2 selectivity even in the presence of moisture. This project is poised to contribute significantly to emission reduction efforts and supports India's journey towards Net Zero Emissions targets.

5. Centre of Excellence in Oil, Gas and Energy (CoE-OGE)

GAIL is actively participating in mission-mode research projects at the Centre of Excellence in Oil, Gas, and Energy (CoE-OGE) at IIT Bombay. This collaborative initiative, established by Central Oil & Gas PSUs, aims to drive industry-focused research and innovation. During the year, GAIL is leading four key projects: treatment of produced water, investigation of ammonia-blended fuels, geochemical studies of the Barmer and Jaisalmer basins, and assessment of hydrogen permeation through pipeline steel weldments. These efforts reflect GAIL's commitment to advancing critical R&D in the energy sector.

6. Tri-Ethylene glycol (TEG) corrosion study

GAIL, in association with IIT Patna, is conducting a detailed study on internal corrosion in Natural Gas pipelines caused by the carryover of TEG, a commonly used gas dehydration agent. The research aims to understand the mechanisms behind TEG-induced corrosion, evaluate its impact on pipeline integrity, and develop effective mitigation strategies. The outcomes are expected to provide improved pipeline design, operational practices, and corrosion control techniques, thereby enhancing the reliability and safety of India's Natural Gas transmission system.

7. Natural Gas-based closed-loop meter prover facility

In August 2024, GAIL commissioned a state-of-the-art natural gas-based closed-loop meter prover facility at Dibiyapur (Auraiya), which has been accredited to ISO/IEC 17025 by the National Accreditation Board for Testing and Calibration Laboratories (NABL). The facility supports the calibration of 2", 3", 4", and 6" flow meters under varying pressure conditions ranging from 2 to 49 bar(g) and flow rates from 4 to 2500, m^3/hr. Designed to meet the calibration requirements of various meter types including Ultrasonic (USM), Turbine Flow, and Rotary Positive Displacement (RPD) meters this facility serves both internal and external customers, domestically and internationally.

Expenditure on Research & Development Activities

GAIL allocates an adequate budget under R&D/Innovation initiatives to carry out collaborative research works with various research institutes and execute various innovation activities involving technology upgrades at various GAIL facilities.

GAIL consistently allocates and spends nearly 2% of PBT for R&D/Innovation initiatives. During FY 2024-25, GAIL has incurred INR 375.53 Crores on R&D / Innovation initiatives as against target expenditure on R&D /innovation initiatives of INR 321.92 Crores for FY 2024-25. This includes INR 16.20 Crores on collaborative research projects and INR 359.33 Crores on innovation initiatives. Research initiatives at GAIL are carried out in thrust areas, which are identified based on their ability to serve our current business requirement and present a future business potential.

	2024-25	2023-24	Details of improvements in environmental & social impacts
R&D (Revenue expenditure on Collaborative Research works)	INR 16.20 Crore (4.31%)	INR 20.36 Crore (8.14 %)	Collaborative R&D initiatives during FY 2024–25 continued to focus on key thrust areas such as Pipeline Asset Monitoring and Integrity Management; Natural Gas Utilization/Compressed Biogas; Polymer and Catalyst Development; CO_2 Utilization; Waste Management; and H_2 /Fuel Cell/Battery technologies. These research efforts are aimed at reducing emissions, promoting clean energy alternatives, enhancing resource efficiency, and supporting circular economy practices.
Capex (Innovation activities)	INR 359.33 Crore (95.69%)	INR 229.84 Crore (91.86%)	Capital expenditure in FY 2024–25 significantly supported innovation activities, including investment in land for establishing a state-of-the-art R&D Centre. Modernization and technology upgradation projects were executed across GAIL's process plants and pipeline operations & maintenance (O&M) facilities. These initiatives contributed to improved operational efficiency, energy optimization, safety enhancements and long-term environmental sustainability.
Total	**INR 375.53 Crore**	**INR 250.20 Crore**	

Start-up Initiatives: Fostering Innovation and Sustainable Growth

GAIL continues to promote innovation, entrepreneurship, and sustainable development through its flagship Start-Up initiative, 'Pankh'. Launched with the vision of supporting high-potential Start-Ups across diverse sectors, the initiative aims to create long-term strategic value by enabling access to cutting-edge technologies, fostering technical know-how and generating meaningful societal impact.

Recognizing the growing potential of the Start-Up ecosystem, GAIL significantly expanded its commitment during FY 2024-25 by increasing the Start-Up investment fund from INR100 Crore to INR 500 Crore. This enhanced corpus reflects the Company's proactive approach to catalysing innovation and supporting India's entrepreneurial ecosystem.

To date, GAIL has supported 38 Start-Ups with a total investment commitment of INR 77.38 Crore, and disbursed INR 68.09 Crore. These investments have delivered tangible benefits, including enhanced operational efficiency, facilitation of green energy transition, and broader access to essential services, particularly in underserved communities.

During the reporting year, GAIL entered into investment agreements with three new Start-Ups, committing a total of INR 6.69 Crore. Additionally, four GAIL-supported Start-Ups secured follow-on funding at higher valuations, highlighting the growing notional value and market validation of GAIL's early-stage investments.

In recognition of its impactful contribution to the Start-Up ecosystem, GAIL was honoured with the 'Start-Up Excellence Award' under the category 'Investment in Start-Ups' at the 11th PSU Awards 2025 organized by 'Governance Now' on 28th February 2025 in New Delhi.

These achievements reinforce GAIL's position as a leading public sector investor in Start-Ups and reaffirm its commitment to innovation-led, inclusive, and sustainable growth.

Engagement with Investors

Investor Relations (IR) is key to building trust through transparent communication with shareholders, investors, and analysts. GAIL actively engages with the investor community, responding promptly to queries, and facilitates site visits to offer deeper insights into its operations.

In the FY 2024-25, GAIL undertook several significant investor relations and engagement initiatives, including:

a) Hosted the Investors' & Analysts' Meet 2025

b) Conducted earnings calls immediately following the announcement of financial results for Q1 FY'25, Q2/H1 FY'25, Q3 FY'25 and Q4/Annual Fy'25

c) Participated in 19 domestic Investor Conferences, 01 domestic non-deal roadshow, 01 International Investor conference and 02 International non-deal roadshows, organized by top brokerage houses



GAIL held its Annual Press Conference with the presence of Shri Sandeep Kumar Gupta, Chairman & Managing Director, along with the Board of Directors - Shri R. K. Jain, Director (Finance); Shri Deepak Gupta, Director (Projects); Shri Ayush Gupta, Director (HR); Shri Sanjay Kumar, Director (Marketing); and Shri Rajeev Kumar Singhal, Director (Business Development)

All these meetings/conferences were attended by Top Management / Senior Executives of the Company. Besides organizing such meetings and arranging earnings calls, the Company also arranged office meetings with Investors as and when needed. The investor presentation(s) are shared with Stock Exchanges and hosted on GAIL's website.

GAIL's efforts to disseminate information to investors and analysts have been well-received and acknowledged by the investor and analyst community, demonstrating the company's commitment to transparency and stakeholder engagement.

In line with SEBI (Prohibition of Insider Trading) Regulations, 2015 & SEBI (Prohibition of Insider Trading) (Amendment) Regulations, 2018, a Structured Digital Database System is already in place at GAIL's Intranet for

(i) Obtaining the necessary disclosures from Designated Person(s) w.r.t. Immediate Relatives,

(ii) Sharing of Unpublished Price Sensitive Information (UPSI) for furtherance of duties.

7.6 Initiatives for Advocacy of Natural Gas

(GRI 2-28)

India is committed to reducing carbon emissions and transitioning to a cleaner energy future. In line with the Hon'ble Prime Minister's vision of a gas-based economy as one of the seven energy drivers, Natural Gas is emerging as a key enabler of sustainable growth.

Industries are increasingly adopting Natural Gas as a cleaner fuel or feedstock to lower their carbon footprint. The development of a National Gas Grid and expansion of CGD networks are enhancing Natural Gas availability across the country, including remote and underserved regions. The government supports this transition through grants and revival of anchor customers like fertilizer plants.

Key Focus Areas include:

- Promoting Natural Gas as a transition fuel and ensuring wider access through a robust National Gas Grid.
- Advocating rational tariffs, expansion of Pipeline Infrastructure, and Gas Market reforms.
- Supporting energy transition initiatives such as Green Hydrogen, Biofuels, and Climate Action.
- Encouraging sustainable business practices, ESG standards, and digital governance.

GAIL plays a pivotal role in this shift, by implementing the SATAT initiative to promote Compressed Bio Gas (CBG) as an alternative transportation fuel. Under the CBG-CGD Synchronization Scheme, GAIL is enabling the supply of co-mingled biogas through CGD networks at a uniform base price.

Natural Gas also complements the Renewable Energy push by offering grid-balancing solutions during peak demand and enabling round-the-clock energy supply. Additionally, GAIL is exploring hydrogen blending in CGD networks and leveraging existing infrastructure for future hydrogen projects.

To promote Natural Gas adoption, GAIL actively engages with key stakeholders including industry bodies (CII, FICCI, TERI, FIPI), think tanks, regulators like PNGRB, and global partners such as IGU, ADB, and The World Bank, reinforcing its commitment to a cleaner and more sustainable energy ecosystem.

7.7 Partnerships with Coalitions and Associations

(GRI 2-28)

GAIL is a member of several reputed industry organizations and associations, which provide a forum for discussing industry issues and bringing industry voices to the government's attention to develop more inclusive policies and reforms.

During FY 2024-25, we paid a membership fee of INR 4.55 Crore to various trade associations and think tank groups to create a positive and nurturing environment for businesses and stakeholders. We also regularly communicate with PNGRB, the regulatory body, to inform them of the latest events and industry outlook.

GAIL is a member of the Federation of Indian Petroleum Industry (FIPI) and part of the Governing Council. FIPI has many specific executive committees in GAIL's interest, and they have member representations from GAIL. FIPI functions as an oil industry interface with the Government, regulatory authorities, and public and representative bodies of traders in India to work on issues such as Optimization of Resources, promoting Safety, Tariffs, Investments, Healthy Environment and Energy Conservation, among others related to the industry.

GAIL is an active member of the Standing Conference of Public Enterprises (SCOPE), the apex body representing India's entire spectrum of Public Sector Enterprises (PSE). It helps its member PSEs to voice their concerns on various platforms. Director (HR) is currently executive board member of SCOPE and CMD GAIL also served as Chairman of SCOPE for 2023-2025.

GAIL is an active member of Federation of Indian Chambers of Commerce & Industry (FICCI), the apex body representing India's industries. CMD, GAIL is a member of the FICCI Executive Committee and Co-Chair of the FICCI Hydrocarbon Committee. The Hydrocarbon Committee endeavours to deliberate on issues related to the country's Energy Security and supplement various efforts of the Government of India and other bodies engaged in this area through its intellectual input.

CMD, GAIL is also a member of the Oil Industry Development Board (OIDB).

GAIL is a member of the Chemicals & Petrochemicals Manufacturers Association (CPMA), the apex forum representing the Indian Petrochemical Industry. Established in 1993, the Association offers its members a platform to collectively present their ideas, voice concerns and offer suggestions on relevant issues. It provides a linkage between the industry, the Government, and the society. It interacts with the policy makers and industry associations to develop and maintain

harmonious and conducive business conditions.

GAIL is a member of The Energy and Resources Institute Council for Business Sustainability (TERI-CBS), an industry-led consortium of sustainability practitioners. In FY 2024-25, GAIL conducted a two (02) day Residential training programme on ESG for Sustainability Co-ordinators at TERI Gwal Pahari Campus.

GAIL is one of the three full time members of the International Group of Liquefied Natural Gas Importers (GIIGNL) in India. GIIGNL offers GAIL a forum for exchanging information and experience among industry counterparts to enhance LNG import activities' safety, reliability, efficiency, and operation of LNG import terminals.

In addition, to the associations mentioned above, GAIL is also a member of various other reputed industry organizations and associations, which provide a forum for discussing industry issues and bringing industry voices to the government's attention to develop more inclusive policies and reforms. Apart from the associations mentioned above, GAIL has also established collaborations with other institutions which is mentioned below:

- Confederation of Indian Industry (CII)
- All India Management Association (AIMA)
- PHD Chamber of Commerce and Industry (PHDCCI)
- Indian Biogas Association (IBA)
- Indian Federation of Green Energy (IFGE)
- International Swaps & Derivatives (ISDA)
- US-India Strategic Partnership Forum (USISPF)
- Natural Gas Society (NGS)
- Institute of Directors (IOD)
- Indian Centre for Plastic in Environment (ICPE)
- International Gas Union (IGU)
- International Federation of Training & Development Organization (IFTDO)
- Society for Human Resource Management (SHRM)
- Indian Society for Training & Development (ISTD)
- National Institute of Personnel Management (NIPM)
- All India Organization of Employers (AIOE)
- Institute of Company Secretaries of India (ICSI)
- British Safety Council (India) LLP (BSC)
- India Myanmar Chamber of Commerce (IMCC)
- Coal Gasifiers Association (CGA)
- Quality Circle Forum of India (QCFI)
- Society of Petroleum Accountants (SPA)
- Pipeline Operators Forum (POF)
- Project Management Associates (PMA)

08



Operational Excellence

GAIL inaugurated 'GProver', a portal for accessing its meter prover facilities at Hazira and Dibiyapur

An all-time record of 90 QC projects have been registered in FY 2024-25 with the highest-ever 153 QC projects currently under operation during the same period

Operational Exellence

At GAIL, operational excellence is the cornerstone of our commitment to delivering reliable, safe, and sustainable energy solutions. In FY 2024-25, we continued to strengthen our processes, optimize resource utilization, and embrace innovative technologies to enhance efficiency across our value chain. Our relentless focus on safety, quality, and environmental stewardship ensures that we not only meet but exceed stakeholder expectations while driving long-term sustainable growth.

GAIL has adopted a proactive approach to sustainability and acknowledges the significance of relentless innovation and continuous improvement in promoting operational excellence. The Company has become more resilient by integrating sustainability into core business practices, establishing its commitment to sustainable development by continuously improving processes and systems for greater efficiency, quality, and customer satisfaction.

8.1 Our Approach

(GRI 3-1a, b)

GAIL is dedicated to ethically generating value in the long term. It focuses on enhancing scale, efficiency, and profitability through innovation and identifying the best opportunities for long-term success. By staying ahead of the curve and anticipating changes in the market, GAIL continues to thrive and grow while ensuring that its operations are aligned with its sustainability goals.

GAIL has developed improvement strategies to achieve operational excellence and optimize operations, including new technologies, digital automation, process simplification, workforce upskilling, etc.

GAIL has a standardized and comprehensive approach to Operation & Maintenance (O&M) of its installations, which is reviewed regularly and improved to ensure compliance with National and International standards and guidelines. GAIL also actively involves certified Subject Matter Experts (SMEs) in reviewing the O&M philosophy as part of its commitment to ongoing development.

We practice a three-tier investigative process known as Root Cause Analysis (RCA) on all incidents for in-depth analysis, and our unwavering resolution to Safety is reflected in our zero-tolerance policy towards breaches and infractions which deters violations and promotes order, thus ensuring effective and secure operations.

GAIL's Leadership Responsibility

At GAIL, operational excellence is driven by the active involvement of our top leadership, who are deeply committed to achieving the highest standards of performance. Through a collaborative and consultative approach, we have developed both short-term and long-term sustainability strategies with inputs from key stakeholders and expert bodies. Department heads at GAIL sites play a crucial role in the successful implementation of these sustainability plans, ensuring that our operational practices align with our sustainability goals.

8.2 Integrated Management System (IMS)

GAIL acknowledges the importance of systems' approach. Accordingly, an Integrated Management System (IMS) is implemented in its business operations to improve overall business performance. This integrates various management systems (Asset, Quality, Environment, Energy and Occupational Health & Safety Management) into a comprehensive, streamlined structure.

IMS provides comprehensive insights into key business processes, optimizes resources, and promotes operational excellence, focusing on quality and efficiency.

8.3 Asset Integrity Management System (AIMS)

GAIL's Asset Integrity Management System (AIMS) is used in its business operations, ensuring the dependability of assets like pipelines, storage tanks, and processing facilities while managing the risks of their Operation & Maintenance.

AIMS is a structured approach that increases operational efficiency by optimizing asset utilization through regular tracking and updated records of assets, reducing potential risks, ensuring efficient operations, reducing maintenance costs, managing inventory, and enhancing safety while adhering to relevant regulations.

Assets are developed and built by applicable rules and industry-specific standards to ensure continuous functioning. GAIL's gas network is monitored 24 hours a day, seven days a week via advanced communication and telemetry systems. The monitoring is done from numerous Regional Control Rooms at each network's headquarters and the National Gas Management Centre (NGMC), a centralized control facility in Noida.

CMD, GAIL virtually inaugurated 'GProver' – the portal for accessing GAIL's meter prover facilities (Hazira and Dibiyapur) at the Company's headquarters in New Delhi.

Pipeline Integrity Management System (PIMS) – An integral part of AIMS:

GAIL has a robust Pipeline Integrity Management System (PIMS) as per PNRGB Regulations, British Standards (BS), Oil Industry Safety Directorate (OISD), and ASME B31.8S / API 1160. The Integrity Management system comprises a 3-tier governance mechanism with:

i. Central Integrity Management Group (CIMG) at the Corporate O&M level,

ii. Regional Integrity Management Groups (RIMG) at all Pipeline headquarter level.

iii. Maintenance Base at sites

PIMS is designed to manage the entire Pipeline Integrity Management process, from data collection to analysis and reporting. It integrates many tools, such as In-line Inspection (ILI), Direct Assessment (DA) and Hydrostatic Testing (HT), which helps to identify and prioritize the areas that require inspection, maintenance or repair. To achieve this, various web-based applications and databases have been developed to help analyse and manage pipeline integrity data. The software tools aid in monitoring the pipeline's condition and performance over time, ensuring that the pipelines are safe and reliable while reducing the risks associated with pipeline failures.

GAIL's gas pipeline network primarily consists of carbon steel pipelines, ranging in size from 4" to 48" in diameter, constructed using API 5LX 80 steel grades. These pipelines are designed and built in full compliance with quality specifications and industry codes, including the PNGRB Technical Standards & Specifications, Safety Specifications for Natural Gas Pipelines (2009), ASME B31.8 for gas transmission and distribution systems, as well as LPG PPPL T4S regulations (2016) and ASME B31.4 for petroleum product pipelines. These stringent standards are indicative of the well-engineered and robust construction of our pipeline network.

To prevent external corrosion, the pipelines are laid underground and are coated with a Three-Layer Polyethylene (TLPE) coating, further reinforced by an Impressed Current Cathodic Protection (ICCP) system, ensuring long-term durability and safety. The integrity of a pipeline network is determined at the design and construction stage, as well as ongoing maintenance and monitoring efforts throughout the pipeline's life to ensure safe and reliable operations.

Natural Gas Pipeline Infrastructure connects various gas sources to different gas markets to meet the existing/future Natural Gas demand of various Power, Fertilizer, CGD and other industries in the country. The gas pipeline infrastructure has facilitated widespread industrialization and has brought significant socio-economic changes to different parts of the country.

A major milestone was achieved with the commissioning of the Durgapur–Kolkata Section under the Jagdishpur–Haldia & Bokaro–Dhamra Pipeline (JHBDPL). With this, 3,118 km out of the total 3,289 km planned under JHBDPL (including Barauni–Guwahati Pipeline) has been completed, extending gas access across Eastern and North-Eastern India.

In pursuit of the vision for a National Gas Grid, GAIL is now executing several critical pipeline projects to further expand and integrate the network. Status of Progress of approved projects is as under:

S No	Project	Total Length (in Km)	Commissioned as on Mar'25	States Covered
1	Jagdishpur-Haldia and Bokaro-Dhamra Natural Gas pipeline (JHBDPL) including Barauni Guwahati Pipeline	3,289	3,118	Uttar Pradesh, Bihar, Odisha, Jharkhand and West Bengal
2	Kochi – Koottanad – Bengaluru – Mangaluru Pipeline Project Phase II	901	579	Kerala, Tamil Nadu and Karnataka
3	Srikakulam Angul Pipeline Project	743	92	Odisha and Andhra Pradesh
4	Dhamra Haldia Pipeline Project	253	150	Odisha and West Bengal
5	Mumbai-Nagpur-Jharsuguda Pipeline Project	1,702	0	Maharashtra, Madhya Pradesh, Chhattisgarh and Odisha
6	Gurdaspur-Jammu Pipeline	152	0	Punjab and UT of Jammu and Kashmir

Quality Management System

GAIL has implemented the ISO 9001:2015 Quality Management System (QMS) across its Pipeline Units, Process Plants, Corporate Office, and Zonal Marketing Offices. This internationally recognized standard defines the framework for consistently delivering products and services that meet customer expectations and comply with regulatory requirements.

GAIL has introduced Total Quality Management (TQM) system in its operational sites to increase operational efficiency. TQM is a comprehensive management approach focused on continuously improving the quality of products and services by actively involving all employees and stakeholders in the process. GAIL's TQM department is dedicated to meeting or surpassing customer expectations—one of the Company's core objectives—thereby enhancing overall customer satisfaction.

GAIL's TQM system facilitates continuous improvement by incorporating customer feedback. Through analysis and implementation of this feedback, GAIL strives to enhance customer satisfaction by optimizing its products and services.

As a part of Customer Value Management, GAIL ensures customer satisfaction by conducting Customer Satisfaction surveys to gather customer feedback. GAIL is dedicated to enhancing customer satisfaction and standardizing business processes by implementing a Quality Management System that aims for continuous and sustainable improvement through effective practices and innovation. To improve customer satisfaction, various tools are implemented across GAIL's operational sites. These tools effectively collect customer feedback on product quality and services.

Quality Management Systems and Energy Management Systems have been implemented and established throughout numerous Pipeline Units, Process Plants, Corporate Offices and Zonal Marketing Offices. GAIL's Quality Circle (QC) projects actively involve employees, boosting morale and driving higher productivity.

Quality Circles Projects

GAIL's Quality Circles (QC) Projects are a strategic approach to enhance efficiency in operations and boost employee engagement by involving cross-functional departments in identifying and resolving quality-related issues.

Employees are encouraged to form small groups of 3-4 persons to undertake improvement/modification projects within their work area of processes, services, procedures, and work systems to promote teamwork and collaboration. These projects result in enhanced product quality and customer satisfaction.

GAIL offers motivational schemes for QC projects, including the CMD Trophy award for the best QC projects in-house. Besides, the Quality Circle Forum of India (QCFI) also promotes the concept of quality in India. It encourages industries to participate in various competitions at the Regional, National and International Level.

- **QC Regional Chapter Convention by QCFI (2024):** 50 QC teams participated in various Regional Chapter Convention events. 44 QC teams won Gold award and 06 QC teams won Silver award.
- **QC National Chapter Convention by QCFI:** 24 QC teams participated in National Chapter Convention at Nagpur during 4th -7th January, 2024. 21 QC teams won 'Par Excellence Award' and 03 QC teams won 'Excellence Award'.
- 03 QC teams from GAIL won 'Gold Awards' at the 49th International Convention on Quality Control Circles (ICQCC 2024), a prestigious global event held in Colombo from November 11–14, 2024. The teams are as follows:
  a. Sankalp 23 – Pata
  b. Maxima CFT – Pata
  c. Spashtata – G. Konduru (VSPL)

An all-time record of 90 QC projects have been registered in FY 2024-25 with the highest-ever 153 QC projects currently under operation during the same period.



GAIL presented the CMD Trophy Awards 2025 for Best Quality Control Projects to QC teams at the Corporate Office, New Delhi, in the presence of Shri Sandeep Kumar Gupta, CMD, along with GAIL Directors.

8.4 Environment Management System (EMS)

(GRI 3-3a, b, c, d, GRI 413-1, GRI 416-2)

GAIL has implemented an EMS aligned with ISO 14001:2015 standards, reaffirming its strong commitment to Environmental responsibility.

The Company's Environmental Policy promotes sustainable practices across all levels of operation. It emphasizes prevention of pollution, efficient use of resources, compliance with legal requirements, and continual improvement. GAIL follows the Plan–Do–Check–Act (PDCA) methodology to monitor, evaluate, and enhance its environmental practices regularly.

Key environmental aspects addressed under the EMS include Air emissions, Water usage and Quality, Waste management, and minimizing the impact on Biodiversity.

Before starting any major infrastructure project, GAIL conducts a range of studies and obtains necessary clearances to ensure

environmental and social safeguards are in place. These include:

1. **EIA (Environment Impact Assessment)**
2. **SIA (Social Impact Assessment)**
3. **RRA (Rapid Risk Assessment)**
4. **PESO Clearance (Petroleum & Explosives Safety Organization)**
5. **HAZOP (Hazard & Operability Study)**
6. **Market Study**
7. **CRZC (Coastal Regulatory Zone Clearance)**
8. **CMP (Construction Management Plan)**
9. **Adopting new technology for construction projects**

In FY 2024–25, GAIL did not face any penalties or actions from regulatory authorities such as the Director of Factories, PESO, PNGRB, or the Central and State Pollution Control Boards. This demonstrates GAIL's strong compliance record and its effective implementation of environmental safeguards. GAIL ensures that all eligible projects' environmental impacts are assessed. The results of these assessments are made publicly available on GAIL's Environment and CRZ clearance webpage: **https://www.gailonline.com/CRZclearance.html.**

During the financial year 2024-25, a total of 29 Environmental Impact Assessments (EIAs) were carried out for CGD and Last Mile Connectivity (LMC) projects across various Geographical Areas (GAs) in India.

The breakdown of the EIAs conducted is as follows:

- 24 EIA studies were undertaken for CGD projects, covering different GAs across multiple states.
- 05 EIA studies were carried out for LMC projects under various GAs in different states.

These assessments were crucial in ensuring that the proposed CGD and LMC projects comply with environmental regulations and contribute to sustainable development.

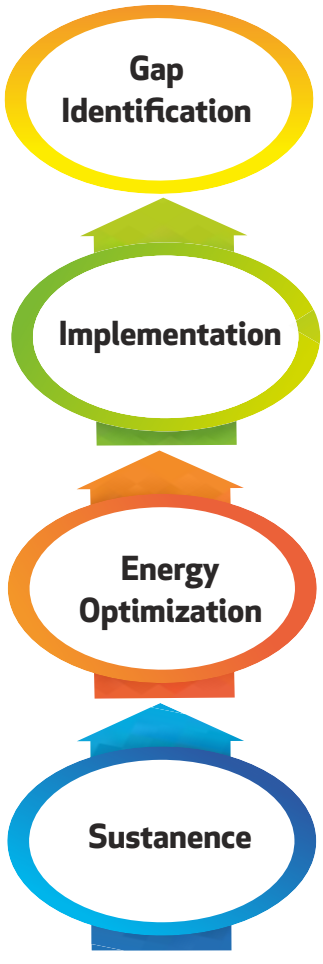
In FY 2024-25, several Environmental Performance Initiatives (EPIs) were undertaken, as mentioned below:

- Implementation of LED lighting systems and application of coolant paints on rooftops to optimize energy efficiency.
- Deployment of water-saving measures, including float valves on overhead tanks and Rain Water Harvesting systems to conserve water resources.
- Hazardous Waste, such as used lube oil, was safely disposed of through authorized recyclers.
- Public awareness initiatives were conducted, including SAKSHAM-2024. During SAKSHAM-2024, Energy Conservation Walkathon and Vehicle Emission Checks were organized.

8.5 Energy Management System (EnMS)
(GRI 3-3, GRI 302-4)

Enhanced energy performance offers substantial benefits to an organization by optimizing the use of energy sources and assets, ultimately leading to reduced operational costs. In line with this objective, we have implemented an Energy Management System (EnMS) that supports the efficient use of energy across our operations. All major GAIL sites are accredited with ISO 50001 EnMS certification, reflecting our commitment to global energy management standards. This system enables GAIL to optimize the performance of its energy-intensive assets, driving continuous improvement in energy efficiency and sustainability across operations.

Through this system, we are actively investing and developing innovative solutions throughout the value chain. These efforts are aimed at minimizing our overall energy consumption, reducing our environmental impact, and lowering our carbon footprint, thereby contributing to a sustainable future.



- CMD, GAIL inaugurated/laid the foundation stone of following projects at Vijaipur on 31st March 2025:

a. Inaugurated GAIL's first Electric Motor Drive retrofitted in place of Gas Turbine Drive.

b. Inaugurated 10 MW Solar Power Plant.

c. Inaugurated 33 KV GIS New Electrical Substation–15

d. Inaugurated LPG Mounded Bullets (2 number) of 1604 MT capacity each.

e. Laid the Foundation Stone of 7.75 MW Floating Solar Power Plant.

f. Laid the Foundation Stone of 60 New B Type Quarters.

- GAIL is operating a 10 MW PEM Electrolyser based Green Hydrogen plant of capacity 4.3 TPD at Vijaipur, Madhya Pradesh since May'2024.



Inauguration of India's first MW scale Green Hydrogen Electrolyser of 10 MW capacity at GAIL Vijaipur by Secretary, Ministry of Petroleum and Natural Gas, Government of India

8.6 Responsible Compliance Management

(GRI 2-27a)

GAIL has a robust, well-established Internal Legal Compliance Management System (LCMS) that ensures that the Company complies with all applicable rules, standards, policies, and codes of conduct. It directly contributes to successful operations, favourable interactions with regulators, attracting high-quality operators and personnel, reduced costs from accidents or incidents and improved productivity and performance.

In this regard, GAIL ensures effective communication and training for all personnel. It also monitors compliance activities and facilitates reports for stakeholders. The system's periodic audit activities provide measurements to achieve goals for regular improvement.

While auditing or inspecting the facility, our Internal Audit teams or HSE teams conduct an audit to verify and identify any scope of improvement w.r.t. compliance. Health, Safety and Environment (HSE) compliance is a top priority at the highest levels of the organization. Before the commencement of any project, Board of Directors ensures HSE requirements are thoroughly considered and integrated. Following this, a Board-level Audit Committee conducts a comprehensive assessment to reinforce accountability and oversight.

GAIL's unwavering commitment to stringent regulatory compliance ensures that none of our products or services are restricted or prohibited in any market where we operate. In line with this commitment, GAIL maintained a 100% compliance record in FY 2024–25, with no penalties or violations incurred across its business operations.

8.7 Information & Cyber Security Systems

(GRI 3-3)

GAIL's Digital Strategy aims to address mission-critical services, operations, maintenance, planning, and sustainability through new digital technologies.

GAIL has implemented robust Information Security measures to protect its IT systems and data from cyber threats and attacks. This involves running a 24-hour Security Operations Centre (SOC) with advanced security software, conducting regular security audits, and providing ongoing training and education to our employees. The IT data centres are ISO27001:2013 certified.

GAIL has also implemented a comprehensive Crisis Management Plan to address Cyber Attacks and Cyber Terrorism. To ensure

efficient control, GAIL established an Incident Handling Team consisting of a Crisis Management Cell (CMC) and a Level-II Incident Resolution Team.

No incidents related to cyber security and data privacy of customers have been reported during FY 2024-25. However, several new initiatives and activities were taken for responsible Information Systems and Cyber Security measures, such as:

- Regular Email and SMS Phishing Simulation Campaigns were conducted to raise awareness and improve employees' ability to identify and report phishing attempts.
- Cyber Security Training Programs were organized through the GAIL Training Institute, Noida, to equip employees with essential knowledge on cyber threats and safe digital practices.
- Awareness Lectures and Interactive Sessions on cyber security were conducted to enhance employee understanding of information security protocols and preventive measures.
- Periodic Cyber Security Advisories were disseminated to keep employees informed about emerging threats, security best practices, and mitigation strategies.



GAIL organised a Cyber Security Awareness Program at Jhabua, highlighting best practices and measures to strengthen digital safety among employees.



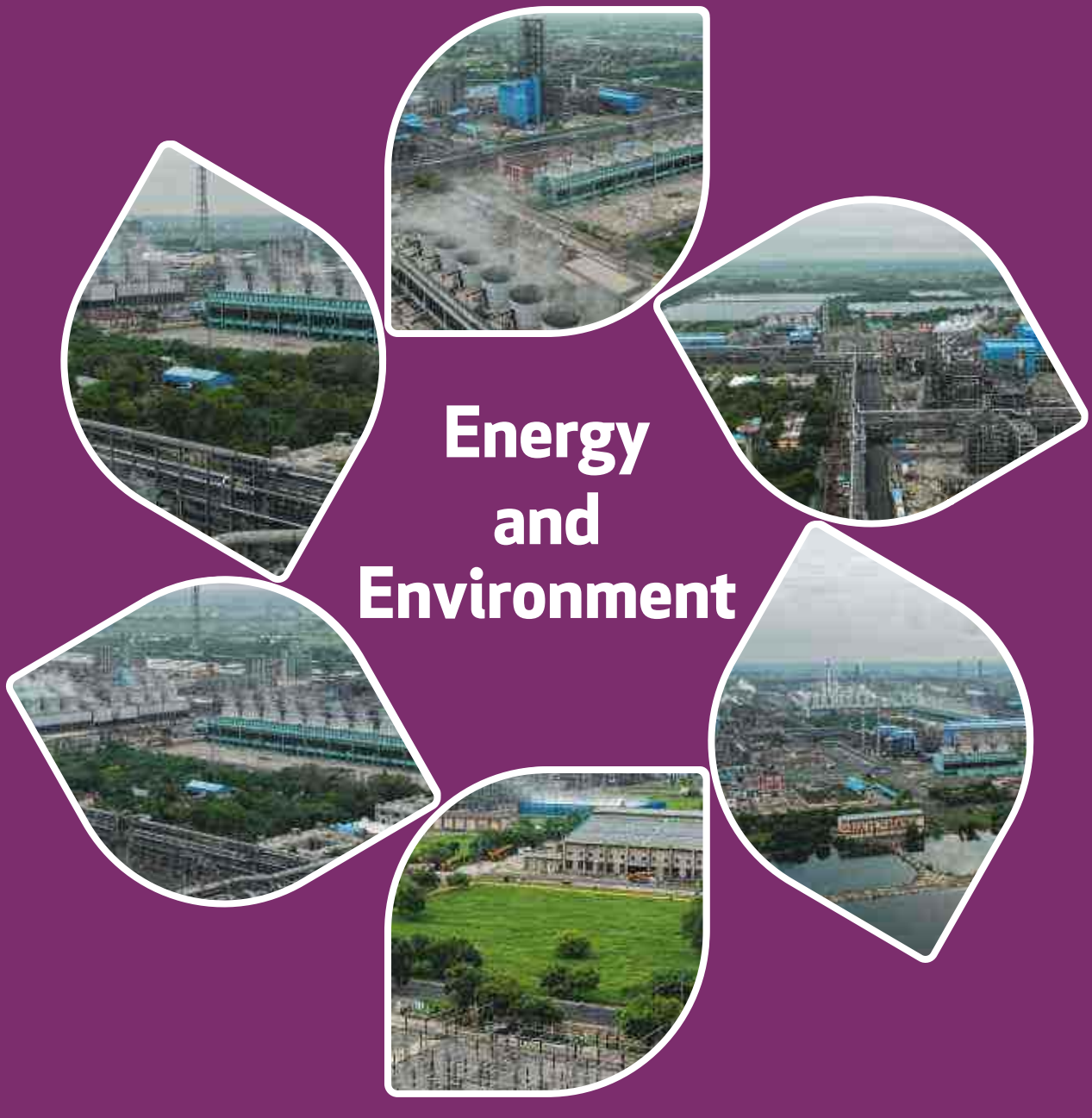
An awareness session on "Cyber Fraud & Digital Arrest" was organized on 15th October 2025, at GAIL, Kolkata Zonal Office





As part of the Prarambh@GAIL Onboarding Programme (Batch 2), a 'Know Your Leader' session with Shri Ayush Gupta, Director (HR), was held on 15th September 2025. The programme commenced with a special welcome by humanoid robots Gyandeep and Echo, deployed at GTI Noida as part of the Hindi Pakhwada celebration

09



Energy and Environment

- ~218 million units of Renewable Energy generated during FY 2024–25.
- Specific Energy Consumption (SEC) of Petrochemical Complex reduced by 6%.
- INR ~15 Crore in total energy cost savings from site-level initiatives

Energy and Environment

(GRI 3-3-a, b, c)

GAIL recognizes the interlinkage between Energy, Environment, and Sustainability, for managing material topics through a structured and proactive approach. GAIL identifies and evaluates its significant environmental and energy impacts across its value chain, integrating sustainability considerations into operational decision-making. It adopts advanced technologies to enhance energy efficiency and reduce greenhouse gas emissions, contributing to broader decarbonisation goals. Water stewardship is also ensured through rainwater harvesting, wastewater recycling, and responsible usage practices. GAIL promotes waste minimization through reduction, reuse, recycling, and ensures safe disposal, including responsible e-waste management through authorized vendors.

In support of India's Mission LiFE, GAIL actively encourages sustainable lifestyles by reducing single-use plastics, promoting green alternatives, and engaging employees in activities such as cycling, yoga, walkathons, and environmental awareness campaigns. Environmental performance is regularly monitored, with periodic assessments used to implement improvements and uphold compliance. This integrated strategy reflects GAIL's commitment to continuous improvement, environmental responsibility and alignment with global sustainability standards.

9.1 Governance and Policy on Energy and Environment

(GRI 3-3-f)

The Operations & Maintenance Policy of GAIL guides overall activities at the plant level. Operations follow a holistic energy conservation and environmental protection approach through clearly defined Operations and Maintenance guidelines. GAIL adheres to the legal requirements of CPCB/SPCB, as well as other applicable laws and regulations, to manage its overall environmental impact. The Sustainability Policy provides a vision to minimise adverse environmental effects arising from operations. All Officer-in-Charge (OICs) and Heads of Department (HoDs) are responsible for achieving the Company's sustainability goals, including risk management and performance monitoring.

https://www.gailonline.com/pdf/others/O_MPolicy_22052024.pdf

9.2 Energy Management

(GRI 302-1, 302-2, Refer Performance & Standards)

GAIL firmly believes that effective Energy Management plays a vital role in cutting energy costs, resulting in reducing greenhouse gas emissions thereby mitigating climate change, and enhancing the operational efficiency. It is our endeavour to adopt energy-efficient technologies during upgradation of existing facilities, new installations and also align practices with OEM guidelines. All major GAIL installations are Energy Management System (EnMS)- ISO 50001 certified, which helps in management of energy as per industry best practices. For energy data refer chapter on Performance & Standards.

9.3 Energy Saving Initiatives

(GRI 302-3, 302-4, 302-5, Refer Performance & Standards)

Site Wise Energy Saving Initiatives

Pata

- Replacement of ~6,046 numbers of various HPMV/ Fluorescent lamps with LED fixtures of reduced wattage resulting in energy saving of 17,71,478 kWh during FY 2024-25.
- Replacement of 09 numbers of ACs with 5-star efficiency rated ACs resulting in energy saving of 7,352 kWh during FY 2024-25.
- Replacement of 42 numbers low efficiency class motors with higher efficiency class motors resulting in energy saving of 79,306 kWh during FY 2024-25.
- Specific Energy Consumption (SEC) of Petrochemical Complex reduced by 6% (from 0.6844 TOE/MT during FY 2023-24 to 0.6755 TOE/MT during FY 2024-25).

Vijaipur

- **Variable Frequency Drive (VFD) Installation in Cooling Towers 1 & 2:** On 14th November 2024, a VFD was successfully commissioned for Cooling Towers 1 and 2 at the Vijaipur facility. In each Cooling Tower, one of the three existing 37 kW Direct-On-Line (DOL) drives was replaced with a VFD, while the remaining two motors continue to operate as slave units. This strategic upgrade has resulted in significant energy savings of ~1,80,000 kW per year, contributing to enhanced operational efficiency and reduced energy consumption.

- **C2C3 Sphere Boil-Off Gas (BOG) Utilization:** To enhance resource efficiency and reduce flaring, a line has been successfully connected to the LEF Overhead Compressor suction system. This integration helps prevent flaring during shutdowns by enabling the recovery and utilization of BOG. During FY 2024-25, a total of 96.3 MT of BOG was recovered, resulting in estimated cost savings of ~INR 50 Lakh, and nearly 2,696 metric tonnes of CO_2 equivalent (tCO_2 e) of GHG savings.

- **Fuel Gas Interconnection – LPG & C2C3 Units:** A fuel gas interconnection line has been established between the LPG and C2C3 units to optimize resource utilization. This setup enables the flared gas from the LPG units to be redirected and reused in the C2C3 unit, particularly during shutdowns. As a result, the initiative significantly reduces resource loss, achieving gas savings of ~0.02 MMSCM per shutdown and cost savings of around INR 5.8 Lakhs per shutdown.

- **HRSG Fuel Gas Heating via LP Steam Tracing:** Low-Pressure (LP) steam tracing was implemented for heating the fuel gas supplied to Heat Recovery Steam Generators (HRSG) Units-2 and 3. This intervention effectively raised the fuel gas temperature from 35°C to 42°C, resulting in improved combustion efficiency. The initiative has led to energy savings of 139.46 MMBTU per day, translating into annual cost savings of ~ INR 3.45 crore. By enhancing the operational efficiency of HRSG units 2 and 3, this measure contributes significantly to energy optimization and cost reduction.

Jhabua

- GAIL Jhabua has enhanced its energy efficiency by commissioning a VFD-controlled screw type Instrument Air Compressor. This new system replaces two earlier reciprocating compressors that consumed an average of 240 kWh, with the VFD-based compressor now using only 110 kWh. This upgrade has led to substantial annual savings of ~11.38 Lakh kWh, INR 68.28 Lakh in cost, and a reduction of 830 tonnes of CO^2 equivalent emissions.

Hazira

- **Reduction in Specific Energy Consumption (SEC):** A significant reduction in Specific Energy Consumption (SEC) was achieved at the facility, with SEC dropping from 0.63 in the base year 2022-23 to 0.58 in FY 2024-25. This improvement led to substantial cost savings of INR 11.32 Crore. The achievement is attributed to key operational initiatives, including the optimization of the operating pressure profile, particularly by fine-tuning the suction pressure of gas received from ONGCL, and the prioritization of machine operations based on their energy efficiency.

- **Reduction in Electrical Energy Consumption:** A notable reduction in average daily electrical energy consumption was achieved, bringing usage down from 18.94 MWh in the base year FY 2022-23 to 13.17 MWh in FY 2024-25. This improvement resulted in cost savings of INR 126.36 Lakh. The key initiatives that contributed for the achievement of the optimal use of Gas after Cooler (GAC) fan for Gas Turbine Compressor (GTC) and the efficient operation of the Lube Oil Cooler (LOC) system.

Gandhar

- GAIL Gandhar has undertaken the replacement of 07 conventional electric motors with IE3 energy efficient motors as part of its sustainability and operational excellence initiatives. This upgrade aligns with current industry standards emphasizing higher efficiency and lower emissions.

- PID controller and VFD optimization for Fire Water Jockey Pump at Gandhar, achieved energy savings of 90,985 kWh in FY 2024-25.

Chhainsa

- **Recovery of NG from GTC piping loop during normal GTC shutdown:** Chhainsa Compressor station, having proximity to low pressure lines through adjacent IP station, can recover and transfer around 65% of Natural Gas trapped in GTC and associated piping after the GTC is shutdown during normal operation. Previously, this trapped Natural Gas was being vented into the atmosphere. Natural Gas saved during the year ~ 0.27 MMSCM/year.

Technology Adoption and Enhancement

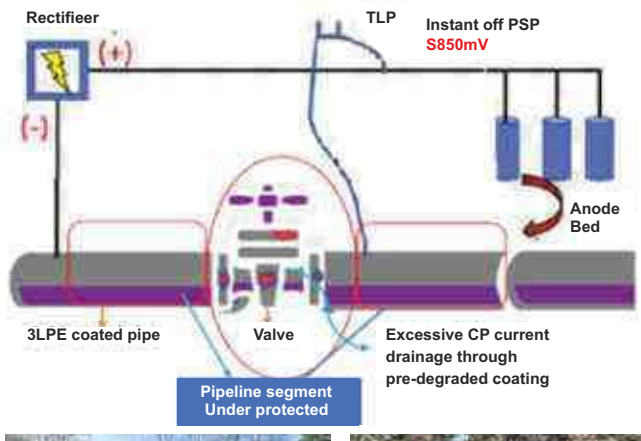
GAIL has a policy to periodically review the technological obsolescence of installed equipment/ instruments and upgrade them, ensuring they are the most advanced, dependable, and secure technologies available at the time. Major technologies adopted by the GAIL include:

1) Protection of Underground Future Tap-Off / Hot Tapping Locations

To enhance the durability and reliability of underground tap-off valve flanges previously at risk due to the limitations of epoxy-based coatings (such as R-95) the company has implemented the application of Visco-Elastic wrapping coatings at these critical sites. This upgrade specifically addresses the issues of rust and coating dis-bondment observed during inspections, which were largely caused by the short lifespan and application challenges of traditional epoxy coatings.

Advantages of Visco-Elastic Wrapping Coating:

- It can fill irregular and sharp transition area of valve/ flange components resulting in smooth transition for application of subsequent wraps.
- Excessively low permeability to water and oxygen.
- Self-healing and cold flow properties provide excellent long-term protection from corrosion.
- Easy application on manually cleaned (st2/st3) surface and extended life of 25+ years.







BEFORE APPLICATION



DURING APPLICATION



AFTER APPLICATION

This approach ensures enhanced and durable protection of critical underground components.

2) **Dual Fuel Operation of Diesel Engine Generator at Jhabua:** The Diesel Engine Generator (DEG) at Jhabua was converted to dual-fuel mode by integrating a Natural Gas injection system. It now operates on a 60% Natural Gas and 40% diesel mix, significantly reducing diesel consumption and thereby reducing emissions.

3) **Direct Assessment of Pipeline Sections:** Two pipeline sections were assessed using Magnetic Tomography Method (MTM) under GAIL's new technology adoption initiative. This non-invasive method enhances pipeline integrity monitoring.

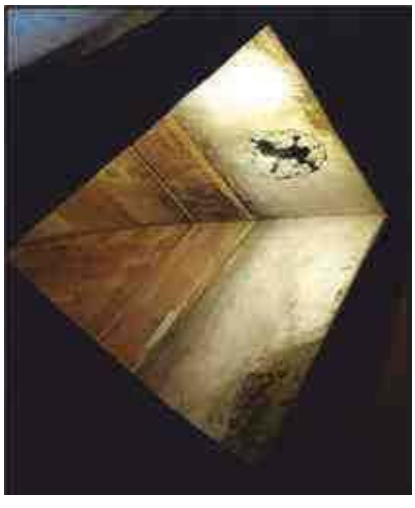
4) **Replacement of HT 201 33KV switchboard Air Insulated System (AIS) with Gas Insulated System (GIS):** As a first in GAIL, 33KV AIS (Air Insulated System) switch boards have been replaced with GIS. Vacuum Circuit Breaker (VCB) supplied with existing switchboard was Siemens 3AF Type, which is now obsolete. AIS switchboard components are air insulated to prevent dust, moisture etc. Owing to long period of operation, insulation properties also get degraded & there is tendency of tracking which adversely impacts overall insulation integrity of switchboard, thereby compromising its reliability. With increasing requirement of power reliability for plant operation & to reduce downtime owing to failure of aged component, replacement of AIS to GIS switchboard was done.

Benefits of GIS switchboard are:

- GIS are safer compared to AIS
- Compact in size and physical footprint reduced to 50% as compared to AIS
- Compartmentalized enclosure of the live parts makes for a very reliable system due to reduced disruption of the insulation system.
- Arc fault mitigation and no impact of extreme environmental conditions
- Proven track record of safe, reliable & maintenance free operation



5) **Remote Visual Inspection at various units of Pata Plant:** For the first time at GAIL, Pata, Remote Visual Inspection (RVI) was introduced using drone technology for the inspection of 20 equipment, including vessels, furnaces, boiler chimneys, storage tanks, and flare water seal drums across various units of Pata Plant. This technique eliminates the need for man entry into confined spaces, significantly enhancing safety during inspections. Additionally, it reduces inspection time by eliminating the requirement for scaffolding when carrying out inspections at elevated heights.







6) **Aerial Drone Survey of Flare Tips:** At GAIL Pata, Drones were deployed for visual and thermal imaging surveys of three flare tips at elevated heights without requiring a plant shutdown. This technique significantly reduces safety risks by eliminating the need for manual climbing and allows inspection of otherwise inaccessible flare tips without affecting ongoing plant operations



7) **Helium leak testing has been carried out in Surface Condensers and coolers:** Helium leak testing was conducted on five Surface Condensers to assess leakage across the vacuum system. This technique enables precise, pinpoint detection of leaks without requiring equipment shutdown, thereby enhancing operational reliability.

9.4 Responsible Water Management at GAIL

(GRI 303-1, 303-2, 303-3, 303-4, 303-5- Refer Performance & Standards)

Water is a limited yet vital resource, essential for sustaining life, supporting economic growth, and maintaining healthy ecosystems. Effective Water Management is crucial to preserving this resource and requires collaborative efforts from all stakeholders to promote sustainable and equitable practices. At GAIL, we are committed to addressing water scarcity and ensuring long-term water security. As part of this commitment, Rain Water Harvesting is integrated into the design phase of all construction activities, reinforcing our dedication to responsible water stewardship.

As a responsible Corporate entity, GAIL is committed to the judicious use of water and actively promotes awareness among employees, communities, and society at large. We continuously explore innovative technologies and conservation methods to enhance water efficiency. To understand and manage our impact, we have assessed water-stressed sites across our operations, identifying associated risks and opportunities. These evaluations also support the projection of future water demand, enabling us to plan sustainably and responsibly.

In FY 2024-25, 20.95 million m^3 of water was consumed, out of which 18.9 million m^3 of water was sourced from surface water (having TDS < 1000 mg/l), 1.91 million m^3 from irrigation department / municipal body, 0.003 million m^3 of water from third party and only 0.15 million m^3 of water from ground. Water consumption at water stress area locations of GAIL is around 7.62 % of total water consumption.

GAIL ensures its operations do not negatively impact water supply or quality across its sites. We proactively assess and mitigate potential water-related risks to strengthen operational resilience. Regular third-party water audits help us monitor consumption and identify improvement areas. Through initiatives like reduced freshwater use, Rainwater harvesting, Wastewater treatment, and recycling, GAIL promotes innovative water-saving practices in line with its Environmental Policy and applicable regulations.

GAIL ensures compliance with all applicable rules and regulations about Water Management. Water discharge is monitored continuously on real time basis via Effluent Quality Monitoring System (EQMS). Details of effluent discharged, with respective parameters, are being recorded and further shared with CPCB/SPCB portal on a timely basis. Wastewater generated at sites is treated through Effluent Treatment Plant (ETP). The treatment includes physical, chemical and biological treatment like adjusting pH, removing Suspended Solids and reducing Biological Oxygen Demand (BOD), Chemical Oxygen Demand (COD), Phenols, Oil & Grease, Cyanides, Chromium etc., to below permissible limits. Most of the treated water is used for horticulture activities.

GAIL's Water Management Initiatives/Approach to reduce water footprint

Pata

- At GAIL Pata, 22 rooftop rainwater harvesting structures are operational, along with 7 structures at GAIL Gaon Township. All systems are thoroughly cleaned before the monsoon to ensure efficiency. Additionally, GAIL Pata features an ecological pond with ~2-hectare catchment area, collecting runoff from nearby greenbelt zones. The plant also has 6 raw water reservoirs covering a total catchment area of ~60 hectares, functioning as major rainwater harvesting sources. In Phase-3 of the township, rainwater from the stormwater network is channelled into eco-ponds that naturally recharge groundwater.

- During FY 2024-25, Rain Water Harvesting Structures were installed at major buildings on plant premises, and 2,54,612 m^3 of rainwater was harvested. During FY 2024-25, about 1,09,839 m^3 of treated water was recycled for horticulture use.

- GAIL is implementing a Zero Liquid Discharge (ZLD) project at its Pata facility with the primary objective of reducing overall freshwater consumption and minimizing dependence on external water sources. The project, with an estimated cost of INR 469.53 Crore (excluding GST), is being executed by M/s Vatech Wabag, Chennai, under an Engineering, Procurement, and Construction Management (EPCM) contract. Designed to reduce freshwater intake by 475 m^3/h, the initiative includes the installation of a Reverse Osmosis (RO)-based Recycling Plant and a ZLD Plant with a capacity of 18 m^3/h to effectively treat and manage RO reject water.

Gandhar

- **Gandhar:** There is an ecological pond with a catchment area of ~0.5 Acre at GAIL Gandhar plant. This serves as a rain water harvesting pond for run-off water from adjoining greenbelt areas.

Bharuch

- **Bharuch:** In GAIL Bharuch Township, rainwater collected through the Storm Water Network is stored in a reservoir, which serves as a natural groundwater recharge pond.

9.5 Biodiversity Management at GAIL

(GRI 304-1a, 304-2a, b, 304-3a, b, d, 304-4a)

GAIL is committed to preserving biodiversity through responsible practices and strict adherence to environmental regulations. The Company avoids operations near IUCN Category I–IV protected areas, World Heritage Sites, and ecologically sensitive zones such as national parks, wildlife sanctuaries, and wetlands. GAIL protects biodiversity by avoiding setting up project sites within 10 km of protected habitats.

GAIL follows the mitigation hierarchy avoid, minimize, restore, offset and conducts regular ecological surveys to monitor and sustain surrounding ecosystems. All new projects undergo Environmental Impact Assessments (EIA), guided by a comprehensive Environment Management Plan (EMP) that promotes green belt development and the conservation of native biodiversity. For Pipeline projects passing through green cover, GAIL ensures that less than one-third of the Right of Use (RoU) is utilized in forested areas. Additionally, the Company contributes to the Compensatory Afforestation Management and Planning Authority (CAMPA) to offset deforestation caused by pipeline installations.

These efforts align with Sustainable Development Goals (SDG) 14 and 15, supporting life both on land and underwater. GAIL is also aligned with international best practices by following GRI Standards, Science Based Targets initiative (SBTi), and GHG Protocol methodologies. Furthermore, the base year for calculating reductions in energy consumption has been established as 2021, ensuring consistency and transparency in its environmental performance reporting.

GAIL's Biodiversity Initiatives

Among the various installations of GAIL, Pata and Vijaipur plants are the major contributors to GAIL's sustainability initiatives, including green initiatives. GAIL carried out extensive Afforestation with a cumulative plantation of more than 8.5 Lakh trees including 3.5 Lakh trees in the last 02 years.

Pata

- At GAIL Pata, ~518 acres of land have been dedicated to greenbelt development. In FY 2024–25, GAIL Pata, planted 25,118 trees, totalling to 1,68,025 trees across its operational sites, and residential areas, reinforcing its commitment to environmental conservation. Extensive peripheral greenbelt has been maintained in ~36 % against the mandatory requirement of 33% of the total plant area.
- GAIL Gaon township showcases rich biodiversity with features like a Butterfly Park, Mini Golf Course, and 160 acres of green cover that support bird and butterfly habitats through themed plantations.

Vijaipur

- GAIL Vijaipur has signed an Agreement with Forest Department, Shivpuri, Govt. of Madhya Pradesh for plantation of 75,000 number of trees in an area of 150 hectare near Vijaipur (MP).

Gandhar

At Gandhar, a significantly large greenbelt area of 129.73 acres has been developed. A biodiversity assessment revealed the presence of 93 plant species (including 50 tree species, 24 shrubs and climbers, and 21 herbs) and 48 fauna species such as 29 birds, 9 butterflies, 4 mammals, 2 reptiles, 1 amphibian, and 2 invertebrates. The greenbelt surrounds the plant on all sides and features gardens, a nursery, roadside plantations, and a pond area rich in native biodiversity. Plantation includes native and regional species such as Pilkhan, Peltophorum, Gulmohar, Ficus benjamina, Arjun, Mango, Guava, Jamun, and Amla. The sapling survival rate in the region is ~90%, supporting Gandhar's diverse and thriving ecosystem.

Dibiyapur

The greenbelt covers 28.7 acres. A total of 100 Bougainvillea ornamental plants have been planted, all of which are currently in healthy condition. These vibrant flowering plants add aesthetic and ecological value to the facility.

Hazira

The greenbelt area spans 26.77 acres. A total of 150 trees comprising Neem and Mango species were planted during the year. The plantation has demonstrated a strong survival rate exceeding 95%, indicating effective maintenance and environmental suitability.

Kandla

At Kandla, a greenbelt area of 15 acres has been developed within the plant premises. As part of the plantation efforts, 120 trees have been planted, contributing to the site's ecological balance and enhancing the green cover.

Nasirabad

The greenbelt area of 7.56 acres has been maintained. During the reporting year, new species such as Amla, Chiku, Jamun, Postal Palm, and Neem were introduced. The plantation has shown a healthy survival rate of over 85%, which has had a positive impact on the local ecosystem.

G Konduru (VSPL)

It has increased the size of green belt by 5.75 acres, totalling 13.75 acres, increasing the total number of plants from 500 to 7,000.



9.6 Emission Management

(GRI 305-5)

GAIL is committed to achieving a low-carbon economy by controlling emissions from its operations. As a responsible Corporate citizen, we play an essential role in contributing to the GoI's commitment to Net Zero Emissions by 2070, in alignment with the NDC and the Paris Agreement.

We oversee and regulate these emissions in line with World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Reporting Standards, ISO 14064:2018, and American Petroleum Institute (API) - 2022 and GRI Oil & Natural Gas Sector 2021 standards, which provides a comprehensive GHG emissions methodology. To enhance emission control, GAIL has implemented a range of initiatives to reduce GHG emissions. These initiatives are organised into 02 key focus areas namely Reducing Methane Emissions and Reducing Air Emissions.

9.7 Reducing Methane Emissions

(GRI 305-6)

Methane emissions represent a critical environmental challenge for the natural gas industry. As a greenhouse gas, methane has a global warming potential ~28 times greater than that of carbon dioxide. These emissions can occur across multiple stages of the value chain, including production, processing, transmission, and distribution.

Leaks and vents from equipment like Compressors, Storage Tanks, Flanges, Valves and Pipelines can release Methane into the atmosphere. Natural Gas Processing and LPG plants also vent out minuscule quantities in some processes, causing methane emissions.

We follow specific practices to reduce the production-related GHG emissions, such as:

- Conducting regular LDAR programmes.
- Monitoring and tracking our energy consumption
- Setting internal targets to reduce the energy consumption by using methodologies of GRI/SBTi and GHG Protocol

Reducing Other Air Emissions

At GAIL, we manage air emissions using a cloud-based monitoring system linked to our emission analysers. The data is transmitted to Central Pollution Control Board (CPCB) and State Pollution Control Board (SPCB) in real time through web-based server systems. Several initiatives for emission management have been taken across all our locations to reduce air emissions.



9.8 Responsible Waste Management

(GRI 306-3, 306-1a, 306-4, 306-5, Refer Performance & Standards)

GAIL has established a comprehensive Waste Management system aimed at minimizing both hazardous and non-hazardous waste generation across its operations. The Company adopts the 3R strategy Reduce, Reuse, and Recycle to manage waste sustainably and reduce environmental impact at all sites and corporate office with proper data monitoring and compilation. To identify opportunities for minimizing waste at the source and enhancing operational efficiency, regular environmental audits are conducted through both internal teams and external agencies such as the State Pollution Control Boards (SPCB) and certified third-party auditors. These audits not only map compliance with statutory regulations but also provide strategic insights for system improvements. Notably, the audits conducted during the reporting period did not find any adverse impact on business operations or product safety in relation to waste handling.

As a responsible entity, GAIL complies with the Plastic Waste Management Rules, 2016, and fulfils its obligations under Extended Producer Responsibility (EPR). GAIL Pata is registered with the Central Pollution Control Board (CPCB) as a Brand Owner of plastic raw materials and with the Uttar Pradesh Pollution Control Board (UPPCB) as both an Importer of plastic packaging material and a Manufacturer of polymers. To meet the annual EPR targets mandated by CPCB/UPPCB, GAIL procures EPR certificates accordingly. Additionally, the Company ensures environmentally sound management of other regulated wastes such as used batteries and e-waste, which are collected and recycled through authorized recyclers and e-waste handling agencies as per the prescribed procedures.

GAIL's Petrochemical Complex at Pata, generates a range of hazardous and non-hazardous wastes. The Company complies fully with applicable environmental regulations, ensuring safe handling, storage, and disposal practices. GAIL Pata maintains comprehensive records in Form-3 under the Hazardous & Other Wastes (Management and Transboundary Movement) Rules, 2016, and submits Form-4 (Hazardous Waste Return) and Form-10 (Manifest for Hazardous Waste Disposal) to the UPPCB, Lucknow, in a timely and accurate manner. These practices underscore GAIL's commitment to responsible waste management and regulatory compliance.



GAIL organized an E-Waste Awareness Program at Pata to promote responsible disposal and sustainable Waste Management practices.

9.9 Waste Management Initiatives

(GRI 306-1a, 306-2a, b, c)

Pata

Pata is carrying out timely and suitable disposal of both hazardous and non-hazardous waste i.e., O&M Scrap, Slop Oil, Mercaptan Drums, Biomedical Waste, E-Waste etc.

a) A dedicated Waste Management Procedures is in place to serve as a ready reckoner for all the waste-generating units regarding handling, intermediate storage, and waste disposal in an environment-friendly manner that meets statutory requirements. Designated intermediate storage locations have been provided for each category of waste.

b) Disposal of wastes is being done through Authorized Recyclers / Treatment Storage and Disposal Facility (TSDF).

c) Accounting and tracking of waste are carried out from generation to disposal.

d) E-waste awareness and collection drives are organised regularly at township premises.

e) 4,852 tons of waste/scrap sent for recycling during the year.

f) 77 tons of organic waste was processed in Organic Waste Convertors during the year.

g) 5.2% of the total input materials (by value) used in providing services comprised recycled or reused materials from GCU-1 & GCU-2, as well as recycled fuel in LLDPE-1, considered with respect to the total gas processed.

Vijaipur

a) We conduct thorough background checks and compliance before onboarding any recycler, ensuring they hold valid authorization and operate as per CPCB/SPCB norms.

b) All hazardous waste generated from the plant is safely stored in a designated hazardous waste storage shed and subsequently disposed of through Pollution Control Board authorized TSDF facilities or recyclers.

c) Non-hazardous solid waste/scrap materials are systematically managed and auctioned in an organized manner.

d) A total of 54 used batteries were generated during the period, which were disposed of through authorized recyclers or buyback arrangements, fully complying with applicable regulatory norms.

Gandhar

GPU Gandhar is carrying out timely and suitable disposal of both hazardous and non-hazardous waste i.e., O&M Scrap, Slop Oil, Mercaptan Drums, Biomedical Waste, E-Waste etc.

a) GAIL Gandhar has taken authorization of GPCB for Hazardous Waste Management. Waste Management is carried out as per the statutory guidelines.

b) E-waste and used batteries are channelized to dealers, manufacturers, registered recyclers/importers/re-conditioners, or designated collection centres.

c) Biomedical Wastes generated at First Aid Centres are segregated in colour-coded bins and disposed at the Common Biomedical Waste Treatment Facilities.

d) All the scraps are segregated at sources and sent to scrap yards for temporary storage; from the scrap yard, the waste is sold to recyclers.

- Abu Road: No hydrocarbon/hazardous chemical is produced at the LPG booster pumping station. The metallic and plastic waste generated from maintenance activities is stored at scrap yard and then the scrap is disposed through vendors.
- Mansarampura: Used Lube oil is being disposed through authorised recyclers. Muck received during basket filter cleaning and pigging activities is disposed at a designated place inside the plant. Bio-degradable canteen waste is disposed through landfilling.

Celebration of World Environment Day

World Environment Day 2025 was celebrated across GAIL with great enthusiasm under the Company's dedicated theme **"Enabling a Better Environment",** in alignment with the global theme "Beat Plastic Pollution". As part of GAIL's continued commitment to sustainability and environmental consciousness, the day was marked with a series of impactful activities across its offices and installations. One of the key highlights of the celebration was the special campaign "Ek Ped Maa Ke Naam", which encouraged employees to plant a sapling in honour of their mothers symbolising both personal gratitude and collective responsibility towards nurturing Mother Earth. Awareness drives, cleanliness campaigns, and initiatives focused on reducing plastic use and promoting waste segregation were carried out to reinforce the message of environmental protection. Through these actions, GAIL reaffirmed its pledge to reduce plastic pollution and build a greener, cleaner future for the generations to come.



Drawing Competition on World Environment Day at PATA





GAIL World Environment Day celebration on 5th June 2025 at Hazira with the theme 'Beat Plastic Pollution'.



GAIL celebrated Van Mahotsav at Pata under the theme 'Ek Paudha Maa Ke Naam', promoting green initiatives and environmental responsibility



Under the aegis of the Ministry of Petroleum & Natural Gas, Swachhta Pakhwada 2025 commenced across GAIL (India) Limited from 1st to 15th July 2025.

10



Climate Change

- Net Zero strategy aims to achieve a 100% reduction in Scope-1 and Scope-2 emissions by 2035 and a 35% reduction in Scope-3 emissions by 2040 from the baseline year of 2021-2022
- GAIL has an installed capacity of 118 MW of Wind Power and 27 MW of Solar Power
- The total Renewable Energy generated by GAIL during FY 2024-25 is ~218 million Units

Climate Change

Climate change continues to be one of the most pressing global challenges, with wide-ranging consequences for the environment, economies, and human well-being. As of June 2025, global greenhouse gas (GHG) emissions remain at historically high levels, despite numerous international agreements and national policies aimed at limiting global warming. The scientific consensus is that human-induced emissions, particularly from fossil fuel combustion, are the dominant cause of observed climate change impacts.

Evidence of accelerated climate change is becoming increasingly visible. Global average temperatures have risen markedly, with each of the past decades being successively warmer than the previous decade. This warming has led to a cascade of climate-related impacts ranging from heatwaves and shifting rainfall patterns to the rapid melting of glaciers and rising sea levels.

As a responsible organization, we acknowledge the urgent need to address the growing climate crisis. We are committed to aligning our operations and strategic direction with national and global climate action goals. Climate risk and resilience considerations are being proactively integrated into our decision-making processes across all levels. Guided by international best practices and evolving stakeholder expectations, we continue to strengthen our approach to sustainability. We remain steadfast in our commitment to contributing to global climate targets and driving long-term sustainable growth by embedding climate action throughout our value chain.

Climate Change Outlook

As per World Meteorological Organization, 2024, was the warmest year on record, with the global average surface temperature 1.55 °C(with a margin of uncertainty of ±0.13 °C) above the 1850-1900 baseline. Near-surface temperatures in 2024 were warmer than the long-term average almost everywhere over land. In the last two centuries, anthropogenic activities have increased atmospheric carbon dioxide concentrations by 50%, leading to climate change. As of June 2025, atmospheric carbon dioxide (Co_2) concentrations at NOAA's Mauna Loa Observatory in Hawaii have reached alarming levels. The daily average CO_2 concentration on June 16, 2025, was 430.62 ppm, marking a significant increase from the same day in 2024, which was 427.25 ppm. This represents a rise of ~3.4 ppm over the past year.

In Line with previous year, FY 2024-25 also witnessed prolonged heat spells, irregular monsoons, and increased pressure on water resources, underlining the criticality of climate-resilient infrastructure and adaptation planning. Moreover, the incidence of extreme weather events such as floods, droughts, cyclones, and wildfires has intensified, causing disruptions to communities, economies, and ecosystems. These events, once considered rare, are now occurring with increasing frequency and severity, amplifying the urgency of collective climate response.

While there has been notable progress in climate technologies, regulatory frameworks, and awareness, the situation underscores the need for accelerated and collaborative efforts. The path to a low-carbon and climate-resilient future requires not only innovation and investment but also strong institutional and policy support.

Natural Disasters in India

India continues to face the adverse impacts of climate-induced natural disasters, with FY 2024-25 witnessing several high-intensity events that resulted in significant human and economic losses. The North-East region, particularly Assam, Meghalaya, Mizoram, and Arunachal Pradesh, experienced devastating floods and landslides in June 2025 due to a monsoon depression. These events claimed over 30 lives in a single day, disrupted power and water infrastructure, and caused large-scale displacement (Times of India, 2025; Mongabay, 2025). Similarly, Kerala's Wayanad district faced massive landslides in July 2024, resulting in over 420 fatalities and widespread destruction of homes, roads, electricity lines, and water supply networks. The estimated economic loss from this single event stood at ~INR 1,200 Crore (USD 140 million).

Throughout the year, India recorded a total of 3,080 disaster-related deaths-the highest in the last 11 years and an 18% increase over the previous FY. The cumulative of over 3.6 lakh homes and community structures were damaged, along with severe disruptions in critical infrastructure. Floods remained the most frequent and damaging hazard, continuing to account for the highest number of casualties and economic loss. Cyclone Remal, which struck parts of West Bengal and the North-Eastern states in May 2024, caused further flooding and landslides across Mizoram, Assam, and Nagaland. Another major cyclone, Asna, affected Gujarat, Rajasthan, and parts of Madhya Pradesh in August 2024, resulting in 49 deaths in India and widespread agricultural damage. Tripura also witnessed heavy rainfall and flooding, displacing over 42,000 families.

The economic impact of these events was substantial. A Research by SBI estimated that India incurred losses between INR 10,000-15,000 Crores due to floods alone during this financial year. Cyclonic activity contributed further to infrastructure damage, crop failure, and disruptions in electricity supply. Landslides in hilly regions and flash floods in urban zones underscored the increasing intensity and frequency of climate-related disasters across the country. Internal displacement due to weather events reached 5.4 million people, marking the highest figure in the last 12 years.

These recurring natural disasters continue to highlight India's vulnerability due to its diverse geography and changing climate patterns. As the third most disaster-prone country globally-after USA and China-India's exposure to floods, storms, and landslides necessitates urgent and sustained climate adaptation measures. The ongoing losses to infrastructure, especially in the energy sector, reinforce the need for climate-resilient systems, enhanced disaster preparedness, and stronger early warning mechanisms to mitigate future risks (WMO, 2025a; WMO, 2025b; EM-DAT, 2025).

At the 29th Conference of the Parties (COP29) held in Baku, Azerbaijan, India reiterated its commitment to equitable and inclusive global climate action. India was actively represented by a high-level delegation led by Hon'ble Minister of State for Environment, Forest and Climate Change, Shri Kirti Vardhan Singh. The Indian delegation emphasized the principles of equity, climate justice, and Common but Differentiated Responsibilities and Respective Capabilities (CBDR-RC), calling on developed nations to take greater responsibility for historical emissions and to provide the necessary financial and technological support to developing countries. India expressed strong concern over the adoption process of the New Collective Quantified Goal (NCQG) on climate finance, which proposes mobilizing USD 300 billion annually by 2035.

India also highlighted its progress in meeting and exceeding its climate targets under the Paris Agreement. The country has already achieved 40% of its installed electricity capacity from non-fossil fuel sources and remains on track to meet its goal of 500 GW of non-fossil fuel capacity by 2030. India's renewable energy capacity has nearly tripled since 2014. National initiatives such as the National Hydrogen Mission, the Mission LiFE (Lifestyle for Environment), and the "Ek Ped Maa ke Naam" campaign-under which over one billion saplings have been planted were showcased as examples of grassroots-driven and scalable climate action.

India has made rapid strides toward its 2030 goal of achieving 50% non-fossil fuel installed energy capacity, reaching this milestone five years ahead of schedule. As of June 30, 2025, India's total installed electricity capacity stood at 484.82 GW, of which 242.8 GW (50.08%) came from non-fossil fuel sources. This includes 184.6GW in renewable energy, 49.4GW in large hydropower, and 8.8GW in nuclear energy.

Solar energy continues to be the engine of growth, with total installed solar capacity reaching 116.2GW by the end of June 2025. In June alone, India added 5.4GW of solar capacity. Between January and April 2025, solar generation grew by 32.4%, pushing Solar's share in the electricity mix to 10% and contributing to a clean energy share of 23.3% in total generation.

The renewable project pipeline remains robust, with around 170GW under development or bidding, keeping India on track for its broader target of 500GW of non-fossil fuel capacity by 2030. However, coal still dominates electricity generation, accounting for 70–75% of the mix.

GAIL's Vision Pertaining to Climate Strategy

GAIL is committed to contributing significantly to India's Nationally Determined Contributions (NDC) and advancing towards carbon neutrality. GAIL plans to increase its Renewable Energy capacity to 3.5 GW by year 2035 as one of the levers to achieve the Net Zero Emissions Target. This ambitious goal underscores GAIL's dedication to sustainable energy development and environmental stewardship.



Quality of Life: GAIL strives to transform the lives of the people it touches by providing improved and environment friendly products and services in a sustainable way.



Clean Energy and Beyond: GAIL promotes use of superior, sustainable, environment-friendly and efficient energy sources including Natural Gas, renewables and other clean alternative energies.



Stakeholders: GAIL aspires to fulfil the aspiration of its larger stakeholder community, from employees to customers, partners and society by creating sustainable value. We are accountable for delivering superior results, value creation and creating economic opportunities for the deprived sections.



Environmental Responsibility: GAIL promotes highest levels of operational safety, employee health and cleaner environment. We strive to minimize our negative impact on the environment and the community.

As the world faces increasing impacts of climate change, adaptation and mitigation strategies have become crucial. GAIL has responded to these challenges by initiating various projects to address both aspects. The primary objective is to achieve Net Zero Emissions, thereby significantly aiding India's National Development Council (NDC) while setting a global standard for the fossil fuel sector. This will be accomplished through a climate risk management process for adopting advanced technologies, substantial investments in renewable energy, and improvements in operational efficiency.

GAIL's proactive and collaborative sustainability efforts, coupled with its commitment to achieve Net Zero Emissions target, are expected to foster innovation and encourage the development of effective climate change solutions.

10.1 GAIL's Climate-Related Risks and Stakeholder Impact

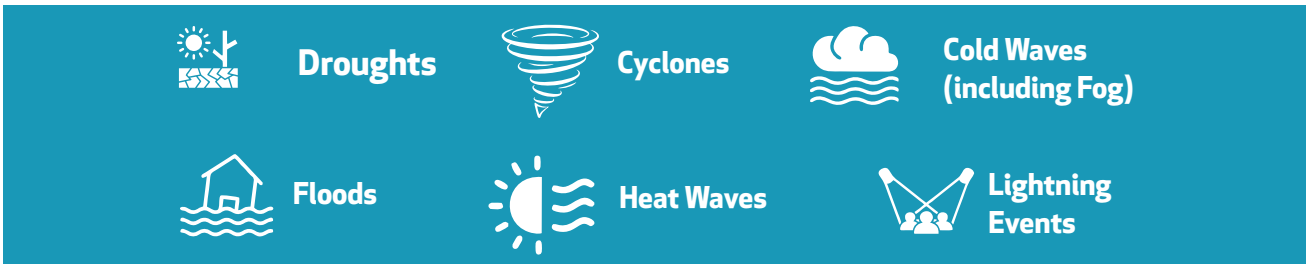
(GRI 201, 302, 305)

Climate change has intensified the frequency and severity of extreme weather events across the globe, posing both physical and transitional risks to business operations, supply chains, and stakeholder well-being. GAIL, with its wide geographical presence and integrated infrastructure, is particularly exposed to a range of climate-induced risks, impacting not only the organization but also its broader stakeholder ecosystem.

10.2 Key Climate-Related Risks Faced by Stakeholders

(GRI 201, 302, 305)

During the reporting period, GAIL and its stakeholders experienced the effects of various extreme climate events, including:



These events have resulted in a series of cascading operational and stakeholder-level impacts, such as:

Risk Type	Impacts on Stakeholders and Value Chain at Large
Extreme Heat and Heatwaves	• Increased energy consumption for air conditioning and cooling • Greater demand for water in cooling systems • Decline in labour productivity due to heat-related fatigue
Droughts	• Elevated water stress affecting operations • Disruption in water-intensive processes • Competition for water resources with local communities
Floods and Cyclones	• Damage to infrastructure and equipment • Delays in construction or project implementation • Disruption in transportation and logistics • Higher maintenance and repair costs
Cold Waves and Fog	• Transportation delays due to poor visibility • Interruptions in supply chain delivery schedules • Safety hazards for field employees
Lightning and Storms	• Electrical equipment damage or increased wear • Higher downtime and outage risks • Increased need for emergency response readiness

Adaptation

To address the increasing risks posed by climate change, GAIL is developing and implementing a range of adaptation strategies targeting both physical and transition risks.

For physical risks, GAIL is focused on enhancing the climate resilience of its assets and infrastructure through robust design standards, climate-proof engineering, and comprehensive management systems. Advanced monitoring tools have been deployed across critical installations to detect and respond proactively to climate-induced disruptions, such as extreme weather events.

In response to transition risks, GAIL is diversifying its energy portfolio and accelerating investments in low-carbon alternatives. This includes aligning operational practices with emerging regulatory frameworks and adopting energy-efficient technologies to minimize emissions and enhance long-term sustainability in a transitioning energy market.

As part of its climate adaptation strategy, GAIL is actively scaling up Renewable Energy projects including large-scale solar power plants, wind farms, and hybrid solar-wind systems. These initiatives are designed to enhance energy reliability, reduce dependency on fossil fuels, and mitigate operational disruptions due to climate variability.

Additional adaptive measures include:

- Enhancing on-site water storage capacity and evacuation systems
- Designing new facilities to withstand climate extremes, particularly in flood-prone areas
- Equipping all coastal sites with dedicated flood mitigation systems

To further safeguard operations, GAIL has developed a comprehensive Crisis Management Plan to ensure the safe and efficient shutdown of assets as and when required. The company's Emergency Response and Disaster Management Plan (ERDMP), Incident Reporting System (IRS), and Evacuation Standard Operating Procedures (SOPs) ensure robust disaster preparedness and emergency response across all operational locations.

10.3 Mitigation

(GRI 302-1, 302-4, 305-1, 305-5)

In addition to adaptation, GAIL is proactively implementing a wide range of mitigation strategies aimed at reducing its greenhouse gas (GHG) emissions, enhancing energy efficiency, and contributing to India's climate goals.

GAIL's mitigation approach is deeply integrated into its business strategy, focusing on decarbonization, technology transition, and operational resilience. The organization has adopted targeted initiatives to reduce direct and indirect emissions, enhance infrastructure readiness, and comply with emerging environmental regulations.

A detailed summary of climate change risks, their rationale, and GAIL's corresponding mitigation measures is tabulated below:

Climate Change Risk	Types of Risk	Rationale	Mitigation Measures
Physical Risk	Droughts, Cold Waves (including fog), Heat Waves, Cyclones, Floods, Lightning Events	The supply chain can be disrupted, and assets may sustain damage due to extreme weather conditions and natural disasters. Operations may also face interruptions, equipment wear, and increased water and energy demand.	• Develop alternative supply networks • Strengthen ERDMPs (Emergency Response Disaster Management Plans) using the PMPR framework (Preparedness, Mitigation, Planning, Restoration) • Build climate-resilient infrastructure • Use digital technologies for real-time monitoring, early leakage detection, and emission tracking • Improve maintenance and asset durability in high-risk zones
Transition Risk	Regulatory, Reputation, and Compliance	Legal implications, reputational harm, and operational disruptions may arise due to non-compliance with environmental regulations.	• Ensure strict compliance with licenses, authorizations, and applicable rules • Monitor compliance status regularly via DSRM and MRM • Align strategy with evolving climate and environmental policy frameworks

Climate Change Risk	Types of Risk	Rationale	Mitigation Measures
Market Risk	Shift toward clean energy and changing customer preferences	Demand for fossil fuel products may decline as industries and consumers move toward cleaner alternatives. This may impact GAIL's traditional revenue streams.	• Diversify into Compressed Bio Gas (CBG), Green Hydrogen, and Biofuels • Promote Natural Gas as a cleaner transitional fuel • Expand investment in renewable energy and green technologies
Technology Risk	Pressure to adopt Net Zero Emissions technologies	The need for rapid adoption of clean and efficient technologies can pose financial, operational, and capability-related challenges.	• Implement decarbonization levers including: Electrification, RE integration, CO_2 valorization, Green Hydrogen, CBG, energy efficiency, and afforestation • Invest in climate-resilient infrastructure and emergency preparedness systems • Drive R&D and pilot new technologies to remain future-ready

GHG Emission Scenarios in Strategic Roadmap to Achieve Net Zero Emissions

To develop a credible and science-aligned Net Zero Emissions roadmap, GAIL undertook a comprehensive assessment of its historical and projected GHG emissions. The Company has been reporting its greenhouse gas emissions since 2011, and time-series data were analysed to understand trends and peak emission years.

GAIL has adopted FY 2021-22 as the base year for its GHG emissions assessment and target-setting. For the purpose of projection, the highest emissions observed over the past three financial years have been considered as the baseline reference, ensuring consistency and comparability. GAIL has adopted a science-based approach to formulate a comprehensive roadmap for achieving Net Zero emissions. GAIL's Net Zero ambition is underpinned by a robust assessment of its GHG emissions footprint across the three scopes. Scope 1 emissions represent direct emissions from owned or controlled operations, while Scope 2 covers indirect emissions from the consumption of purchased electricity or steam. Scope 3 emissions, which often constitute the largest share in the Oil & Gas value chain, include indirect emissions from activities such as employee commute and the use of sold products like Natural Gas and Liquid Hydrocarbons.

Following a comprehensive internal review and stakeholder consultation, GAIL has benchmarked international practices and methodologies for setting carbon reduction targets. This has led to the formulation of a strategic roadmap with clearly defined short-term, medium-term, and long-term goals. As a part of this roadmap, GAIL aims to achieve a 100% reduction in Scope 1 and Scope 2 emissions by 2035, and a 35% reduction in Scope 3 emissions by 2040.

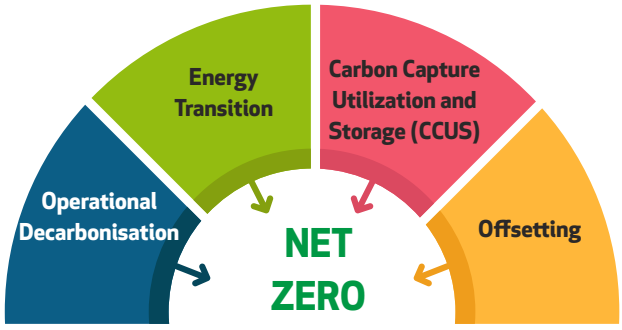
Our Net Zero Action Plan is anchored on three core strategic elements of decarbonization:

- Avoidance
- Mitigation and
- Offsetting

These pillars guide the Company's decarbonisation efforts across functional areas and geographies, allowing for integrated planning and delivery of climate action. GAIL is also committed to exploring innovative technologies and forging partnerships that support the scale-up of sustainable solutions.

To advance this transition, GAIL has decided that all future projects shall preferably be developed as 'Net Zero by Design', ensuring that sustainability and carbon efficiency are embedded at the planning and construction stages. The Company is actively pursuing multiple decarbonisation levers, including the electrification of existing Natural Gas-based equipment, deployment of renewable energy projects, development of green hydrogen and CBG facilities, and implementation of energy efficiency improvements. These actions are complemented by GAIL's investment in carbon capture technologies and its commitment to nature-based solutions such as afforestation and the use of certified carbon credits.

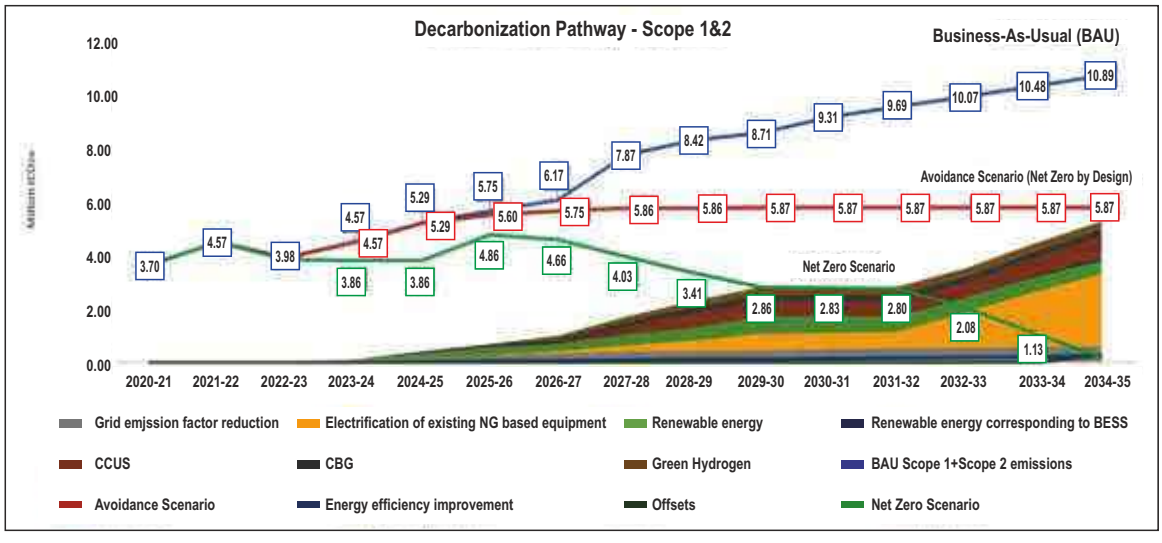
To accelerate our journey toward Net Zero Emissions, we have identified the following strategic pillars:



Looking ahead, GAIL plans to expand its Renewable Energy portfolio to 3.5 GW by 2035, support grid stability through energy storage systems, and promote digitalisation and smart infrastructure to monitor emissions and operational efficiency in real time. By aligning its Net Zero strategy with national targets and global frameworks, GAIL is committed to contributing to a cleaner, low-carbon future while maintaining its leadership in the energy sector.

The emission projection for Scope 1 and Scope 2 emissions was modelled across three distinct scenarios:

1. Business-as-Usual (BAU) Scenario: The Scenario assumes no new interventions are introduced. Emissions continue at current trajectory levels, accounting for expansion but without any dedicated emission-reduction efforts.
2. Avoidance Scenario: The scenario assumes that new expansion projects are designed to be preferably "Net Zero by Design," such that they do not contribute to additional emissions. This scenario limits emissions by avoiding further increase from future growth.
3. Net Zero Scenario: The most ambitious and desirable scenario, in which the impact of all identified decarbonisation levers is incorporated, aiming for a progressive reduction to Net Zero Emissions by 2035.



S.No.	Net Zero Strategic Elements	Net Zero Pillars	Net Zero Levers	Coverage
1	Avoidance	Operational Decarbonisation	New projects shall preferably be 'Net Zero by Design' by utilizing suitable Pillars and Levers	Scope-1, 2 & 3
2	Mitigation	Operational Decarbonisation	Electrification of existing NG based equipment and corresponding Renewable Energy	Scope-1
		Energy Transition	• Renewable Energy (RE)	Scope-2 & 3
			• Compressed Bio Gas (CBG)	Scope-1 & 3
			• Green Hydrogen (Gh2)	Scope-1 & 3
			• Battery Energy/ Pump Storage System and Corresponding Renewable Energy	Scope-2 & 3

S.No.	Net Zero Strategic Elements	Net Zero Pillars	Net Zero Levers	Coverage
		Carbon Capture Utilization and Storage (CCUS)	• CO_2 Valorization - Direct Sale • CO_2 Valorization- Value added products	Scope-1
		Operational Decarbonisation	Energy Efficiency Improvement	Scope-1, 2 & 3
3	Offsetting	Operational Decarbonisation	• Afforestation • Purchase of Carbon Credit	Scope-1

To operationalize this vision, GAIL has developed a three-phase implementation roadmap for its Net Zero strategy for Scope 1 and 2 emissions as given below:

No.	Phase	Timeline	Abatement Levers considered
1	Phase-1	FY 2024-25 to FY 2027-28	Electrification of Pipeline Compressor Drives, RE, Green H_2, CBG, CO_2 Valorization-Direct Sale, Energy Efficiency Projects, Afforestation.
2	Phase-1	FY 2028-29 to FY 2031-32	Electrification of Pipeline Compressor Drives, RE, Green H_2, CBG, CO_2 Valorization-Direct Sale, Energy Efficiency Projects, Afforestation.
3	Phase-3	FY 2032-33 to FY 2034-35	Electrification of Process Plants machines, RE, Battery Energy/ Pump Storage System, CO_2 Valorization-Value added products, Energy Efficiency Projects, Afforestation.

The total Capex for achieving 100% reduction in Scope-1 & 2 emissions by the year 2035 is estimated to be ~INR 40,000 Crore at current prices.

Phase-wise Implementation Roadmap

Phase 1: Decarbonisation Pathway - FY 2024-25 to FY 2027-28 (04 years)		
No.	**Lever**	**Emission Abatement (Mn tCO_2e)**
1.	Electrification of existing NG based equipment	0.23
2.	Renewable Energy Corresponding to Electrification	
3.	RE for existing power consumption	0.42
4.	CO_2 Valorization - Direct Sale	0.28
5.	CBG	0.21
6.	Green Hydrogen	0.18
7.	Energy Efficiency	0.09
8.	Afforestation	0.01
9.	Grid Factor Reduction	0.41

Phase 2: Decarbonisation Pathway - FY 2028-29 to FY 2031-32 (04 years)		
No.	**Lever**	**Emission Abatement (Mn tCO2e)**
1.	Electrification of existing NG based equipment	0.38
2.	Renewable Energy Corresponding to Electrification	
3.	RE for existing power consumption	0.19
4.	CO2 Valorization- Direct Sale	0.28
5.	CBG	0.03
6.	Green Hydrogen	0.13
7.	Energy Efficiency	0.09
8.	Afforestation	0.01
9.	Grid Factor Reduction	0.13

Phase 3: Decarbonisation Pathway – FY 2032-33 to FY 2034-35 (03 years)		
No.	**Lever**	**Emission Abatement (Mn tCO2e)**
1.	Electrification of existing NG based equipment	2.11
2.	Renewable Energy Corresponding to Electrification	
3.	RE for BESS	0.01
4.	BESS	
5.	CO2 Valorization- Value added Products	0.28
6.	Energy Efficiency	0.07
7.	Offset- Afforestation	0.01
8.	Offset- Carbon Credit	0.23
9.	Grid Factor Reduction	0.09

Net Zero Emissions Action Plan

The initiatives under each pillar represent significant progress toward achieving climate targets, reducing emissions, and building long-term sustainability across operations and the value chain:

1. Operational Decarbonization

GAIL continues to implement initiatives that reduce carbon emissions across its operational infrastructure through electrification, energy efficiency, digitalisation, and modernisation.

i. Electrification of NG-based equipment:

GAIL has successfully converted one Natural Gas turbine-driven pipeline compressor to an electric drive at Vijaipur, MP. This marks a step towards cleaner operations. The electrification of additional prime movers is planned in a phased manner, aiming to reduce carbon emissions and enhance energy efficiency across its network.

ii. Energy Efficiency:

Energy efficiency is one of the most significant measures for optimising energy demand in the Net Zero Emissions (NZE) scenario, alongside closely related measures such as electrification, digitalisation and material efficiency. GAIL has identified several projects, including the Waste Heat Recovery project at Gandhar, the Flare Gas Recovery unit, and the venting-to-fuel unit at Vijaipur, as well as the use of portable compressors

and other small-scale efficiency improvements. These initiatives are expected to lead to ~4.6% reduction in total operational GHG emissions by 2030.

iii. Energy Transition

At GAIL, Energy Conservation isn't just a goal, it's a fundamental pillar of our operational ethos. In FY 2024–25, we have rolled out transformative initiatives aimed at boosting efficiency across our infrastructure and the entire value chain. By embracing state-of-the-art technologies and optimizing energy-intensive systems, we are steadfastly reducing our environmental impact. Our actions resonate with national sustainability imperatives. Our investment in employee training and dynamic stakeholder engagement has fostered a deep-rooted culture of energy stewardship. Beyond cutting emissions, these efforts promise robust, long-term economic gains underscoring our commitment to a greener, more resilient future.

Some of the key energy conservation measures implemented at various facilities of GAIL, are as follows:

a) Interconnection to optimize fuel gas utilization at Vijaipur:

A fuel gas interconnection line has been established between the LPG and C2C3 plants to reduce flaring and optimize fuel utilization. Previously, LPG unit shutdowns led to depressurization through flaring, resulting in resource loss. With this modification, flared gas from any LPG unit can now be utilized as LP fuel in the C2C3 unit, minimizing waste. This initiative is expected to save ~0.02 MMSCM of gas per annum.

b) Recovery of vented Natural Gas from Gas Turbine Compressor (GTC) at Compressor Station Chhainsa:

Each GTC undergoes a scheduled monthly security run. After the stoppage of GTC post security run, Natural Gas remains trapped between the suction and discharge loop which needs to be removed for safety consideration. Instead of venting this trapped gas, a modification has been carried out at Compressor Station Chhainsa for recovery and transfer it (around 65% of gas trapped) in to a low-pressure network adjacent to this Compressor Station Chhainsa. This initiative is expected to save ~0.28 MMSCM of gas per annum.

c) Utilization of C2C3 Sphere Boil-Off Gas (BOG) at Vijaipur:

An interconnection between the C2C3 sphere BOG line and the LEF compressor suction has significantly enhanced resource efficiency by reducing product loss and minimizing emissions through flaring, during C2C3 unit shutdowns. This modification enables the C2C3 sphere BOG to be routed to PATA plant via LEF compressor, effectively preventing venting. During the FY 2024-25, ~ 96.3 MT of BOG was recovered. This gas recovery process not only enhances operational efficiency but also minimize the emissions.

d) Recovery of Low Pressure (LP) Steam Heating for Heat Recovery Steam Generator (HRSG) Fuel Gas at Vijaipur:

To enhance fuel gas efficiency, LP steam tracing was implemented on the LP fuel header. With the successful lining up of LP steam tracing in HRSG, the fuel gas temperature increased from ~ 35°C to 42°C. This optimization significantly improved the overall efficiency of the system. As a direct result of this modification, the total energy savings estimated to about 11 MMBTU per day. This modification not only enhanced the operational efficiency but also contributed to substantial energy savings.

e) Replacement of Old equipment with modern and new age energy efficient equipments:

GAIL is constantly advancing a company-wide initiative to modernize its infrastructure by replacing outdated, inefficient systems with cutting-edge, energy-efficient technologies. As part of this transformational effort, key upgrades including high-efficiency compressors, motors, air conditioners, optimized HVAC duct layouts, and retrofitting of conventional HPMV/HPSV lighting with advanced energy-saving systems are implemented across various installations. These advancements are projected to yield annual energy savings of ~1.44 million kWh.

f) Updation of inefficient existing equipment with their energy efficient versions at GAIL Pata:

GAIL, Pata has opted for progressive replacement of existing light fittings with high luminaire efficacy LEDs and 1-star & 3-star air conditioners to BEE 5 star rated Acs, in its plant premises as well as township, resulting in annual savings of 17,78,795 kWh. Keeping in view of the potential for energy savings through motor operation and availability of higher efficiency motors, the replacement of these lower efficiency motors with IE-3 Class motors was carried out in a phase wise manner. The motor upgradation led to annual savings of 79,306 kWh.

g) **LP steam header interconnection between PC-1 and PC-2 for energy optimization at Pata:**

GAIL, Pata Petrochemical complex consists of two phases - Petrochemical Complex-1 (PC-1) commissioned in 1999 & Petrochemical Complex-2 (PC-2) commissioned in 2015-16. Various levels of steam like VHP, HP, MP and LP are used in the process as per requirement. In order to optimise the steam usage and save energy, the LP steam headers of PC-1 and PC-2 have been integrated. This has resulted in saving of 3,587 million kilocalories (MkCal) (4,169 MWh) energy annually.

h) **Installation of lower capacity make up water pumps (500 m3/ hr) one nos. in place of 700 m3/ hr in Raw Water Treatment Plant at Pata:**

To cater the requirement of around 1600 m3/h of Cooling Water make up, 03 pumps of capacities of 700 m3/h, 700 m3/h and 600 m3/h were running in the Raw Water Treatment Plants. Considering the requirement, impeller trimming of one of the pumps was carried out in FY 2024-25 resulting in annual savings of 1,23,156 kWh of electrical energy.

i) **Specific Gas Consumption per MT of polymer produced at Pata:** Pata has achieved the highest ever polymer production of 8,31,676 MT, while maintaining lowest ever Specific Gas Energy Consumption per MT of polymer produced, which is 87.58 MBG/MT.

j) **Upgradation of sealing system at LLDPE-II, Pata:** To avoid seal failures in the Resin Screw Conveyor system which may lead to hazardous powder leakage, material and energy wastage, conventional seal packing arrangement was replaced with engineered nitrogen purge rotary seal. After installation of new rotary type seal, there is no polymer resin powder leakage from the Screw conveyer.



10.4 Energy Transition

(GRI 302-4, 302-5)

GAIL is transforming its energy mix through large-scale investments in Renewable Energy, Green Fuels, and Grid Integration.

Renewable Energy (RE): GAIL has a Renewable Energy portfolio of 145 MW, of which 118 MW is Wind power & 27 MW is Solar power. All the solar power generated (except 5 MWp plant at Ramgarh, Jaisalmer) is for captive use only and internally consumed. Of the total wind energy capacity, power generated from 19.2 MW installed capacity of wind power in Gujarat, is being wheeled through GETCO network for consumption at the various GAIL installations. The total Renewable Energy generated by GAIL during FY 2024-25 is around 218 million Units.

Conversion of Gas based compressor to Electric based compressor at Vijaipur: As a part of GAIL's Net Zero Initiative and decarbonization journey, the 1st pilot project of Drive conversion from "Gas Turbine to Electric Motor" has been successfully commissioned in a Branch line Compressor at Vijaipur. This will reduce about 6,560 tonnes of CO_2 per annum.

Implementation of 10MW Solar Power Project at Vijaipur: A 10 MW solar power project has been recently commissioned at Vijaipur, which will generate 16.64 million Units green power per annum. This will offset about 11,650 tonnes of CO_2 per annum that would be equivalent to planting nearly 5,50,000 trees. This is a step towards Net Zero target of GAIL.

Green Power Procurement through Open Access at Vijaipur: Green Power Procured through open access in Indian Energy Exchange- Green Day Ahead Market (IEX GDAM) portal at a price lesser from Grid power Per unit cost ~31.88 Lakhs units of green power procured in March-25 on trial basis.

New renewable energy addition: Grid-connected and off grid solar power plants equivalent to 3,515 KW have been installed at various locations of GAIL like Pata, Hazira, Dibiyapur, Mumbai Region, Bharuch, Gandhar, Ramgarh, Hubli, Kozhikode, Nannilam DT etc and commissioned to harness the renewable solar energy.

New Renewable Energy addition: At various GAIL installations, many grid-connected and off grid solar power plants equivalent to 625 KWp have also been installed and commissioned to harness the renewable solar energy as per the following details.

- **Bharuch:** 50 KWp Off Grid-connected Solar power plant
- **Hazira:** 190 KWp Grid-connected Solar power plant
- **Dibiyapur:** 50 KWp Grid-connected Solar power plant
- **Mumbai:** 220 KWp Off Grid-connected Solar power plant
- **JLPL Network:** 30 KWp Off Grid-connected Solar power plants
- **DBPL:** 65 KWp Grid-connected Solar power plant
- **KKBMPL:** 15 KWp Grid-connected Solar power plant
- **Cauvery Basin:** 5 KWp Off Grid-connected Solar power plant
- **Pata:** 2640 KWp Grid-connected Solar power plant

GAIL has set a target to attain 3.5 GW of Renewable Energy by 2035 through organic and inorganic means. An MoU has also been signed with the Government of Karnataka to establish 01 GW of Renewable Energy capacity in the state in May 2025.

Presently, the following RE Projects is under different stages of execution:

- 170 MW Wind Power Project in Maharashtra
- 100 MW Solar Power Project in Uttar Pradesh
- 18 MW Floating Solar Plant at Pata, Uttar Pradesh
- 14 MW Roof Top Solar across Installations
- 7.8 MW Floating Solar at Vijaipur, Madhya Pradesh
- 1.8 MW Solar Plant at Vijaipur, Madhya Pradesh

The capital investment on energy conservation equipment

The capital investment on energy conservation equipment is ~INR 78 Crore as per the following details:

S. No.	Brief Description of the Project	Capital Investment (INR in Crore)
1	Recovery of vented Natural Gas from GTC at Compressor Station Chhainsa	0.35
2	Retrofitting/ replacement of old equipment with new energy efficient equipment	4.59
3	10 MW Solar Power Project at Vijaipur (Total cost – INR 53.49 Crore)	32.24
4	7.8MW Floating Solar Power Project (under implementation)	1.18
5	1.8MW Ground Mounted Solar Power Project (under implementation)	7.5
6	Conversion of Gas based compressor to Electric based compressor at Vijaipur	16.50
7	Roof Top Solar Power Systems at various GAIL installations	13.64
8	Low Pressure Steam Header Interconnection between PC-1 and PC-2	1.57
	Total	**77.57**

(i) Compressed Bio Gas (CBG): GAIL has planned to set up 26 CBG plants by 2030. A 05 TPD Municipal Solid Waste (MSW) based CBG plant at Ranchi was commissioned and dedicated to the Nation by the Hon'ble Prime Minister of India on 2nd October 2024.

(ii) Green Hydrogen Project: GAIL's First Green Hydrogen Plant Inaugurated by Shri Pankaj Jain, Hon'ble Secretary, Ministry of Petroleum & Natural Gas, in august presence of CMD, Director (Projects) & Director (HR) on 24th May, 2024. Green Hydrogen Project (4.3 TPD) based on 10 MW Proton Exchange Membrane Electrolyser at GAIL Vijaipur. This PEM electrolyser earmark the beginning of GAIL towards energy transition pathway.

(iii) Battery Energy/ Pump Storage System: GAIL plans to establish a 1,000 MWh Battery Energy Storage or Pumped Storage System to enhance grid reliability and energy efficiency. This initiative supports renewable integration, peak load management, and energy security, aligning with GAIL's commitment to sustainable energy solutions and reducing dependence on conventional power sources.

(iv) First Generation (1G) Ethanol: GAIL is setting up a 500 Kilo Litres per Day (KLPD) grain based First Generation (1G) Ethanol plant in Rajasthan in a JV mode. GAIL has submitted application to MoP&NG for obtaining approval of DIPAM. The Ethanol produced would be sold to Oil Marketing Companies (OMCs) for blending in Petrol. The project will also produce Distiller's Dried Grains Soluble (DDGS) as a protein rich by-product, which can be used as cattle feed.

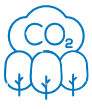
3. Carbon Capture, Utilization and Storage (CCUS)

CO2 Valorization: GAIL is operating pilot-scale microalgae-based CO2 capture plant of 01 TPD capacity at its Petrochemical Plant at Pata (UP). GAIL is further exploring various commercial scale technologies for CO2 Valorization to various value-added products like Bio-Ethanol and Sustainable Aviation Fuel (SAF).

Progress in CO2 Valorization: Pre-feasibility Report for Liquefaction and Sale of 100 TPD CO2 at Pata is under preparation.

Initiatives to promote low carbon technology, including CO2 utilization, clean energy, etc

GAIL's R&D has launched several strategic initiatives to advance low-carbon technologies, with a strong emphasis on CO_2 capture and utilization. Ongoing research includes the development of advanced sorbents for efficient CO_2 capture from flue gases, as well as catalytic processes to convert captured CO_2 into synthetic Natural Gas and value-added chemicals such as polycarbonate diols. In parallel, GAIL R&D is actively pursuing clean energy research focused on sustainable hydrogen production through chemical looping and membrane reformer technologies, hydrogen storage using Liquid Organic Hydrogen Carriers (LOHC), and studies on hydrogen blending with Natural Gas particularly its performance in domestic burners. Additionally, to address environmental concerns related to sulphur emissions, GAIL is also working on the development of sulphur-free odorants as part of its clean energy initiatives. These projects are being carried out in collaboration with premier academic and research institutions, aiming to accelerate the deployment of sustainable technologies aligned with India's decarbonization goals and long-term climate commitments.



4. Offsetting

Offsetting through Afforestation: Offsetting action includes the technology and initiatives that are designed to reduce/remove the carbon emitted from the air to compensate for the emissions. GAIL shall prioritise achieving its Net-Zero targets through nature-based solutions and offsetting through carbon credits. GAIL has planted around ~9 Lakh trees across its location including 4 lakh trees in last three years. Under the campaign by MoEFCC launched on the occasion of World Environment Day in 2024, titled "Ek Ped Maa Ke Naam", GAIL has planted ~50,000 trees at various sites during FY 2024-25. GAIL aims to enhance afforestation by undertaking extensive tree-plantation across the country. An agreement for the plantation of 75,000 number of trees in an area of 150 Hectares near Vijaipur has been signed in April'25 with Forest Department, District-Guna, Government of Madhya Pradesh.

Challenges on the Road to Net Zero

i) Technological Limitations- The development and deployment of new technologies like CCUS and Green Hydrogen production are still in their nascent stages and require significant investment and innovation.

ii) Financial Constraint- Transitioning to a Net Zero framework necessitates substantial capital expenditure. Balancing profitability with sustainability goals can be challenging.

iii) Regulatory Policy Support- Navigating the complex regulatory landscape and ensuring compliance with both national and international environmental standards can be demanding.

iv) Supply Chain Transformation- Decarbonizing the entire supply chain, from extraction to distribution, requires coordinated efforts and collaboration with suppliers and customers.



10.5 Key Enablers
(GRI 2-24-ii)

GAIL has identified key net-zero pillars to reduce its carbon footprint. Additionally, we have outlined enablers to achieve our climate ambitions.

Governance: GAIL has a dedicated governance structure in place to streamline its journey toward decarbonisation and achieve its Net-Zero Emissions target. The Sustainable Development Committee of the Board is responsible for periodically reviewing the progress made against Net Zero Emissions Roadmap.

Policies: Government of India's policies related to Green Hydrogen Mission, Bio-fuels, Carbon Credit, Green Credit among others, are aimed at creating an enabling environment for fast tracking clean energy transition projects, to reduce carbon footprint and achieve Net Zero emissions. This strategy includes shifting to renewable energy sources, improving efficiency in all operations, and adopting advanced technologies to reduce emissions. GAIL plans to achieve its Net Zero emission target by aligning with the government policies.

Sustainable Finance: Sustainable finance refers to financial services and investments that take into account Economic, Environmental, Social, and Governance criteria to promote long-term economic growth while also contributing to environmental sustainability and social well-being. It can also finance the transition to low-carbon operations, including upgrading infrastructure for higher energy efficiency and reducing emissions. Sustainable finance can be a powerful tool in GAIL's net zero journey. By leveraging green bonds, ESG-linked loans and sustainable investment funds, that are directed toward projects and companies with a positive impact on society and the environment, GAIL strives to evaluate the benefits of securing funds for clean energy projects, such as expanding its renewable energy portfolio and investing in carbon capture and storage

(CCS) technologies. Moreover, adopting sustainable finance practices will enhance GAIL's reputation, attract environmentally conscious investors, and align the company with global climate goals, all of which are crucial for achieving net zero emissions.

Digitalisation: Recent advancements in digital tools and technology have enabled companies to establish real-time and efficient monitoring systems, reducing energy wastage, emission intensity and leakage. GAIL will accelerate its decarbonisation efforts by adopting digital technologies that improve emission accounting, early leak detection, real-time monitoring of emission hotspots, and enhanced energy efficiency.

Sustainable Lifestyle: At GAIL, linking change management to sustainable lifestyles involves implementing strategies that encourage individuals and communities to adopt more sustainable practices in their daily lives. This can include initiatives such as: Awareness Campaigns, Green Infrastructure, Public Transportation, Waste Management, Energy Efficiency, Community Engagement.





Shri Deepak Gupta, Director (Projects), visited the Krishnagiri to Coimbatore Pipeline Section of the KKBMPL-II Project on 16–17 April 2025.

11



Our Employees

Achieved Training Efficacy Score of 93.69%

The average spent on Training and Development of Full Time Employee (FTE) in FY 2024-25 is INR 34,915 per FTE.

Our Employees

At GAIL, we believe in empowering our people and communities by creating a positive impact on their lives through continued efforts focused on Employee Engagement, Skill Development and Community Development. We constantly strive to maintain our values of ethics, trust, innovation and collaboration.

11.1 Talent Acquisition and Development

(GRI 401-2, 401-3, 404-1, 404-2, 404-3)

GAIL fosters a motivating work environment, backed by a strong talent pool and promising career opportunities. A structured training system supports professional and personal growth, tailored to individual needs and reinforcing self-worth. GAIL's HR strategy features a transparent, merit-based recruitment process, aligned with strategic workforce planning to meet evolving skill demands across functions. As a preferred employer for both fresh and experienced talent, GAIL is focused on building a dynamic, growth-oriented, and high-performing team.

11.2 Diversity, Equity and Inclusivity in the Workforce

(GRI 405-1 a (lii), 405-2)

We are committed to creating a fair, supportive, and non-discriminatory environment at GAIL. We view diversity not just as a compliance measure but as a strategic strength and a moral imperative. By embracing diverse perspectives and experiences, we are better equipped to innovate, solve problems effectively, and enhance overall organizational performance.

Diversity, Equity, and Inclusion (DEI) have gained significant momentum across GAIL's operations in recent years. We are dedicated to ensuring equal rights and respect for every employee, regardless of language, race, gender, ethnicity, age, region, caste, religion, or marital status. Our recruitment policies are regularly reviewed and approved by competent authorities to promote an inclusive workforce. We also ensure full compliance with applicable government regulations designed to uphold and advance workplace diversity.

GAIL maintains a diverse workforce spanning various employee categories, including permanent staff, contractual workers, security personnel and apprentices. As of March 31, 2025, our permanent staff included 4,199 employees in management roles (3,892 men and 307 women) and 811 in non-management roles (769 men and 42 women). Our contractual workforce consists of 21,557 male and 521 female workers deployed across operational locations. The security workforce comprises 5,272 male and 25 female personnel. Additionally, in line with our commitment to skill development, GAIL hired 506 apprentices during the year in which 403 were male and 103 were female.

This workforce composition reflects our continued efforts to maintain operational excellence while fostering gender diversity and an inclusive culture across all organizational levels. Further details regarding the number of employees and workers, including those who are differently abled, are tabulated below:

Employees and Workers (including Differently Abled)

No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	4,199	3,892	92.7	307	7.3
2.	Other than Permanent (E)	0	0	0	0	00
3.	**Total Employees*(D+E)**	**4,199**	**3,892**	**92.7**	**307**	**7.3**
WORKERS						
4.	Permanent(F)	811	769	94.8	42	5.2
5.	Other than Permanent (G)	22,078	21,557	97.6	521	2.4
6.	Total workers (F + G)	22,889	22,326	97.5	563	2.5

*Including Board Members (Full-time), CVO and Permanent Employee: 5,010

Differently abled Employees and Workers						
No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled Employees						
1.	Permanent (D)	72	64	88.9	08	11.1
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Employees (D + E)	72	64	88.9	08	11.1
Differently abled Workers						
4.	Permanent(F)	33	28	84.8	05	15.2
5.	Other than Permanent (G)	55	54	98.18	01	1.82
6.	Total workers (F + G)	88	82	93.19	06	6.81

11.3 Employee Benefits and Incentives

(GRI 401-2 a)

GAIL considers its employees to be vital to its continued success and to retaining its position as a market leader in the gas industry.

GAIL provide an inclusive workplace and a wide range of benefits to all employees and workers (including differently abled), ensuring equity, and security. We prioritise employee and worker well-being by providing comprehensive benefits such as Health and Life Insurance Coverage, medical benefits, Maternity, Paternity benefits, Gratuity, Post-Retirement Medical benefits and other Terminal benefits.

To safeguard the welfare of its employees, GAIL has implemented several initiatives:

- All permanent employees of GAIL are covered under the Provident Fund, and the Contractual worker are covered under the Workmen's Compensation Act, other applicable statutory benefits/payments etc. The contractors are also required to provide accidental insurance coverage for their respective labour workforce.
- Female workers are eligible for Six (06) months of Maternity Leave and Two (02) years of Child Care Leave.
- GAIL also provides incentives to its employees to acquire higher qualifications, to enhance their proficiency and productivity.
- IT systems have been implemented to facilitate workforce management strategies. All workforce-related data is captured and monitored via the SAP ERP system; these data are subsequently analysed methodically to enhance our workforce strategies.
- GAIL provides various monetary and non-monetary benefits to its regular employees, which are as follows:

  i. Wages and Salaries

  ii. Company Leased Accommodation facility

  iii. Residential and Bachelor Accommodation facilities at several work centres

  iv. Medical benefits, including OPD and Hospitalization facilities.

  v. Comprehensive Leave options such as, Casual Leave, Earned Leave, Half Pay Leave, Maternity Leave, Paternity Leave, Child Care Leave, Special Casual Leave, Disability Leave, etc.

  vi. Various kinds of Loans and Advances such as House Building Advance, Conveyance Advance, including CNG Kit Advance, and Children Higher Education Advance

  vii. Superannuation benefits comprising of Contributory Provident Fund including Employee Pension Scheme 1995, Gratuity, Post-Retirement Medical Benefits and Contributory Pension

  viii. GAIL has a system of compensatory relief called the "Death Relief Fund" for employees and workers in case of untimely death. Death Relief measures include a Financial Assistance Scheme, Relief measures for the dependents of deceased employees, Group Personal Accident Insurance, Employee Depository Linked Insurance, and Group Insurance coverage against Loans and Advances.

  ix. The Contract workers are covered under the Employee's Compensation Act, 1923, and the Contractor obtains an

Insurance Policy for grant of Death/Disablement Benefits wherever Employees' State Insurance Act (ESI), 1948 is not applicable. Where the ESI Act is applicable, the contract workers are insured under the ESI Act.

x. Weekly compensation in case of temporary disability due to accidents

xi. Recreational and Welfare facilities at Company Townships, such as Sports facilities, Shopping Centres, Schools, Auditorium, Club and other Recreational facilities etc.

xii. Training and Developmental programs to enhance employees' professional and personal development.

xiii. GAIL offers employee benefits that surpass the bare minimum legal obligations.

xiv. The details of the retirement fund paid has been mentioned in the Annual Report.

During FY 2024-25, GAIL contributed INR 109.52 crore (Previous Year: INR 100.68 crore) to the Provident Fund Trust at a predetermined fixed percentage of eligible employees' salary and INR 1.84 crore (Previous Year: NIL) towards Provident Fund contribution for interest shortfall/losses on a portfolio basis, which was charged to the Statement of Profit and Loss/Capital Work-in-Progress (CWIP). Further, GAIL is obligated to make good any shortfall, if arising, in the Fund assets based on the statutory rate of interest.

11.4 Employee Well-Being

(GRI 401-2, 403-1,403-3, 403-4 b, 403-6 a)

GAIL prioritizes employee well-being, recognizing the inter-connectedness of physical and mental health, ensuring no compromise for the workforce's and community's health. Our company offers a comprehensive health screening program for permanent and contract employees, focusing on maintaining healthy individuals for the organization's long-term success.

GAIL imparts emphasis on the following areas:

- Attracting, nurturing, inspiring, and retaining diverse talent is a top priority for GAIL, as it strives to remain a talent and innovation-led organization to maintain its competitive edge.
- Planning for employee growth, retention and succession.
- Ensuring respect for human rights.
- A multi-cultural team without any bias.
- Health & Safety of every employee
- Fair employment standards, no forced or child labour
- Fair remuneration to staff members as per the Minimum Wages Act.

In the current financial year, the cost incurred towards the well-being of employees and workers is 0.14% of the Company's total revenue.

GAIL Management and Non-management employees in Health & Safety committees, represent our entire workforce. This committee conducts Health & Safety awareness sessions. It includes fitness, yoga, stress management, lifestyle management and nutrition classes. Sporting events such as cycling and badminton are also used to promote a healthy lifestyle. Every year, GAIL conducts a Safety Awareness Week where all employees, including permanent staff, contractual workers, and security personnel, participate in safety-related training sessions. These programs focus primarily on occupational safety, process safety, and emergency preparedness. The Organization offers a minimum 15-day notice period (or as mentioned in the standing orders) to ensure employee satisfaction and motivation while implementing significant operational changes.

GAIL's Corporate Medical Cell (CMC) conducts regular health screenings and maintains individual employee health records, ensuring all employees at Corporate Offices and sites have access to a doctor.

HR policies are evaluated often to ensure they are keeping a competitive advantage and aligned with the organisation's objectives, strategy and changing business needs. GAIL policies address Human Resource Acquisition (general terms and conditions of Service, Recruitment policy and procedure etc.), Employee Compensation (Pay scales, DA, Transfer benefits, etc.), Employee Benefits (Leave rules, Medical attendance, House Building Advance rules etc.), Motivation and Development (Performance Management System, Incentives for obtaining Higher education etc.), General (Grievance Redressal procedure, CDA Rules) and Other Schemes (Sports Promotion policy, Whistle blower policy, etc.)

11.5 Parental Leave and Retention (GRI 401-3)

GAIL monitors the effectiveness of its parental leave policies by tracking return-to-work and retention rates of employees and workers availing such benefits. The details for FY 2024–25 are

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	94.4%	100%	97.8%	100%
Female	89.5%	92.3%	100%	100%
Total	92.8%	97.8%	98.2%	100%

Spandan

In September 2024, GAIL launched Spandan 2.0, which was marked by the observance of the first 'Wellness Week' across all locations, further elevating employee engagement in health and wellness. Spandan, an innovative wellness initiative by GAIL, has been thoughtfully designed to promote the physical, mental, and emotional well-being of employees. The cornerstone of this initiative is the Monthly Wellness Hour, observed on the second Tuesday of every month from 10:30 AM to 11:30 AM across all GAIL work centres. This dedicated time encourages employees to pause, reflect and recharge through structured self-care activities.

Spandan offers a wide array of wellness programs including yoga and meditation sessions, fitness challenges, wellness workshops, mental health talks and art therapy. These diverse offerings ensure there is something meaningful for everyone, catering to varied interests and needs across the organization.

GAIL strongly believes that the well-being of its employees is directly linked to organizational growth and productivity. By prioritizing wellness through initiatives like Spandan, GAIL is fostering a culture of care, collaboration, and holistic growth. The Monthly Wellness Hour is more than just a scheduled break—it is an opportunity for employees to connect, support each other, and build a healthier and more vibrant workplace culture. In the past year alone, GAIL conducted over 15 wellness programs, reinforcing its long-term commitment to employee well-being.

Spandan, an awareness session on 'Diabetic & Metabolic diseases' was held on 11th April, 2025 at GAIL Kochi. The session was facilitated by Dr. P.D. Dorphy. All employees of RGMC Kochi KKBMPL Base Station participated in the program.





Employees at GAIL (India) Limited, Dehradun, participating in the Monthly Wellness Hour Program under the theme 'Fun & Focus', promoting health and wellness as a way of life

11.6 Employee Engagement and Empowerment

(GRI 3-3, 401-1,401-2, 403-6, 404-2, 404-3)

GAIL strives to create a supportive and enriching work environment by focusing on the emotional, psychologicaland overall well-being of its employees. A variety of initiatives are implemented to promote work-life balance, enhance job satisfaction, and reduce employee turnover. Regular workshops and wellness activities are conducted to foster a positive, inclusive and engaged workplace culture.

The Company adopts structured learning frameworks and on-the-job training methodologies to improve employee efficiency and productivity. GAIL's talent proposition is thoughtfully designed to attract and retain high-performing individuals, thereby strengthening its brand recall as an employer of choice. Roles are aligned with individual strengths, and continuous development is encouraged through targeted training and capability-building programs.

At GAIL, employee engagement is viewed holistically encompassing physical and mental well-being, skills, motivation, and interpersonal dynamics. Multiple platforms and mechanisms for regular communication and feedback are in place, alongside a robust grievance redressal system, to ensure transparency and trust within the organization.

In line with its commitment to employee engagement, GAIL has launched "GAIL ENGAGE"-Employee Engagement Survey 2025, a key initiative aimed at gathering valuable insights to shape the organization's future direction. The survey serves as a vital tool to assess employee perceptions, identify strengths, and recognize areas for improvement, thereby enhancing the overall employee experience and promoting an open and collaborative work culture.

The **GAIL ENGAGE Survey** has been thoughtfully designed to capture employee feedback across multiple dimensions, including:

- Clarity of roles and goals
- Organizational culture
- Leadership and communication
- Personal health and well-being
- Individual alignment and success
- Overall engagement level

Through this initiative, GAIL reaffirms its focus on employee well-being, engagement, and sustainable organizational growth.

GAIL Training Institute

The GAIL Training Institute (GTI) serves as the core engine for capability development, not only for GAIL employees but also for the wider Oil & Gas industry. As a Centre of Excellence (CoE), GTI houses a dedicated faculty pool with extensive expertise in key areas such as Natural Gas and LPG Pipeline Operations, CGD, Compressor Stations, Petrochemical, SAP-ERP, Cathodic Protection, Quality Management, Integrity Management and Health, Safety & Environment (HSE).

GTI conducts a comprehensive Training Need Assessment (TNA) annually, drawing inputs from employees and their reporting and recommending officers. Based on the TNA findings, an Annual Training Calendar (ATC) is prepared and executed, covering Functional, Cross-functional, and Behavioural training modules.

Key initiatives under GTI include:

a) **Orientation Programs:** Newly inducted Executive Trainees undergo a comprehensive 4-week orientation program prior to joining their designated work centres. This program is designed to familiarize them with GAIL's core business functions and operational processes. Similarly, an Orientation Program is also conducted for Lateral Entrants to ensure a smooth transition and alignment with the organization's culture and systems. The module covers sessions on organizational history, overview of various business verticals, functions of major departments and the procedural framework adopted. Apart from these sessions, training programs on Diversity, Equity and Inclusion (DEI) principles, which include the importance of equal rights for all employees, non-discriminatory practices, and zero tolerance towards harassment, are also part of the orientation program that all employees undertake when enrolled. All Executive Trainees also undergo a 6-month mentoring process.

b) **Leadership Development:** GAIL recognizes the critical importance of continuously developing and strengthening its talent pool while nurturing future leadership. This approach ensures the Organization is well-positioned to place competent professionals in key strategic roles. As part of its Leadership Development Program, GAIL conducts the Senior Management Development Centre (SMDC) exercise, aimed at objectively assessing the leadership potential of middle to senior-level executives (Chief Managers and Deputy General Managers). This initiative serves as a vital input in building a robust leadership pipeline for the organization's future growth.

   All senior executives in E5 grade and above have been covered by the programme to date. Additionally, all newly promoted E7 and E8 executives undergo a Structured Management Development Program.

c) **American Society of Mechanical Engineers (ASME) Accreditation:** GTI has been accredited as an Authorized Training Provider (ATP) by the American Society of Mechanical Engineers (ASME). This prestigious partnership allows GTI to offer specialized ASME training programs not only to its employees but also to professionals across entire Oil & Gas sector. ASME is a world-renowned body in development and delivery of internationally recognized and adopted standards in the Oil and Gas Pipeline Industry.

   In last one-year GTI has conducted ASME programs covering 50 executives of GAIL, and two batches for external organizations (IOCL-under revenue generation) with the help of Authorized Training Instructors (ATI) from GAIL who are certified faculty from ASME. To strengthen its faculty pool, GTI has inducted and trained 19 Authorized Training Instructors through the "Train the Trainer" program. This program focuses on ASME-certified courses, including B31.8 (Gas Transmission & Distribution Piping Systems), B31.8S (Integrity Management & Maintenance of Gas Pipelines), and B31G (Remaining Strength of Corroded Pipelines).

d) **Collaboration between Industry and Academia:** GTI is providing needful support to various academic institutions through collaboration for knowledge dissemination and summer / winter vocational training to the students of different universities/educational institutions. Under Industry-Academia collaboration, GAIL is providing support to various Universities for their course in the area of Natural Gas Engineering for the Under-Graduate Engineering program by providing Subject Matter Experts / Guest Faculty and helping the students to become industry ready.

e) **Knowledge Management:** Every year Employees get the opportunity to share their learnings, best practices and learn from others. The 17th Knowledge and Experience Sharing Seminar was conducted in February 2025, wherein 150 Papers were received in 5 different categories from across the organisation. Papers were short-listed for oral presentation, of which 20 were presented during the seminar. The Winners and Runner-up were awarded in each category, along with the Overall best paper award.

f) **Strategy-2030:** In line with the global business environment and India's future growth trajectory, GAIL has formulated a Strategy-2030 to capture emerging opportunities in different fields relevant to GAIL. Continuing the journey of providing interventions in line with Strategy-2030 of GAIL, various programs were conducted, covering 345 executives, during the year.

g) **Prarambh@GAIL:** GTI's initiative, Prarambh@GAIL, has been launched with a clear and impactful purpose: to ensure that every new joinee feels seen, heard, and genuinely welcomed not just by their immediate teams, but by the entire GAIL family.



h) Developing GTI as a Centre of Excellence (CoE): GTI has a committed team of experienced faculty members specialising in various areas, as detailed below:



11.7 Training and Development Programmes

(GRI 2-24 iv, 401-1, 404-2 b)

GAIL's structured training programs are designed to enhance employee proficiency, knowledge and productivity, thereby cultivating a future-ready, skilled and motivated workforce. These programs play a pivotal role in aligning individual performance with organizational goals while improving employee satisfaction and adaptability to changing industry dynamics.

One of GAIL's flagship initiatives is the "Saarathi" Mentorship Program, launched in 2011. Under this program, newly recruited Executive Trainees are paired with experienced mentors to facilitate smooth onboarding and professional growth. In FY 2024–25, 105 Executive Trainees were mentored under this initiative.

In the same period, GAIL conducted 150 training programs focused on skill management and lifelong learning, covering a wide spectrum of functional and strategic subjects. These include technical upskilling, leadership enhancement, digital transformation, and soft skills development.

GAIL's learning and development initiatives are driven by a robust framework that leverages data from the SAP ERP system, global best practices, and emerging sectoral needs. Training outcomes are periodically reviewed, ensuring that GAIL's workforce remains agile, competent and aligned with national and global energy priorities.

The focus area of employee training programs that aim to upgrade skills can be broadly classified into three (03) categories given below:

1. **Strategy, Leadership & Business Knowledge Programs**
   - Hedging & Risk Management;
   - Domestic & International Business & Economic Scenario;
   - Business Planning & Growth Strategies;
   - Strategic Thinking & Execution;
2. **Management, Functional & Process Development Programs**
   - LNG Industry Development in International scenarios, including Shipping
   - Dynamics of Polymer Business in Global Context
   - City Gas, CNG; Commercial & Operational Perspective
   - Emerging Technologies in Renewable Energy and Alternate Fuels
   - Contractual Disputes and Arbitration
   - Project Management
3. **Operational, Technical, IT & Safety Programs**
   - Advanced Process Control System
   - Flow Metering

In addition, GAIL also organizes targeted training programs to develop business-critical capabilities among employees working in specialized areas. These programs are tailored to enhance domain-specific knowledge and leadership capacity. In recent years, GAIL has conducted specialized training in the following fields:

- Artificial Intelligence (AI) / Machine Learning (ML) and Internet of Things (IoT)
- Renewable Energy, Energy dynamics and Net Zero
- Sustainable Development
- Green Hydrogen

- Hedging & Risk Management
- Forex Operation & Hedging Fundamentals
- Regulatory Management
- Mergers & Acquisition
- Internal Control System on Financial Reporting & Enterprise Risk Management (ERM)

11.8 Training Performance

(GRI 404-1 a, 404-2, 404-3, 2-24 iv)

GAIL's Training Needs Assessment (TNA) served as the foundation for conducting 339 training programs by GTI Noida and Jaipur, benefitting over 4,752 employees. These programs were designed to upskill employees across various domains, with a strong emphasis on Functional, Leadership, and Sustainability-related competencies.

GAIL achieved a Training Efficacy Score of 93.69%, reflecting the high quality and relevance of its learning programs. The Company successfully accomplished 100% actualization of its annual training plan, ensuring all scheduled programs were delivered as intended. Additionally, four customized training programs were conducted for external organizations, demonstrating GAIL's commitment to sectoral knowledge sharing and capacity building. All key activities including orientation programs and the annual Knowledge Sharing Seminar were conducted within their planned timelines, underscoring the robust execution capabilities of the GAIL Training Institute. These performance metrics highlight GAIL's strategic focus on continuous learning, professional development and organizational excellence.

In line with the organization's linguistic inclusion policy, 144 Hindi workshops were conducted during the year, benefitting 2,730 employees. As part of cultural observances, Hindi Fortnight was celebrated from 14th to 29th September 2024, while Vishwa Hindi Divas was commemorated on 10th January 2025 across all GAIL locations to promote linguistic harmony and encourage the use of Hindi in official work.

As part of its commitment to sustainability, GAIL spent INR 99.34 Lakh on environmental training and education. Sustainability-focused training sessions were attended by 747 employees, accounting for 14.93% of the total workforce. In addition, training on anti-corruption policies and procedures was imparted to 17.5% of employees, including members of senior management.

GAIL also demonstrated its focus on ethical and responsible operations by conducting human rights training for 783 employees and workers during the year. These efforts reflect GAIL's strong commitment to aligning its learning and development priorities with its broader ESG objectives and organizational values.

Utilising Technology & Training Strategy

To enhance accessibility and flexibility in learning, GAIL has implemented a robust Learning Management System (LMS) that serves as both a knowledge dissemination platform and a training management tool. The LMS enables seamless planning and execution of training programs and skill development initiatives across locations.

GAIL's LMS offers a rich variety of e-learning resources, including interactive modules, presentations, animations and audio-visual content. These learning materials cover a broad range of topics critical to GAIL's operational excellence, such as ASME and API standards, OISD regulations, PNGRB guidelines and Standard Operating Procedures (SOPs). By leveraging digital learning, GAIL ensures continuous upskilling and compliance readiness for its workforce, even in geographically dispersed work centres.

This technology-driven approach supports GAIL's long-term strategy of fostering a future-ready workforce, while aligning employee development with sectoral innovations and regulatory frameworks.

11.9 Leadership and Succession Planning

(GRI 2-18, 404-2, 404-3)

At GAIL, leadership development is regarded as a critical element and one of the cornerstones of keeping employees engaged, motivated, and prepared to take on higher responsibilities in the future. Developing competent leaders who can drive business growth remains a top organizational priority, especially as GAIL continues to grow and expand.

With the changing business landscape, the Company's strategic direction must be proactively supported by an optimal organization structure and appropriate talent deployment. Structured frameworks such as the Performance Management System (PMS) and the Departmental Promotion Committee (DPC) play a key role in identifying and positioning the right talent for strategic assignments, including domestic and overseas roles.

Succession Planning Framework (SPF)

At GAIL, the Succession Planning Framework applies to senior executive positions that are no more than three tiers below the Board level. These include the roles of General Manager (E-7), Chief General Manager (E-8), and Executive Director (E-9). In anticipation of future business challenges, GAIL has developed an Integrated Leadership Development Framework to align career growth with long-term organizational objectives.

The primary objective of the SPF is to ensure a strong pipeline of potential successors through structured development. This guarantees timely availability of qualified candidates to fill

leadership roles and respond quickly to business needs.

360-Degree Feedback Exercise

As part of the leadership development strategy, GAIL conducts a 360-degree feedback exercise annually, embedded within the performance review cycle. Feedback from peers, subordinates, and superiors provides executives with valuable insights into their leadership behaviours and areas for improvement, enabling continuous self-development and leadership refinement.

Focused Development Programs

To build board-level readiness and strategic thinking, GAIL conducts focused development programs for Executive Directors (E9) and Chief General Managers (E8). Programs such as Master Class for Directors and Board Room Effectiveness are conducted with active participation from members of GAIL's Board.

Capability-building programs are also conducted regularly in alignment with Strategy 2030, covering areas such as Hydrogen Energy, Net Zero Emissions, Artificial Intelligence, Internet of Things (IoT), Water Value Chain, Specialty Chemicals, Mobility Future, Industry 4.0, and Automation. As of FY 2024–25, ~ 300 professionals were trained on "Hydrogen as the Future," while over 1,200 employees were trained in other Renewable Energy domains and emerging technologies.

Workshop on Retirement of Employees

Recognizing that superannuation marks a major life transition, GAIL conducts specially designed Retirement Planning Workshops for employees scheduled to retire within the next few months. These workshops aim to help participants approach retirement with confidence, purpose and clarity.

The program is built around four key pillars: Personal Effectiveness, Mindfulness and Emotional Well-being, Financial Freedom, and Health & Wellness. The three-day workshop includes expert-led sessions on retirement mindset and planning, emotional health management, physical wellness (including nutrition for 50+), and effective financial planning.

Topics covered include stress and anxiety management, daily fitness routines, common age-related health conditions, corpus management, and utilization of retirement benefits. Employees are also guided on the Post-Retirement Medical Scheme (PRMS), Superannuation Benefits, the National Pension Scheme (NPS), and investment options presented by different annuity providers and financial advisors.

By addressing these critical aspects of career transition, GAIL empowers its retiring employees with the knowledge, tools, and preparedness to lead a fulfilling and secure life post-retirement.

During the FY 2024-25, GAIL contributed INR 124.46 crore (Previous Year: INR 114.67 crore) to the Superannuation Benefit Fund (including National Pension System) and INR 4.86 crore (Previous Year: INR 4.99 crore) to EPS-95, charged to the Statement of Profit and Loss/Capital Work-in-Progress (CWIP).

11.10 Performance Management System for GAIL Employees

(GRI 404-3)

GAIL's Performance Management System (PMS) serves as a comprehensive framework for not only evaluating employee performance but also encouraging individual development, continuous improvement, and organizational alignment. The PMS is designed to support a constructive culture of feedback, recognition, and dialogue among employees, managers and leadership.

The system provides employees with a performance-linked, goal-oriented evaluation framework that aligns individual contributions with broader business objectives. Standardized procedures are used to assess performance, helping to define clear objectives, monitor progress, and reward outcomes in a fair and transparent manner.

To ensure a holistic view of performance, GAIL incorporates the 360-degree feedback mechanism as part of its appraisal process. This includes inputs from peers, subordinates, and supervisors to provide comprehensive insight into behavioural competencies and leadership potential. Annual performance reviews are conducted for all employees, providing them with actionable feedback and opportunities for professional growth.

By integrating development-oriented feedback with performance assessments, GAIL's PMS not only fosters accountability but also motivates employees to excel and build long-term careers within the organization.

11.11 Performance and Career Development Reviews

(GRI 404-3)

GAIL ensures that all employees and workers, including the Board of Directors, receive regular performance and career development reviews. This process forms an integral part of the Performance Management System (PMS) and helps in aligning individual growth with organizational objectives.

11.12 Labour Practices and Human Rights

(GRI 2-19, 2-30, 401-2 ,402-1 b, 406-1, 407-1 a, b, 408-1, 409-1 a, b, 410-1 a, b, 411-a, b, 402-1, 402-2)

As a socially responsible organization, GAIL is committed to upholding fundamental human rights and maintaining fair and ethical labour practices across all its business operations. We

adhere to applicable domestic laws and international frameworks, including the core conventions of the International Labour Organization (ILO), to ensure that all business activities are conducted with integrity, dignity, and respect for individual rights.

GAIL maintains a zero-tolerance policy toward child labour, forced or compulsory labour, and any form of discrimination. The organization is fully compliant with the Minimum Wages Act, 1948, ensuring that all employees, including those engaged through contractors, are paid fair wages and receive statutory benefits on time. In line with the Long-Term Settlement (LTS) agreed through collective bargaining, regular workmen receive their entitled salary and benefits without delay. Specific contractual provisions mandating compliance with labour laws are embedded in all tenders and work orders and contractors are held accountable for their implementation.

The Company is equally focused on maintaining safe and respectful working conditions across all operational sites. GAIL ensures that no unfair labour practices or exploitative conditions prevail and that all employees work in an environment free from abuse, coercion or discrimination.

Freedom of association and collective bargaining is recognized and respected. Employees are free to join employee associations or trade unions, subject to adherence to GAIL's Code of Conduct and applicable legal frameworks. GAIL fosters an open and inclusive environment where employees can express their concerns either openly or anonymously without any fear of retaliation. All eligible employees are covered under collective bargaining agreements.

To safeguard human rights, GAIL has appointed a designated focal point at each unit to address any potential or actual human rights violations caused or contributed to by its operations. Employees and Stakeholders may report violations or concerns directly to the Officer-In-Charge of the relevant unit, office, or installation ensuring timely and appropriate action.

GAIL plants and offices were assessed by Statutory authorities, Internal Auditor and third-party auditor, from time to time, in respect of the following:

- Child Labour
- Forced/Involuntary labour
- Sexual Harassment
- Discrimination at Workplace
- Wages

GAIL adheres to the Presidential Directives and follows all applicable instructions and guidelines issued by the Government of India to extend accommodations, concessions, and benefits to Scheduled Castes (Scs), Scheduled Tribes (STs), Other Backward Classes (OBCs), and Persons with Benchmark Disabilities (PwBDs). These measures are a core part of GAIL's commitment to equity and inclusive employment.

The Right to Freedom of Association and Collective Bargaining is fully upheld at GAIL. Employees are free to form or join labour unions and workers' associations, in line with statutory provisions and the company's Code of Conduct. As of 31st March 2025, 100% of eligible GAIL employees are members of recognized employee associations. Two active associations currently operate within the company: the GAIL Employees Association (GEA) and the GAIL Karamchari Sangh (GKS). GEA represents non-executives across various offices and facilities, excluding the Corporate Office in Delhi/Noida, while GKS operates from the Corporate Office and represents non-executive employees stationed there.

Labour relations are managed by GAIL's Industrial Relations Team, which is responsible for resolving disputes and maintaining constructive engagement with workers' bodies. In FY 2024–25, GAIL reported zero man-days lost due to labour unrest or disputes. Regular meetings are held between management and union representatives at both the unit and corporate levels to discuss and resolve employee grievances and concerns.

In compliance with Section 9A of the Industrial Disputes Act, 1947, GAIL provides advance notice to employees regarding any significant changes in service conditions. Contractors engaged by GAIL are mandated to provide all statutorily required social security benefits—including Provident Fund contributions, as well as compliance under either the Employees' Compensation Act, 1923, or the Employees' State Insurance Act, 1948 (ESI). Contractors also obtain appropriate insurance coverage to provide death and disability relief. Where applicable, Contract workers are additionally protected under Occupational Safety and Health Administration (OSHA) guidelines.

GAIL strongly believes that decent employment is a fundamental societal right. The Company strives to provide safe and suitable working conditions for all employees, including housing facilities where applicable. All installations are subject to periodic human rights reviews and impact assessments to identify and address potential risks. During FY 2024–25, no employees were laid off, and no cases of workplace discrimination were reported.

GAIL's commitment to responsible labour practices is demonstrated through consistent engagement with employee associations, active collaboration with labour authorities, timely resolution of industrial disputes, thorough documentation of workplace issues and long-term agreements with recognized unions. Together, these practices reflect GAIL's dedication to fostering an ethical, inclusive and compliant work environment.

11.13 Job Creation in Small Towns and Wage Distribution

(GRI 202-1)

GAIL contributes significantly to employment generation in rural and semi-urban regions through its widespread operations. The wages paid to persons employed (permanent and non-permanent, including contract workers) across different RBI-classified locations are disclosed as a percentage of the total wage cost:

Location	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Rural	35	28
Semi-Urban	11	16
Urban	31	28
Metropolitan	23	28

11.14 Grievance Redressal System

(GRI 2-25, 2-26, 403-4, 406-1b, 407-1, 402-1a)

GAIL has implemented a three-tier Online Grievance Redressal System to ensure speedy resolution and effective monitoring of employee grievances. This user-friendly workflow application is accessible via the GAIL Intranet. Broad outlines of the Online Grievances Redressal System are as below:

Step I: By using the Online Grievance Redressal Mechanism, an aggrieved employee can register their grievance to the concerned HR In-charge, who is expected to settle the same within 10 days from the date of registration of the grievance. On expiry of the stipulated time period, the grievance will automatically get transferred to the Corporate HR department for disposal at its end.

Step II: In an aggrieved employee is not satisfied with the response given by the concerned HR person in charge, he/ she may take up the matter with the Corporate HR department. For such appeals, Corporate ER Group is designated to respond to the employee concerned within a period of 15 days from the date of receipt of the grievance.

Step III: In case an aggrieved employee is not satisfied with the response given by the Corporate HR department, they may prefer an appeal to the Director (HR) by using the Online Grievance Redressal System. The Director (HR) may take feedback from the concerned executive(s) and respond to the employee concerned within 15 days from the date of receipt of the appeal. Such grievance settlement by the Director (HR) shall be final and binding to all concerned.

For FY 2024-25, 30 employee grievances were received and 17 were addressed at site. 11 grievances were forwarded to Corporate HR. 02 grievances were forwarded to Director HR. All grievances were addressed and none are pending. Additionally, 06 internal stakeholders' grievances received through CPGRAMS were also resolved and none are pending.

Apart from this, following mechanism are also in place to prevent the adverse consequences to the complainant in discrimination and harassment cases:

SC/ST Cell: SC/ST Cell is in place for redressal of grievances/ complaints/representations of SC/ST employees working with GAIL. In addition, Liaison Officers for SC/ST/OBC/PwBD have also been nominated for all the States and Union Territories where employees of GAIL are posted headed by a Chief Liaison Officer. The Chief Liaison Officer and other Liaison Officers, monitor and ensure due compliance of Presidential Directives and other orders including instructions pertaining to reservation of vacancies in favour of SCs/STs/OBCs& PwBDs and other benefits admissible to them.

Internal Grievance Committee for SC/ST employees: There is an Internal Grievance Redressal Committee at work place for redressal of grievance of persons belonging to SC/ST community.

Employee collectives like GSEWA and GOEWA: An association of SC/ ST category employees', namely, GAIL SC/ST Employees Welfare Association (GSEWA) and an association of OBC category employees', namely, GAIL OBC Employees Welfare Association (GOEWA) exists in GAIL. These associations take up the problems/ grievances, if any, of the SC/ST/OBC category employees during the meeting/ discussions with the Management.

Fair Labour Practices and Policies:

GAIL strictly prohibits unfair practices through comprehensive policies and regulations that all employees are required to follow. The key policies governing employee conduct include:

a) Conduct, Discipline and Appeal (CDA) Rules
b) Code of Conduct
c) Standing Orders
d) Fraud Prevention Policy
e) Whistle Blower Policy
f) Prevention of Sexual Harassment (POSH) Policy

Applicability of Policies:

- The **CDA Rules** apply to all GAIL employees, including those on secondment or deputation to Joint Venture Companies, Subsidiaries, Government Bodies (including autonomous institutions), and Regulatory Authorities.
- The **Standing Orders** are applicable to all "Workmen" employed under the industrial establishment across all GAIL offices. Workers on deputation or foreign service are also governed by these Standing Orders during the tenure of their deputation or foreign assignment, as per the stipulated terms.
- The **Prevention of Sexual Harassment (POSH) Policy** is designed to safeguard women at the workplace. It applies to all employees and workers, including those engaged through agents or contractors. GAIL has established a dedicated Grievance Redressal mechanism, with Internal Complaints Committees formed at both the Central and Site levels to address workplace harassment complaints promptly and effectively. In addition, regular awareness sessions are conducted to educate and sensitize the workforce on this important issue.

These policies collectively ensure a fair, respectful, and transparent work environment across GAIL. Please refer chapter on Governance for details of Fraud Prevention Policy and Whistle Blower Policy.

In FY 2024-25, the number of complaints filed against:

	Complaints Filed
Child labour	Nil
Forced labour/involuntary labour	Nil
Sexual harassment	01
Discriminatory employment	Nil
Wages	Nil
Other Human Rights related issues	Nil

Initiatives taken by GAIL for its employees:

- 31 Virtual and Physical Townhall sessions were conducted across various locations by the Corporate HR team, led by Director (HR). These sessions provided a valuable platform for open communication, enabling employees to voice their concerns and facilitating prompt resolution. More than 1,000 employees participated in these engagements.
- On World Hindi Day, a book exhibition and the 'Apni Kahani, Apni Zubani' storytelling competition were organized for employees at the Corporate Office to promote Hindi language and cultural expression.
- 'OJAS' was launched as part of the inter-industry 'YOUphoria' initiative to foster engagement, learning, leadership and networking among executives under the age of 35 years from Oil & Gas PSUs. Activities under OJAS included cultural events, donation drives (clothes/food) and photography/videography contests.
- GAIL continued its tradition of recognizing the academic achievements of employees' children across various grades and levels through the Meritorious Wards Awards.
- Security Awareness Week was observed from 13th to 18th December 2024, including awareness programs to enhance Vigilance and Safety consciousness among employees and security staff. Security personnel are part of workforce stationed through third-party organization. The awareness week was conducted with the motive of educating our workforce on procedures and their applications for heightened security.
- GAIL's badminton team delivered outstanding performances at the 43rd PSPB Inter-Unit Badminton Tournament (19th to 22nd Feb, 2025), securing a record medal tally in both team and individual events.
- A significant HR initiative was the introduction of 1st and 3rd Saturdays as off-days for General Shift employees across various GAIL work centres and offices, promoting better work-life balance.
- Employees who completed 15, 20, 25, 30, and 35 years of dedicated service were honoured with Long Service Awards, acknowledging their loyalty and commitment.
- Various leadership development programs were conducted for GAIL executives in collaborations with various prestigious institutions ASCI, AIMA, SCOPE, and MDI Gurgaon etc.
- A knowledge-based quiz series, GAIL INQUIZZITIVE, was launched to test and enhance employees' awareness of GAIL's business, operations, and recent developments.
- Over 200 employees from six regions showcased their artistic and creative skills in singing, dancing, poetry, puppet shows, sand art, and more during GAIL's Got Talent 2024. The competition concluded in a grand finale during GAIL Day celebrations, where top performers were honoured based on audience votes.

GAIL ABHA: Initiative to Foster Entrepreneurial Spirit among Spouses of Employees

In a pioneering effort to nurture entrepreneurship among the

spouses of its employees, GAIL launched the GAIL ABHA program, a first-of-its-kind initiative in the industry. Driven by GAIL Training Institute (GTI), Noida, in collaboration with IIT Madras, the initiative aims to educate, mentor, and hand-hold spouses, particularly those residing at remote locations such as GAIL's plants in Pata and Vijaipur, by equipping them with the knowledge and confidence to embark on their own entrepreneurial ventures.

The program encompasses a year-long journey that includes boot camps, entrepreneurial workshops, intensive training modules, and continuous mentorship. It encourages participants to innovate, develop, and execute their business ideas, with the ultimate goal of transforming them into self-sustaining enterprises. Through this initiative, GAIL not only supports the professional growth of its extended family but also contributes meaningfully to the local economy and societal development.

Since its inception, GAIL ABHA has emerged as a beacon of empowerment. Over the last two years, the program has engaged more than 400 spouses at Pata and Vijaipur locations, including around 100 participants at Vijaipur. By the end of FY 2024-25, the initiative had nurtured 42 successful ventures, including 13 from Vijaipur, across diverse domains such as Edu-Tech, Agri-Tech, Food, and Fashion-Tech. Several of these ventures have already taken formal shape through company registrations, reflecting the tangible impact of the initiative.

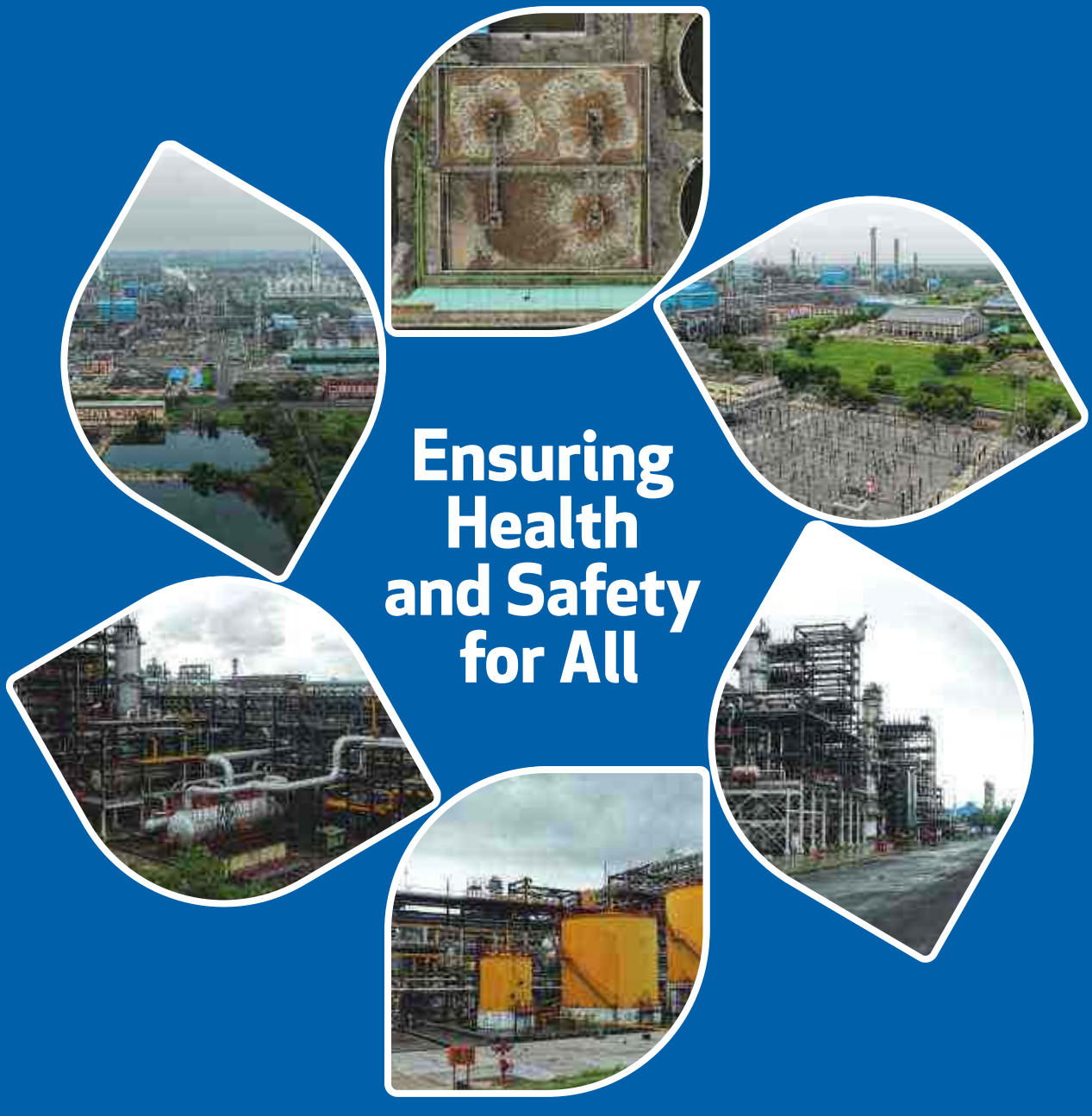
Building on this momentum, GAIL ABHA 2.0 was formally launched by the Chairman & Managing Director on 6th January 2025, with a broader vision to scale the initiative across all GAIL work locations. This enhanced version continues to offer an entrepreneurial platform for employee spouses and seeks to replicate the success seen in Pata and Vijaipur at a national level, further cementing GAIL's commitment to inclusive growth and community empowerment.



GAIL ABHA 2.0 - launched by GAIL CMD, Shri Sandeep Kumar Gupta on 6th January 2025



Shri Ayush Gupta, Director (HR), GAIL, interacting with employees at GAIL Usar on 20th May 2025



Ensuring Health and Safety for All

GAIL achieved an impressive HSE Score of 96.37% in FY 2024-25, surpassing its internal target of 95.5%, reflecting its strong commitment to Health, Safety, and Environmental excellence

Ensuring Health and Safety for All

GAIL is committed to fostering a culture of Health, Safety, and Environment (HSE) within the organization. The Company aims to enhance both the physical and mental well-being of its employees, with a focus on preventing occupational illnesses and mitigating workplace hazards that could affect their health.

To ensure the protection of its workforce, GAIL has established comprehensive policies and procedures that govern Occupational Health and Safety. These frameworks are designed not only to safeguard employees but also to provide clear guidelines on how to address potential risks, ensuring a safe and healthy work environment at all times.

A key element of this commitment is the Company's focus on maintaining a safe and secure working environment for all employees. Through the formulation of its Corporate HSE Policy, GAIL has clearly articulated its unwavering dedication to HSE, making this commitment transparent and accountable to all its stakeholders.

12.1 Corporate Health, Safety and Environment (HSE) Policy

(GRI 3-3-c, 403-1b, 403-2a, 403-2c, 403-2d, 403 3a, 6-2)

GAIL's Corporate HSE Policy reflects top management's commitment to prioritizing occupational Health, Safety, and Environmental protection across all business operations. By leveraging advanced technologies and digitalisation, GAIL aims to lead in safety innovation and ensure compliance with national and international standards.

To ensure comprehensive safety across all its business operations, GAIL designs, builds, operates, and maintains its pipelines, plants, and associated facilities in strict adherence to both National and International safety standards. This approach guarantees that every aspect of the Organization's infrastructure is aligned with the highest safety benchmarks,

To foster a strong HSE culture within the company, GAIL actively encourages employees to report and address any unsafe work practices or behaviours promptly. The organization empowers all workers, including contract staff, to adopt and maintain safe work habits and behaviours at all times.

In support of this, GAIL has implemented a robust Integrated Health, Safety, and Environment Management System. This system provides a comprehensive framework of policies and processes designed to uphold the HSE commitments of both employees and top management across all business sectors. By aligning its operations with these standards, GAIL ensures a consistent and proactive approach to Health, Safety, and Environmental Management throughout the Organization.

GAIL'S commitment towards Health. Safety and Environment

Environment & Health: Preserve environment and employee health.

Safety Standards: Ensure safety of stakeholders and assets with adherence to national and international standards.

Regulatory Compliance: Follow all applicable laws and regulations.

HSE Training: Maximize resources with systematic training and effective emergency planning.

Health Monitoring: Implement risk-based monitoring, frequent medical checks, and hygiene protocols.

Waste Management: Ensure proper disposal of biomedical and e-waste.

Stakeholder Communication: Communicate HSE policy and performance to stakeholders.

12.2 HSE Management System

(GRI 3-3b, 3-3d, 403-1a, 403-1b, 403-2a, 403-2d, 403 3, 403-4a, 403-4b, 403-8)

The Health, Safety, and Environmental Management System (HSEMS), developed in alignment with Oil Industry Safety Directorate (OISD) standards, integrates key safety elements such as Incident Reporting, Risk Assessment, Job Safety analysis, and audits. Employees are empowered to report near-miss and unsafe conditions via the HSE portal, fostering a proactive safety culture.

The HSE document provides a set of requirements and guidelines against each element for implementation across GAIL installations. GAIL has also introduced an HSE management system, which has multiple functionalities such as an Incident Management System (safety observation, recording near miss and incidents/accidents), Risk Assessment, Job Safety Analysis, Management of Change, and Safety Audit/activity monitoring. All of these are embedded with the various elements of Corporate HSE Policy. Employees can report near-miss incidents and related hazards into the HSE portal.

To improve safety standards in routine Operations & Maintenance jobs and to satisfy the statutory requirements of section 41(G) of the Factories Act 1948, a Safety Committee (or committees) comprising equal representation of management and non-management personnel, including trade unions, have been established. Site-level Safety Committees oversee safety at GAIL's operational sites. At least once every three months, Safety Committees assess safety / health performance and determine corrective & preventive actions. The Safety Committee

has met at various O&M sites across GAIL, to examine a range of occupational health and safety-related topics.

12.3 GAIL's HSE Score System Implementation

(GRI 3-3-d, e, f)

In order to ensure continuous monitoring and implementation of the HSE Management System, the HSE performance of sites and safety compliances are measured on a regular basis. To achieve the same, there exists an "HSE Score" system. This system aids in the effective monitoring of various elements such as Leadership and Commitment, Employee Participation, Work Permit System, Risk Analysis, Maintenance and Inspection of Critical Safety Appliances/Equipment, Occupational Health, Emergency Preparedness and Compliance Audit etc.

The HSE Score System enables continuous monitoring of safety performance across GAIL sites. The system evaluates leadership commitment, employee participation, emergency preparedness, and compliance audits. Quarterly reports guide top management in strategic safety decisions.

By leveraging this score system, GAIL ensures a continuous focus on enhancing safety standards and addressing any potential gaps in its HSE framework. The HSE Score System has been revised this year, and it comprises various significant aspects/elements of the HSE Management System like Leadership Commitment, Employees Participation, Standard Operating Procedures, Operation and Maintenance, Emergency Preparedness, Safety Audits etc., through pre-defined parameters with specific weightage.

Process of HSE Score System Implementation:

i In line with the HSE Score Procedure, all applicable GAIL sites submit their Annual HSE Plan and Annual Training Calendar duly approved by the site Officer-In-Charge (OIC)/Work Station In-Charge (WIC). Based on the approved Annual HSE Plan, the Operation, Maintenance, and Fire & Safety In-Charge of the respective site perform activities as per the schedule.

ii. An online HSE Performance Portal has been provided where the OIC/WIC nominated executive, preferably HOD (Fire & Safety), records the Site's HSE Performance in the prescribed format.

iii. Subsequently, HSE Performance inputs are reviewed by OIC/WIC and finally submitted to the Corporate HSE Department for computation of the HSE Score.

iv. The Corporate HSE Department computes the HSE Score on a quarterly basis, following the approved guidelines. Based on the performance scores earned by each site, a detailed quarterly report is prepared and submitted to the top management for review. This process enables informed decision-making, facilitates performance tracking, and supports continuous improvement in GAIL's Health, Safety, and Environment initiatives.

v. The Exceptions Report on 'Monthly Safety Day' observations, along with HSE Performance, is reviewed at the level of Executive Directors & Functional Directors. The HSE Score achieved by the site is discussed on Monthly Safety Day at every site/installation, and necessary actions are taken to improve it.

vi. A system is in place to physically verify the HSE Performance of sites through periodic visits of Corporate O&M/HSE officials to various sites, through an existing mechanism of Internal Safety.

vii. GAIL obtained an "HSE Score" of 96.37% in FY 2024-25, surpassing the Excellent Target of 95.5%.

12.4 Health, Safety and Environment Performance

(GRI 3-3-a, 403-1-a, b, 403-2-a, b, c, d, 403-9-a, b, g, 403-2-d)

Health, Safety and Environmental Management Performance of GAIL's installations are measured by the "HSE Score System," which is evaluated on a monthly basis, and the key elements of the HSE Management System indicate the respective level of performance. In accordance with the Petroleum and Natural Gas Regulatory Board (PNGRB) (Codes of Practices for Emergency Response and Disaster Management Plan (ERDMP) Regulations 2010 and its subsequent amendments, incidents are categorized as Minor and Major.

An incident shall be treated as Major if any of the following occurs:

a) Fire for more than 15 minutes
b) Explosion/Blowout
c) Fatal incident
d) Loss above INR 20.0 Lakh
e) Cumulative man hours lost more than 500 hours.
f) Plant Shutdown/Outage due to the incident

Incidents reported during the FY 2024-25 are summarized below:

S. No.	Incident Category	Number of Incidents
1	Major Incidents	01
2	Minor Incidents	23

A multi-disciplinary committee investigates all incidents to determine the root cause and mitigation actions to prevent the recurrence of any such incident.



12.5 Environment, Health and Safety Management System (EHSMS) using SAP

(GRI 403-2b)

GAIL has implemented an Online System for reporting safety observations, including unsafe acts, unsafe conditions, and near-

miss incidents, across its various sites. This system enables employees to directly report safety concerns, while contract workers can submit their observations through their GAIL supervisor for necessary corrective actions. In addition to the online platform, offline complaints can be submitted via drop boxes located at the sites.

To ensure comprehensive safety management, GAIL adheres to guidelines such as OISD, PNGRB, and other relevant regulations for taking corrective actions to address safety-related incidents. Further, GAIL has utilised Best-in-Class SAP based software portal for Environment, Health, and Safety Management System (EHSMS). This system includes several key features such as an Incident Management System to record near miss, incidents, and accidents, as well as safety observation and activity monitoring, risk assessment, and job safety analysis. This integrated approach enhances GAIL's ability to manage and mitigate safety risks effectively across all operations.

The following are the impacts and benefits of the SAP EHSM:

- Establishment of uniform procedures for Incident Management, Job Safety Analysis, Risk Assessment and Change Management across GAIL
- Implementation of a workflow to improve clarity and accountability to transform the compliance approach
- Through a single portal, incident reports for institutions/ statutory bodies such as PNGRB, OISD, PESO, Factory Directorate are generated.
- GAIL's Work Permit System is being strengthened by linking it with Job Safety Analysis (JSA).
- Efforts are being made for increasing the efficiency of monitoring and analytical reporting by providing OICs/ WICs/ Coordinators with a user-friendly dashboard.

Transportation Safety in GAIL:

GAIL ensures transportation safety through rigorous inspections, SAP-based authorization systems, driver training, and emergency preparedness protocols. Hydrocarbon tankers undergo physical checks and documentation validation before loading, ensuring compliance with RTO and PESO norms.

GAIL uses cross-country pipelines, one of the safest forms of transportation, for transporting both Natural Gas and LPG. Road transportation is also used to move hydrocarbons like Propane, LPG, and Propylene. GAIL has a system to detect possible risks, hazards, injuries or harm that may occur during the transportation and distribution by using a Severity categorization in transportation safety evaluation. In order to minimize risk, standard operating procedures and protocols are followed.

The Fire & Safety and Operations department of GAIL constantly offers the necessary support and assistance for the recovery/ safe disposal of flammable Liquid Hydrocarbon products in case of accidents near GAIL's plants.

Road Transport Safety

Trucks transporting hydrocarbon tanks are only permitted to enter the facility for loading purposes after a proper physical inspection of the tanks and validation of documentation in compliance with RTO and PESO regulations, among other criteria. The vehicles are inspected before they enter the factories. Some of the most important safety precautions for transportation are as follows:

- Online SAP-based 'Dangerous Goods Authorization' to ensure the safety of hydrocarbon tankers prior to loading by reviewing the safety aspects.
- Physical inspection of hydrocarbon tankers.
- Conducting regular capacity development sessions for hydrocarbon product loading workers to raise awareness of operational hazards and mitigating measures.
- Checking the flow on the arrival of the truck at bay.
- Ensuring that there are no protruding objects in the trucks that could pose damage.
- Regular road safety/personal hygiene training for LHC tankers and truck drivers.
- All hydrocarbon truck drivers are issued with a Transport Emergency Card (TREM) to provide them with emergency management and communication information.
- Drivers are personally instructed to uphold safety standards both inside and outside the plant premises.

12.6 Health and Safety Practices for Employees

(GRI 403-5, GRI 403-7)

In line with Management's commitment to strengthen workplace safety, the following safety practices are in place for Permanent Employees in accordance with the HSE Management System of GAIL:

- Job Safety Analysis for all non-routine jobs is being carried out to identify the hazards / risks associated with the job and their mitigation measures. Routine jobs are regulated through Standard Operating Procedures (SOPs).
- Mandatory Personal Protective Equipment (PPE) such as Cotton Uniform, Safety Shoes and Helmet, etc. are being issued to all employees. PPE Matrix has been displayed at the workplace. Job-specific PPE are made available to all, and its appropriate use is strictly ensured.
- Workplace Noise, Illumination and Environmental Air Quality are being monitored to keep them at prescribed limits as recommended by applicable Rules and Regulations.
- Internal Safety & Operational Training have been provided to regular employees in accordance with the Annual Training Planner.

Contractor Safety

GAIL is committed to ensuring adequate safety in all spheres of business areas, as per National & International Standards, during Design, Construction, Operation and Maintenance of Plants, Pipelines and associated facilities. GAIL encourages all contract workers to adopt safe working practices and behaviour to create a positive HSE Culture within the organization.

Behaviour Based Safety (BBS) has been implemented at GAIL installations to develop a safe work culture, empowering and enabling all employees, including contract workers, to report any unsafe condition / unsafe act to enhance workplace safety.

GAIL complies with the provisions laid down under The Factory Act & Rules and Building & Other Construction Work Act 1996 on Health & Safety. Some of the significant steps taken in this regard are summarized below:

- Safety Training / Awareness Programs before deployment on the job.
- Use of PPE (Cotton Cloths, Safety Shoes, Helmet etc.) is compulsory at sites.
- Health assessments of workers for critical jobs like Working at Height and Vessel Entry are being ensured before deployment.
- Standard Operating Procedures are also in place. Necessary Safety Information, Data Sheets, SOPs etc. are displayed prominently.
- Non-sparking tools are used during maintenance activity inside plant premises.
- Periodical monitoring of the place to assess the level of concentration of Hydrocarbon and toxic gases, illumination, noise, environmental quality, etc., are carried out, and suitable mitigation measures are taken to bring it to an acceptable level.
- LTIFR (Lost Time Injury Frequency Rate) for employees is 0 & for worker is 0.027 in FY 2024-25.



12.7 Occupational Health and Safety at GAIL

(GRI 403-6, GRI 403-7)

Occupational health guidelines have also been formulated to give thrust on occupational health of the industrial employees at GAIL. The guidelines encompass various aspects including requirements of occupational health infrastructure at sites, occupational health committees, medical surveillance programs, documentation and analysis of health data and bio-medical waste management etc. Medical health check-up is carried out to assess the health of employees. Permanent employees are assessed annually for their well-being by conducting Occupational Health Check-ups. Awareness programs are also periodically organized to ensure improvement in lifestyle related habits. The health score of all the employees is calculated based on the pre-defined parameters and they are motivated for improving the same. Cumulative Health Index for each of the sites is also calculated based on the health score of individual employees for the analysis and improvement of employees' wellbeing. The Corporate Occupational Health Committee evaluates the effectiveness of GAIL's occupational health programs at a meeting held every three months. O&M installations, in accordance with the provisions of Factories Act 1948, are mandated to conduct the operational health check-up of routine personnel every year.

Significant Policy Level Initiatives taken in FY 2024-25 are as follows:

1. Safety Culture Assessment Study- 2024 carried out to determine the way forward for taking actions to further enhance Safety at our workplace.
2. An initiative was taken to develop provision of Third-Party Services in GAIL's Health, Safety and Environment Management System to strengthen Contractor Safety management in GAIL.
3. Standardization of procedures are one of the key initiatives of Corporate HSE Department. In this regard, revision of Technical Specification of PPEs, Incident Reporting System of GAIL, Fire Protection Manuals & Revision of Disaster Management Plan of GAIL aligning with Disaster Management plan of MoPNG was carried out.
4. A new provision was introduced for periodic medical check-ups for dependent spouses (aged 35 years and above) and dependent parents, allowing one check-up every two financial years to promote preventive healthcare practices within families.

GAIL's Corporate Occupational Health Committee monitors programs, evaluates effectiveness through audits and organizes Safety Committee meetings to discuss safety and occupational health aspects at O&M installations.

The following are some of the highlights:

- 21st Annual HSE Workshop on theme "ERDMP - An approach to Loss Prevention, Control and Resilience", organised on 17th February 2025 at GAIL Jubilee Tower, Noida was inaugurated by CMD of GAIL in presence of Directors & employees of GAIL.
- A customized Safety Leadership program was conducted on 27th September 2024 for the top management, organized in collaboration with a renowned international agency. The session was attended by key leaders, including the CMD, Directors, Executive of GAIL and its JV companies. Disaster Management Workshop was conducted for Disaster Management Sub Group (DMSG) members in association with National Disaster Management Authority (NDMA) and National Institute of Disaster Management (NIDM) on 13th June 2024.
- Employee engagement workshops on 'Accident Prevention & Incident Investigation Procedure' conducted by CO-HSE at Visakhapatnam, Mumbai, Pata and Vijaipur.
- As a part of Capacity Building on Process Safety Management, 4 (Four) Batches of 03 Days Training Program on 'Safety in Operation and Maintenance' focusing on Process Safety Management and its Elements was

organised in association with Training Department at Pata, GTI and Vijaipur.

- A total of 28 familiarization programs were conducted on EHSM (Environment, Health and Safety Management) functionalities including the Incident Management System, Risk Assessment, Management of Change, and Safety Audit/Activity modules within the SAP platform. These programs successfully covered over 300 Operations & Maintenance (O&M) personnel across GAIL locations.
- Two Electrical Safety Workshops/Webinars were organized for O&M personnel in collaboration with the Central Board of Irrigation and Power (CBIP). These sessions focused on "Solar PV System Requirements as per CEA Safety Regulation 2023" and "Safety in System Integration", and were conducted in observance of National Electrical Safety Week 2024.
- Webinar on "Occupational Health Management" & "Role of Behaviour Based Safety in Safety Culture Building" was organized on 9th August 2024 & 21st November 2024 respectively through online platform, in association with renowned international agency.
- Online Trip Interlock Bypass System is a digital platform integrated with SAP that helps GAIL manage safety interlocks in the plants. It enables authorized staff to temporarily bypass (switch off) certain safety interlocks during maintenance or operations in a controlled and approved manner. The system keeps a real-time record of all bypassed interlocks, displays their status in one place, and maintains a complete approval and audit trail. This ensures safety, transparency, compliance, and reduces operational risks.
- Case studies on Worldwide Industrial Incidents (occurred in the past) are circulated to employees on monthly basis and Key Learnings from case studies are also discussed at GAIL Installations during Monthly Safety Day Meeting on 10th day of every month.
- A Physical Fitness Test and sensitization program for 57 security guards was conducted by the Corporate Security Department on 15th June 2024. Additionally, an age-wise analysis of all CISF personnel deployed at various GAIL locations was carried out.

The 21st Annual HSE Workshop was organised at GAIL, Noida, and inaugurated by Shri Sandeep Kumar Gupta, CMD, in the presence of Directors and senior officials.



Shri Ayush Gupta, Director (HR), GAIL (India) Limited, receiving the award in recognition of excellence and outstanding contribution to organizational growth



GAIL's Employees participating in the 'Spandan' program a monthly Employee Engagement Initiative aimed at fostering positivity, collaboration and workplace well-being



Safety Leadership Workshop for Top Management at Corporate Office, New Delhi.
The Program was inaugurated by Shri Sandeep Kumar Gupta, CMD, GAIL.

12.8 Safety Audits and Observation

(GRI- 403-7)

Safety Audits are conducted by PNGRB approved Third Party Inspection Agencies, External organizations, and internal staff to ensure the effectiveness of Emergency Preparedness and HSEMS Guidelines.

There is a team to conduct an Internal Audit (Proactive Safety Audit & Internal Audit-Corporate) to identify enhancement opportunities concerning PNGRB and other regulations, OISD Standards, Governance and other relevant factors. Periodic Internal Audits on Occupational Health, Safety and Environment Management are performed to identify potential improvement areas for enhancement in accordance with a variety of health and safety regulations.

In addition to Internal Audits, Third Party Inspection Agencies conduct External Safety Audits of GAIL's installations in accordance with applicable national codes and standards. All recommendations received during various audits are recorded in the Online Audit Monitoring System to ensure time-bound compliance.

External Safety Audits (ESA) of major installations are conducted once a year in line with the Manufacture, Storage and Import of Hazardous Chemicals (MSIHC) Rules, 1989. During the reporting period, 31 ESAs, excluding those by OISD and PNGRB, were conducted. Technical and Safety Audits of installations such as LPG Storage & Handling facilities, NG/LPG Pipelines, and CGD Networks are also carried out by PNGRB-approved TPIAs to ensure compliance with PNGRB regulations. In the reporting period, 05 PNGRB T4S Audits were conducted for GAIL installations.

The Oil Industry Safety Directorate (OISD), under the Ministry of Petroleum & Natural Gas, also conducts Safety Audits of Gas Processing Plants, Petrochemical, and NG/LPG Pipelines once every 3 to 4 years. During the reporting period, 06 OISD Safety Audits were conducted across GAIL installations to check conformity with relevant OISD standards and guidelines. Compliance Reports based on the findings of ESAs are submitted periodically to statutory authorities including OISD, PESO, and PNGRB, ensuring accountability and continuous improvement in Health and Safety practices.

GAIL has established a structured procedure to carry out Internal Technical and Safety Audits of its Operations & Maintenance (O&M) facilities. These proactive safety audits are conducted at least once a year by an Internal Team to identify improvement areas with respect to PNGRB regulations, OISD standards, and other applicable codes. During the reporting period, 25 Internal Technical and Safety Audits covering Pipelines and Gas Processing Plants were conducted by the Internal Team. Additionally, 02 Electrical Safety Audits of O&M installations were undertaken to ensure compliance with electrical safety norms.



GAIL conducted a Fire Safety Training Program at Jhabua to enhance awareness and preparedness among employees.

Safety Observations- in Number	Reported	Closed	In Progress on last day FY Comparison
2024-25	7,002	6,877	125
2023-24	6,367	5,956	411
2022-23	6,117	5,778	339

Awards and Appreciations

In recognition of its unwavering commitment to Safety, Health, and Excellence in business operations, GAIL has been conferred with several prestigious awards during the year. These accolades span across multiple installations and functions, reflecting the organization's robust safety culture, leadership in workplace well-being, and dedication to operational excellence.

Key awards received during FY 2024-25 include:

- Director (HR), has been conferred with the "Titan – Workplace Culture & Safety Award" at the 'Transform HSE Leadership and Excellence Award 2024' held on 22nd August 2024. GAIL also got the award for Industrial Safety - Pipeline
- GAIL Vaghodia bagged Safety award "Suraksha Puraskar - Bronze Trophy" for the year-2024 in Manufacturing Sector in Group-A category from National Safety Council of India, Navi Mumbai.
- GAIL Vijaipur, Kailaras and Agartala were honoured with the Safety Innovation Award-2024
- GAIL Gandhar, Karaikal & Agartala were awarded by Apex India Foundation with Excellence in Safety Management award.
- GAIL Pata received the "Prestigious Platinum Award" for Grow Care India Occupational Health & Safety Award 2024.
- GAIL Jhabua was awarded with the Grow Care India Awards in Petroleum Storage and Transportation Sector for Outstanding Achievement in OHS Management on 27th November, 2024.
- GPU, Gandhar has been honoured with the prestigious Platinum Award from Grow Care India for Excellence in Occupational Health and Safety (OH&S) activities.
- GAIL, Jhabua was awarded with the 9th Apex India Excellence Awards for Integrating Excellence in Safety, HR & Quality Management on 23rd November, 2024.
- GAIL Vijaipur awarded with "Prashansa Patra-2024" on 17th January 2025 for GPU Vijaipur and HVJ Compressor Station from National Safety Council of India, Navi Mumbai.
- GAIL Kailaras was honoured with the prestigious Platinum 7-Star HSE Award-2024 by the Safety Council of Madhya Pradesh in Bhopal on 18th January 2025.

GAIL's steadfast commitment to Health, Safety, and Environmental excellence is embedded across all levels of the organization. Through rigorous implementation of HSE management systems, proactive safety audits, employee and contractor engagement, digital integration, and robust policy frameworks, GAIL continues to foster a culture of safety, accountability, and continuous improvement. The numerous recognitions and awards received during the year stand as a testament to the company's dedication to protecting its people, assets, and the environment. Moving forward, GAIL remains resolute in its pursuit of operational excellence and sustainable practices, ensuring a safer, healthier, and more resilient future for all its stakeholders.



GAIL has been conferred with the Titan - Workplace Culture & Safety Award at the Transform HSE Leadership and Excellence Awards 2024, held on Thursday 22nd August, Award received by Shri Ayush Gupta, Director (HR).



Shri Sandeep Kumar Gupta, CMD, GAIL, along with Shri R K Jain, Director (Finance); Shri Deepak Gupta, Director (Projects); Shri Ayush Gupta, Director (HR) and Shri Rajeev Kumar Singhal, Director (BD) felicitated GAIL's Para sportspersons with Certificates of Appreciation for their outstanding performance in the 6th ONGC Para Games 2025, held from 6th-9th March 2025 in New Delhi.



Hon'ble Shri Sandeep Kumar Gupta, CMD, GAIL, being briefed about Prototype of conducting off site mock drill at Rajahmundary on 12th & 13th June 2025

13



Responsible Supply Chain Management

- INR 1,760 Crore of procurement from MSEs in FY 2024-25 is ~48.87% of total procurement.
- In FY 2024-25, Procurement from MSEs owned by Woman Entrepreneurs have increased to 7.80% from 6.65%
- Procurement through Government e-Marketplace (GeM) in FY 2024-25 is INR 2,114 Crore.

Responsible Supply Chain Management

Our Suppliers

GAIL is committed to ensure sustainable consumption and production patterns to reduce environmental impact, promote economic efficiency and improve the quality of life for all (SDG 12: Responsible Consumption and Production). At GAIL, Suppliers are the key stakeholders as they ensure smooth business operations and significantly contribute to our overall success. We encourage suppliers, contractors and vendors to conduct business ethically and comply with all the relevant state, national and international laws & regulations.

GAIL collaborates with its suppliers to establish a sustainable business practice that delivers mutual benefits. To achieve this, GAIL conducts regular audits and assessments to ensure that select suppliers adhere to the environmental and social criteria. For remaining suppliers, GAIL adheres to a due diligence process, where supplier's records are assessed.

GAIL's decision to adopt the 'Atmanirbhar Bharat Mission' as a supply chain revival strategy is intended to promote domestic production and encourage maximum participation from local domestic bidders. This method facilitates the development and expansion of local vendors.

13.1 Supplier Governance Mechanisms

(GRI 2-9b, 2-12a)

GAIL has established various committees to ensure efficient, smooth supply chain operation and decision making, such as the Empowered Contracts & Procurement Committee (ECPC), Project Committee, Stakeholder Relationship Committee, Stakeholder Grievance Redressal Committee, Settlement Advisory Committee and Independent External Monitors.

The roles and responsibilities of these committees are:

a) To align the policies with GAIL's commitments, goals and vision.
b) To ensure compliance with all the applicable national and international laws & regulations.
c) To manage and improve the relationship with the stakeholders.
d) To address the grievances of the suppliers, vendors and contractors.
e) To give recommendations on settlement proposals that have financial implications of more than INR 25 Lakh.
f) To monitor implementation of the Integrity Pact (IP) in all tenders.

Contract Management Document (COMAND) was launched for Engineer-In-Charge (EIC) to improve contract management and execution.

The overall governance of Supply Chain Management transpires through committees, namely:

Empowered Contracts & Procurement Committee (ECPC): The Empowered Contract and Procurement Committee oversees and approves all contractual agreements and procurement activities. Its primary goal is to ensure that the procurement process is legally valid and transparent in-nature. The Committee also evaluates and mitigates risks associated with contract management and empowers supplier relationships.

Project Committee: The Committee along with the presence of Government Nominee Director, oversees and approves Projects exceeding INR 100 Crore and up to INR 250 Crore, including time and cost overrun subject to DPE guidelines. The Committee can recommend Projects costing above INR 250 Crore or more, subject to DPE guidelines.

13.2 Procurement Practices and Policies

(GRI 3-3c, 2-23e, f, 2-24a-iii)

Effective management of purchase policies plays a vital role in improving GAIL's sourcing practices and business relationships. Efficient and prudent contract and procurement methods assist the organisation in avoiding the risks associated with its operations and enhancing transparency through following of SOPs. GAIL assures that all of its suppliers follow the necessary national / international legislations and standards, thereby enabling uninterrupted operations at the same time adhering to regulatory requirements and ensuring compliance.

All bidders must conform to GAIL's General Conditions of Contracts (GCC), wherein they confirm adherence to all provisions relating to the impact on society, environment, labour practices, and human rights as outlined in the Integrity Pact. GAIL embeds its policy commitments for responsible business conduct across all levels of its operations and business relationships through a structured governance and compliance framework. The suppliers are expected to adhere to the Supplier Code of Conduct and comply with all environmental and social criteria mentioned therein.

These guidelines mandate adherence to the following standards:

a) Promoting the rights and welfare of workers.
b) Ensuring all employees and workers comply with Health and Safety regulations at the work site.
c) Commit to protecting the environment in compliance with all applicable environmental laws and regulations.

There are various modes through which aforesaid procurement activities are carried out in GAIL. Some of these are as follows:

- Government e-Marketplace (GeM)

- Open Domestic Tenders
- Limited Domestic Tender
- International Competitive Bidding (ICB)
- Limited International Competitive Bidding (LICB)
- Nomination Order/Award
- OEM/Proprietary Purchase
- Petty Purchase/Works/Services/Hand quotation for petty orders
- Annual Rate Contracts
- Purchase by Boards of Officers
- Emergency Purchase
- Purchase from Government Cooperative commercial outlets
- Quality and Cost Based Selection (QCBS) for Services

Additionally, GAIL rigorously implements all relevant government policies that contribute to the organization's sustainable sourcing. The procurement policy guides the procurement processes and sourcing strategies to ensure that the services and goods acquired result from transparent processes, time & cost-effective decision making and integrated risk management mechanism.

Tendering and Contracts

The Tendering and Contracts process in GAIL involves three Stages:

a) Pre-Award Stage

b) Post-Award (Execution of Contracts)

c) Closure of Contracts

a. Pre-Award Stage of Tender

The initial step of the Pre-award stage is a Pre-tender meeting to understand technical & financial qualification criteria, specifications/scope of work etc. of tender and gain feedback from prospective bidders, if any. The details of the pre-tender meeting of all the tenders are uploaded on GAIL's website and GeM portal for broader circulation. Any prospective bidder may download and participate in the tender.

GAIL is promoting e-tendering by sending and receiving tenders through e-platforms. The threshold value of E-Tendering has been lowered to INR 2 Lakh. Model Instructions to Bidders (ITB) are given to bidders for all Tenders, to bring uniformity in tendering across all work centres of GAIL and also facilitate bidders in submitting their bids. Further, GAIL also conducts meetings with Original Equipment Manufacturers (OEMs) for Standardization of Terms & Conditions to bring uniformity and reduce lead time in processing OEM cases.

To promote **Make in India** and enhance the participation of Indian bidders, a policy has been introduced to qualify the Indian bidder based on experience of foreign representative company. Third-party agencies have been engaged in verifying and certifying BEC documents. Additionally, relaxation has been given to Start-ups, related to prior turnover and experience, in the procurement of goods/works/services.

b. Post-Award Stage of Tender

EIC will organise a kick-off meeting with the contractor after the contract is awarded. Aspects covered during the kick-off meeting include signing the agreement, submission of Contract Performance Security (CPS), schedule for submission / approval of drawing / document, work schedule and sub-milestones etc.

Contract Performance Bank Guarantee (CPBG) in work contracts has been modified as 5% initially & deduction of remaining 5% from Running Account (RA) Bills. The time for the submission of CPBG has been rationalized. Trade Receivable Discounting System (TReDS) has been introduced to address challenges faced by MSMEs in maintaining their working capital due to delayed payments from buyers. TReDS is an online electronic institutional mechanism for financing MSMEs' trade receivables. GAIL is registered on the Trade Receivable e-Discounting System (TReDS) portal of all the four service providers (i.e., M/s C2TReDS, M/s Mynd Solutions, M/s A TReDS and M/s RXIL) for making payment to MSEs vendors through TReDS portal.

GAIL has taken various measures in Pipeline Laying Contracts, such as mobilization advances in two instalments of 5% each, release of 70% of Running Account bills payment within 07 days, Extended stay compensation to the contractor etc. The interest rate is reduced to Marginal Cost of the Funds Based Lending Rate (MCLR) (for one year) charged by SBI plus 2.0% p.a. on a reducing balance basis.

The monthly health monitoring of contracts is implemented to ensure that contracts are managed and executed to the stakeholders' satisfaction. It includes various aspects of contract management, including claims, deviations, amendments, issues/disputes etc. Monthly Reports in the prescribed format are to be submitted to the management.

c. Closure of Contracts

GAIL has also implemented System for Quarterly Closure of Contracts to resolve all the issues and ensure that contracts are managed and executed with the satisfaction of all the stakeholders & resulting in ease in contract closure.

13.3 Sustainable Procurement

(GRI 3-3 d, 407-1b, 409-1b)

GAIL's suppliers play a key role in its value chain, with a substantial impact on the enterprise's environmental and social performance.

Our suppliers and contractors are constantly encouraged to meet strict requirements, certifications and standards related to Quality, Environmental Impacts and Health & Safety, thus serving

as an effective way to ensure that our suppliers are aligned with the company's sustainability goals and values. GAIL aims for sustainable procurement throughout its supply chain, especially by acquiring raw materials and goods from India based suppliers. These suppliers form a critical part of GAIL's sourcing ecosystem and are persistently encouraged to uphold responsible business practices.

Contractors are prohibited from hiring underage workers. In order to ensure that human rights are protected, the organization performs frequent checks at all stages of operations, including in its subsidiaries. To avoid illicit practices such as exploitation of underage workers, GAIL strictly prohibits the use of child labour and, forced labour in its operations and meticulously complies the government's legislative action plan on child labour policies. Security personnel are sensitized to prevent underage workers from entering the plant or office premises, ensuring scrupulous observance to legislation and GAIL's values.

GAIL has a systematic approach to screening suppliers aiming to identify potential sustainability risks within its supply chain, considering country-specific risks, sector-specific risks and commodity-specific risks. To streamline the process, GAIL implements Supplier Assessment and Development measures aimed at evaluating and improving supplier performance. During the reporting period, no suppliers were identified as having significant actual or potential negative environmental impacts through GAIL's supplier assessment processes

Implementation of Purchase Preference policy

GAIL provides purchase preference to Micro & Small Enterprises (MSEs) in line with the requirements of various procurement policies to promote local vendors and enabling GAIL to be part of their growth story. The policy aims to incentivise the growth and belief in local goods and services and providing purchase preference to the manufacturers/service providers who meet the specified local content % in their business activities. To ensure sustainability in its supply chain, GAIL has implemented the following policies into its processes:

Public Procurement Policy for MSE 2012
Policy for Purchase Preference to Domestically Manufactured Electronic Products (DMEP)
Policy to Provide Purchase Preference as per Public Procurement (Preference to Make in India), Order 2017
Policy for Preference to Domestically Manufactured Iron and Steel Products (DMI&SP)
Policy for Purchase Preference to Domestically Manufactured Telecom Products - Works and Services
No International Competitive Bidding (ICB) tender below INR 200 Crore. In exceptional cases, ICB tenders are to be floated only with the approval of the competent authority
Preference to MSE owned by SC/ST and women entrepreneurs is being given in line with the Public Procurement Policy for MSE 2012
Adherence to DPIIT's Start-up Policy wherein registered Start-ups are exempted from mandatory requirement of meeting the Technical BEC

The Public Procurement Policy for MSEs 2012 targets 25% of procurement from MSEs with sub-targets for marginalized communities of 4% owned by Scheduled Castes or the Scheduled Tribes and 3% owned by Women entrepreneurs for the Goods and Services procured.

In FY 2024-25, out of the total eligible value of annual procurement of INR 3,601 Crore towards Goods and Services, the total procurement value from MSEs is INR 1,760 Crore (48.87% of total) compared to INR 1,963 Crore (56.00% of total) in FY 2023-24.

The procurement made from MSEs owned by SC/-ST (Scheduled Caste/Scheduled Tribe) Entrepreneurs was INR 167 Crore (4.64%) and procurement made from MSEs owned by women entrepreneurs was INR 280 Crore (7.80%) of the total eligible value of annual procurement, signifying GAIL's steadfast drive to support Micro & Small Enterprises.

Procurement of Goods and Services from small / local producers

GAIL is actively working towards enhancing procurement from MSEs owned by SC/ ST entrepreneurs and making a positive impact on marginalised communities. GAIL has adopted a special tie-breaker methodology in tenders issued through the Government eProcurement system of NIC services / works to prioritize procurement from MSEs owned by Women SC/ST entrepreneurs.

In cases where there is a tie at the lowest bid position between two or more bidders, the following preference sequence is followed when awarding the contract:

a) If one of the bidders is an MSE owned by SC/ST Entrepreneur, the order shall be placed to that bidder.

b) If one of the bidders is an MSE owned by a Women Entrepreneur, the order shall be placed to that bidder.

c) If one of the bidders is an MSE, the order shall be placed to that bidder.

d) If none of the above conditions are met, the order shall be placed to the bidder having a higher turnover in the previous financial year.

No.	Particulars	Unit of Measurement	FY 2024-25	FY 2023-24
1.	Total Annual Procurement from MSEs through GeM	INR Crore	1,760	1,963
2.	Target of Procurement	%	25	25
3.	% of Total Procurement (including MSEs owned by SC/ST Entrepreneur)	%	48.87	56.00
4.	Procurement from MSEs owned by SC/ST entrepreneurs	INR Crore	167	142
5.	% Of Procurement from MSE owned by SC/ST entrepreneurs	%	4.64	4.08
6.	Procurement from MSEs owned by women entrepreneurs	INR Crore	280	231
7.	% of Procurement from MSEs owned by women entrepreneurs	%	7.80	6.65
8.	Total Annual Procurement through GeM	INR Crore	3,601	2,704

Uploading of Annual Procurement Plan and Future Procurement Plan

To encourage the participation of MSEs, GAIL guarantees that the Annual Procurement Plan is regularly uploaded to its dedicated tender website. This strategy specifies the procurement requirements from MSEs and is a useful resource for local vendors. GAIL also ensures transparency by publishing detailed information on all MSE procurements over the last three years on its official website. This information enables interested parties to obtain data from prior years and acquire insights about the Company's interactions with MSEs.

Qualification of Indian Bidder Based on Experience of Foreign Supporting Company

GAIL has implemented a policy that prioritizes Indian bidders based on the qualifications of their foreign supporting bidders. This policy encourages domestic participation in various projects and initiatives undertaken by GAIL.

INDEG Group is constituted to support the growth of the domestic manufacturing sector

All the public sectors under the Ministry of Petroleum & Natural Gas (MoPNG) have constituted the Indigenisation Group (INDEG Group) to promote the participation of indigenous produced goods and services in the Oil & Gas sector. GAIL has constituted INDEG Group at the Apex and site levels and is monitoring its progress regularly. The objective of INDEG Group is to take initiatives to develop indigenous source of materials / services, import substitution and reserving material / services to be supplied by domestic vendors only. The MoPNG has developed an exhaustive portal where all Oil & Gas Companies will upload their future demands and various item categories procured by them. GAIL is actively participating in developing this portal, which will help Indian manufacturers enhance their manufacturing capacity.

To promote domestic manufacturing in MSEs under the Atmanirbhar Bharat Mission, the government or its agencies for the procurement of goods and services decided that no global tender would be floated if the value was less than INR 200 Crore. In exceptional cases, where there are special reasons for tenders below mentioned limit, prior approval from the competent authority is obtained along with a detailed justification. The Secretary (Coordination) and the Cabinet Secretariat are the competent authority to approve the processing of tenders on a Global Trade Enquiry (GTE) basis up to INR 200 Crore in the exceptional cases mentioned above.

13.4 Information Systems and Digital Transformation

(GRI 3-3 f, 2-26ii)

Digital transformation involves the use of digital technologies to create new or enhance existing policies, processes, procedures, and customer experiences, enabling organizations to respond effectively to evolving business and market dynamics.

As part of the Digital India campaign, GAIL envisions a digitally empowered society and knowledge-driven economy. In line with this vision, the company is undertaking a comprehensive digital transformation by integrating advanced systems and modernizing its procedures. Various online management tools such as the Bill Watch System, cashless and paperless transaction platforms, File Movement System and the e-Office System have been implemented as part of this ongoing transition. These initiatives have significantly enhanced operational efficiency, improved transparency, and streamlined internal processes across the organization. In its continued efforts to reduce paper consumption and improve record-keeping, GAIL has also adopted digital documentation practices. GAIL has developed a standard document, General Conditions of Contracts, which is readily available on GAIL's tender website. GAIL has implemented a Document Transmittal System that simplifies the signing and countersigning of bulky contract documents in projects. Instead of printing and physically signing these documents, relevant GAIL officials utilize digital signatures to sign them electronically.

Tenders at GAIL are done on digital platforms, especially the GeM or the E-tendering system. GAIL intends to make the best use of the GeM portal for tendering purposes in accordance with the recent government rules. This portal complies entirely with several Central Vigilance Commission (CVC) rules, ensuring transparency and accountability in the procurement process. By leveraging these digital platforms, GAIL hopes to streamline and improve the efficiency of its tendering process in compliance with government guidelines.

Vendor Invoice Management (VIM), a significant step towards complete digitalization, centralisation, and automation of vendor payment, was implemented in partnership with IBM Consulting. VIM is a complete digital solution for prompt payments, better experiences, enhanced efficiencies and transparency for end users. It will help GAIL remain competitive and succeed by providing ease of doing business.

GAIL believes that introducing initiatives like 'SARATHI', 'SPARSH', 'ASK-ASHA' & 'Vendor Helpdesk' greatly enhance the relationship and provide valued vendors with the highest level of service, support and satisfaction.

'SARATHI': GAIL's Shared Service Centre for VIM for automation, digitalization & centralization of the Accounts Payable process.

'SPARSH': A Vendor or Supplier Portal for ingestion of digitally signed PDF copies of invoices, credit notes & retention release requests by Vendors into the VIM System.

'ASK-ASHA': A Self-Service BOT for vendor query resolution in respect of the following is also operational:



'VIM Helpdesk': GAIL has established a VIM Helpdesk to assist vendors with any issues or queries and ensure that issues are resolved promptly and satisfactorily.

Implementation of VIM portals has resulted in the following outcomes:

VIM System has processed over 1,50,000 invoices and evolved as a Centre of Excellence, bringing efficiency to the processes with support from all stakeholders.

Extension of VIM Portals to JVs and Subsidiaries: GAIL has extended VIM Portal facilities to GAIL Mangalore Petrochemicals Limited (GMPL) and GAIL Gas Limited (GGL).

13.5 Grievance Mechanisms

(GRI 2-25b, d, e)

GAIL has a designated Vendor Grievance Portal- **"SAMADHAN"** to address issues of Vendor/ Supplier/ Contractor/ Consultant in a timely manner. These initiatives have been taken to transform from a "Reactive to Proactive Organization". Our goal is to move towards "Zero Disputes". The Vendor/Supplier/ Contractor/Consultant can submit their issue (s) on the Vendor Grievance Portal-**"SAMADHAN".**

The link to the portal is available on our website:

https://gailebank.gail.co.in/Griev ance_new/vendor/Vendor_Login.aspx

GAIL also has specific complaint channel, i.e., an Online Complaint System for suppliers that is designed to streamline the process of addressing and resolving complaints promptly.

Online Compliant System link:
https://www.gailonline.com/onlineComplants.html

Vendors also have the option to address their grievances by reaching out to Independent External Monitors (IEM). These IEM have been appointed to ensure the proper implementation of the Integrity Pact in GAIL. Integrity Pact is an agreement between suppliers and GAIL to promote transparency, prevent corruption and uphold ethical business practices throughout the procurement process. The Integrity Pact is included in all tenders with a value exceeding INR One (01) Crore.

Apart from this, a vendor feedback portal has also been launched to capture the feedback of suppliers and contractors effectively.

Vendor feedback portal link:
https://gailebank.gail.co.in/vendorfeedback/Login.aspx

13.6 Initiatives taken for Engaging with Suppliers in FY 2024-25

(GRI 3-3-f, 2-29a, 308-1a)

GAIL has taken initiatives to streamline and improve business interactions with its vendors and suppliers.

GAIL ensures broader participation and educates vendors on the tendering process through pre-tender and pre-bid meetings in all its tender processes. GAIL regularly organizes Interactive Meets & Development Programs for vendors, suppliers and contractors at its various work centres.

These events aim to provide updates on best practices for facilitating business operations, executing contracts, and presenting GAIL's initiatives and policies, as well as regulations and policies introduced by the Government of India.

GAIL has developed ESG programs for its suppliers to provide information on best practices, regulatory compliance, and performance improvement strategies. These programs aim to enhance suppliers' understanding of environmental impacts, social responsibility and ethical governance. By participating in these programs, suppliers receive training on reducing environmental impacts, improving labour conditions and adhering to ethical business practices, ensuring their operations align with GAIL's commitment to sustainability and corporate responsibility.

GAIL has also conducted various meetings with MSEs, including those run by SC / ST entrepreneurs across India. Vendor Training Programs are organized to bridge the gaps in understanding and

interpretation of RFQ/Tender documents, offering guidance to vendors on common mistakes done in the tender process and contract execution, to foster long-term mutually beneficial associations.

GAIL regularly conducts Corporate Level Special Vendor Development Programs in collaboration with the National SC/ST Hub, specifically aimed at MSEs owned by SC/ST entrepreneurs. During the program, participants are briefed about GAIL's procurement policies and the special initiatives to promote MSEs owned by SC/ST entrepreneurs.

In FY 2024-25, 20 Vendor Development Programs (Including 04 programs for SC/ST & Women entrepreneurs) were conducted by GAIL across various work centres to create awareness and associate with the vendors for mutual and sustainable growth. The program was also attended by representatives from GeM, TReDS, SC-ST Hub, NSIC etc for effective hand holding.

GAIL has published advertisements in prominent newspapers, in at least two leading newspapers (one English and one vernacular depending upon state language) to reach out to large number of MSEs, especially those owned by SC/ST entrepreneurs

GAIL has established an email helpdesk, namely 'ED C&P Cell', to facilitate communication, seek advice and address concerns related to the Contracts & Procurement process. Officials can submit their questions and issues, which are promptly attended to and compiled into a Frequently Asked Questions (FAQ) format.

Other Sustainable sourcing initiatives for FY 2024-25 are as follows:

- GAIL follows sustainable procurement practices to ensure transparent, fair, competitive, cost-effective, and environmentally friendly procurement processes. All tenders are floated through a dedicated e-tendering portal accessible at https://www.gailonline.com/Tender.html which supports paperless operations and aligns with the Company's digital and sustainable initiatives.
- The e-tendering system has significantly contributed to the reduction of paper usage and is an important step toward GAIL's sustainable procurement goals. The system is maintained by GAIL to ensure smooth operations and enhanced efficiency.
- GAIL has implemented a Document Transmittal System for the signing and countersigning of bulky contract documents in projects. Under this system, contract documents are signed digitally by GAIL officials and transmitted electronically to contractors, who countersign and return them online, eliminating the need for physical printing.
- Provision for Green Packaging has been incorporated into GAIL's tender documents to promote eco-friendly packaging practices.
- GAIL promotes energy efficiency through initiatives such as:
  - v Mandatory procurement of star-rated electrical equipment,
  - v Exclusive procurement of LED lighting and fixtures.
  - v Automatic switching-off lights in utility areas to reduce unnecessary energy consumption.
- In alignment with the DPIIT's Start-up Policy, registered Start-ups are exempted from the mandatory requirement of meeting the Technical BEC, thereby encouraging innovation and entrepreneurship.
- All bidders are required to accept GAIL's General Conditions of Contracts, which include commitments to all the applicable laws which covers Environment, Human rights etc. ~90% of goods and services procured by GAIL are sourced locally.
- GAIL has been implementing the Public Procurement Policy (PPP) for Micro and Small Enterprises (MSE), 2012 under the Micro, Small, and Medium Enterprises Development (MSMED) Act, 2006 since its notification. The policy and its subsequent amendments are adopted by GAIL as and when notified. Under this policy, the following benefits are extended to MSEs:
  - ❖ Exemption from payment of EMD/Bid Security,
  - ❖ Purchase preference of 15% to MSEs,
  - ❖ Reservation of specified items for procurement exclusively from MSE vendors.

GAIL concurrently implements the Public Procurement (Preference to Make in India) Order, 2017 along with the PPP for MSEs.

14



Our Customers

In the FY 2024-25, no incidence of customer privacy violations was reported

CSI score stood at 92% in FY 2024-25

Our Customers

GRI (3-3)

GAIL is dedicated to providing top-quality products and services with a focus on new ideas and constant improvement. We aim to give our customers the best experience by responding quickly and putting their needs first. By keeping our customers happy and building trust, we create strong and lasting relationships.

We continuously undertake customer centric initiatives through tools like Market Research, Customer Engagement Programs and Surveys. This insight allows us to enhance our products and services, ensuring customer satisfaction and building long-term relationships that are the cornerstone of our growth.

GAIL supplies fuels, petrochemical and chemicals to diverse sectors such as industries, commercial establishments, with the dual objective of enhancing customer convenience and prioritizing environmental concerns.

In addition, GAIL examines the strategies of competitors, and redefines its own technique/approach, and introduces new initiatives to enhance its services. In the CGD segment, this has led to the introduction of online registration and payment systems, automated smart meters for Natural Gas, and mobile applications to ensure a seamless and efficient user experience.

14.1 GAIL's Customers

Our customers for various business segments are as follows:

1. **Natural Gas:** The most prominent customers of GAIL in this segment are from:

a) Fertilizer Sector - 21 Customers
b) Power Sector - 21 Customers
c) CGD Sector - 55 Customers
d) Others - 278 Customers

2. **Natural Gas Transmission:** Natural Gas Pipelines are used for transportation of Natural Gas to Power Plants, Fertilizer Industries, CGD companies and other industries in the country.

3. **Petrochemicals:** GAIL caters to the requirement of customers for various applications such as Blow Moulding, Injection Moulding, Raffia & Monofilament, Film, Pipe, Roto Moulding, etc., by supplying required grades of High-Density Polyethylene (HDPE) and Linear Low-Density Polyethylene (LLDPE).

4. **Liquid Hydrocarbon:** In the Liquid Hydrocarbon segment, our major customers are in the Industrial and Commercial sectors.

14.2 Customer Privacy

(GRI 418-1a, b, c)

The rapid pace of digitalization has resulted in a greater emphasis on privacy. Accordingly, customer privacy is a critical issue and hence, a crucial element of our contractual agreements. Customer privacy concerns primarily includes data protection, appropriate use of information, confidentiality, and prevention of data theft or misuse. Customer privacy is a fundamental component of GAIL's agreements, which specifically emphasize:

- Using information strictly for its intended purpose
- Maintaining strict confidentiality
- Preventing misuse or unauthorized access to data

Notably, **no incidents of consumer privacy violations were reported in FY 2024-25.**

GAIL takes additional measures to protect consumer privacy (end consumers and business-to-business customers) based on the industry in which the customer operates:

- **Regasified Liquefied Natural Gas (RLNG):** Gas Supply and Gas Purchase Agreements include a confidentiality clause, maintaining both the buyer and seller to keep transactions and business details confidential, except where disclosure is legally required. This measure protects sensitive business information and fosters trust between GAIL and its customers.

- **Domestic Gas:** Natural Gas supply agreement with diverse customer across the value chain include strict confidentiality provisions tailored to each customer type whether they are end users or business-to-business clients. Details of these clauses are kept confidential.

14.3 Customer Satisfaction

(GRI 2-29a, 416-1)

Our core values are centred on consistently exceeding customer expectations and being their one-stop solution by providing exceptional products. GAIL's customers can log their complaints online, through letters, emails, calls, video calls and in-person through GAIL coordinators at various Zonal Marketing Offices and Corporate Office.

To assess and enhance customer satisfaction, GAIL conducts two structured feedback mechanisms:

(1) Customer Value Management (CVM) surveys and
(2) Customer Satisfaction Index (CSI)

14.4 Customer Value Management (CVM)

CVM involves collecting feedback from customers through a third-party evaluation agency. Customers are required to respond to a series of questions, and their answers are recorded. This input is subsequently analysed and presented to GAIL's management by the third-party agency. Customers' feedbacks are thoroughly examined, and the marketing department develops a strategy for addressing the issues identified. Customers are kept informed about the actions taken in response to their feedback. In FY 2024–25, a total of 150 customers were surveyed across key business segments:

Business Segment	Number of Customers Surveyed
Petrochemical (PC)	80
Natural Gas (NG)	55
Liquid Hydrocarbons (LHC)	15

Key areas of customer feedback and corresponding mitigation efforts include:

- Ensuring consistent product availability and timely delivery
- Advance intimation of plant shutdowns and product availability
- Timely disbursement of discounts
- Improvements in the complaint redressal system, particularly in terms of response and resolution times

All segment-wise customer observations for FY 2024-25 have been reviewed, and corresponding mitigation measures have been implemented.



14.5 Customer Satisfaction Index (CSI)

The CSI survey is an in-house initiative to solicit feedback from active customers via a structured questionnaire. A survey link was sent to 2,537 customers, of which 479 responded, resulting in a CSI score of 92%.

Major focus areas identified through CSI feedback include:

a) Delivery of Products:

- Timeliness in dispatch and loading
- Advance intimation regarding product availability
- Improvement in order processing time

b) Packaging:

- Enhancing the stitching quality and strength of packaging bags
- Addressing weight variations in delivered materials

c) Product Quality:

- Reducing moisture content and preventing wet material delivery
- Ensuring the quality consistency of Pentane and C4 Mix

d) Pricing:

- Providing advance notice on price changes
- Enhancing the competitiveness of GAIL's pricing structure
- Modifying the discount plan and ensuring timely disbursement

Mitigation actions based on CSI observations for PC, NG, and LHC customers have also been completed for FY 2024–25.

Quality Management System (QMS) Certification

In a parallel effort to institutionalize quality and consistency, ISO 9001:2015 certification activities were successfully completed for all sites of GAIL during the reporting period.



14.6 Customer Grievance Redressal

(GRI 416-2 a)

At GAIL, we are committed to ensuring high customer satisfaction through a Customer Grievance Resolution process that is accessible, responsive, and efficient. To achieve our goal of delivering exceptional customer service, relevant business divisions are engaged to develop and implement strategies aimed at resolving customer concerns promptly. All customer complaints are acknowledged upon receipt, and once the issue is resolved, the customer is informed through email or written communication.

Customers in the Natural Gas Transmission & Marketing, Petrochemical and Liquid Hydrocarbons business segments can log their complaints, suggestions, and grievances through GAIL's Customer Relationship Management (CRM) system. Complaints received through the CRM module are forwarded to the relevant Zonal Offices, where the Technical, Finance and Marketing teams work together to promptly resolve the issue.

Petrochemical Business: Customer Support by GAIL Polymer Technology Centre (GPTC)

For the Petrochemical business area, GPTC, Noida provides customer satisfaction services, technical help, and resolution of product-related problems on Polymer grades. In addition, Pata/BCPL team and Zonal PC Marketing executives address technical complaints of customers to their satisfaction.

GAIL customer service and feedback interface carry out the following tasks:

1. Resolving technical and commercial complaints related to polymer grades.

2. Assisting customers in selecting appropriate GAIL Polymer grades.
3. Offering entrepreneurial guidance and supporting product customization to meet evolving market demands.
4. Developing and promoting new polymer grades based on customer feedback.
5. Representing GAIL in technical forums and business associations to create awareness and advocate for policy reforms benefiting the sector.

This multi-pronged approach, combining direct engagement, technical assistance, and digital initiatives, underscores GAIL's commitment to building long-term, trust-based relationships with its customers.

In FY 2024-25, Total of 124 Customer complaints were received at Zonal Offices and GPTC, and all complaints were resolved.

The complaints received at Zonal Offices and GPTC are summarised below:

Zonal Marketing Offices & GPTC	Complaint Received	Complaint Resolved
Ahmedabad ZO	12	12
Bhopal ZO	4	4
Chandigarh ZO	0	0
Chennai ZO	0	0
Hyderabad ZO	0	0
Kolkata ZO	0	0
Lucknow ZO	0	0
Mumbai ZO	7	7
Jaipur ZO	0	0
Bengaluru ZO (incl. Kochi ZO data)	38	38
NCR ZO	4	4
Bhubaneswar	1	1
Guwahati	15	15
GPTC	43	43

GAIL & CGD Customers - A total of 36,114 customer complaints were received during FY 2024-25, The following table presents the overall complaints registered and those resolved.

Geographical Area Name	Number of Complaints Registered in FY 2024-25	Number of Complaints Resolved in FY 2024-25	Number of Complaints Open	% Complaints resolved
Varanasi	21,836	18,078	3,758	83
Patna	6,706	6,190	516	92
Ranchi	3,073	3,002	71	98
East Singhbhum	1,662	1,646	16	99
Khordha	2,594	2,439	155	94
Cuttack	243	230	13	95
Total	**36,114**	**31,585**	**4,529**	**87**

14.7 Product Labelling

(GRI 3-3, GRI 416-1a, GRI 416-2, GRI 417-1a, GRI 417-2, GRI 417-3)

At GAIL, product labelling is a vital component of our commitment to safety, compliance, and sustainability in the energy sector. Our labelling practices prioritize clear communication of safety information, regulatory adherence, technical specifications, and environmental considerations ensuring that our products are used safely and responsibly in line with all applicable legal requirements.

During the reporting period, there were no instances of non-compliance with legal regulations or voluntary codes related to the health and safety impacts 100% of our significant products. This reflects GAIL's unwavering dedication to maintain the highest standards of product integrity, operational excellence, and customer safety.

- **Natural Gas:** Distributed through pipelines marked with safety signage and information boards for public and consumer awareness along the route and at customer premises.
- **Liquid Hydrocarbons (LHCs):** Transported in PESO-classified tankers that display critical safety information, including HAZCHEM codes, in compliance with BIS, API, DIN, and PESO norms. Material Safety Data Sheets (MSDS) and quality reports are also shared with customers.
- **Polymers:** Each 25 kg Polyethylene (PE) bag displays:
  - Grade name, batch number, manufacturer details, net weight, and contact e-mail for customer support.
  - BIS standard license mark (IS 7328:2020) for product quality.
  - Symbols for storage instructions and recycling.
  - Explicit warning: "Not to be used in the manufacture of single-use plastic items prohibited under the Plastic Waste Management Rules, 2016."
  - PWM compliance statement regarding the prohibition of usage in banned SUP items.

GAIL also provides Technical Data Sheets (TDS) and MSDS, along with instructions for using its Petrochemical products safely. GAIL provides technical assistance through its Zonal Offices and GPTC, to further promote the safe use of its products. Additionally, MSDS and Quality Certificates are shared for bulk products dispatched through tankers.

GAIL is engaged in marketing LHC products/by-products namely LPG, Propane, Pentane, Naphtha, Mixed Fuel Oil (MFO), Propylene, Hydrogenated C4 Mix and Slop Oil.

1. MFO, Pentane and Slop Oil are allocated based on statutory Solvent Licenses and Storage Licenses obtained by the customers.
2. Propane, Propylene and Hydrogenated C4 Mix are allocated based on the Storage License obtained by the customers.
3. Naphtha is being allocated based on the Naphtha Control Order/Act.

All the above-mentioned licenses are being periodically renewed by the government agencies and are required to be submitted by the customer to GAIL.

Name	No. of LHC Customers	Probable Industry Sector
Propane	49	Steel, glass food processing ,automobile sector, process heating, metal processing painting units, drying ovens, metal industry, process heat dryers, etc.
Pentane	25	Petrochemical, paint, thinner, solvent industry
Naphtha	5	Institutional customer in the sector of Power, Steel, petrochemical, chemical and fertilizer sector
MFO	48	Chemical industry, industrial fuel for heating, paint, furniture, road construction, etc.
C4 Mix	4	The commercial-industrial sector as fuel and as a feedstock in petrochemical, ceramic, road construction furnaces, and the paint industry as a heating fuel
Propylene	7	Petrochemical and Pharmaceutical
Slop Oil	12	Ceramic, road construction, furnaces, paint industry, etc. as a heating fuel
Total	**150**	

14.8 Customer Engagement

(GRI 2-29, 417-1a, 417-3a, b, 416-1, 416-2, 418-1, 413-1)

GAIL's goal is to provide an end-to-end customer experience to a large extent. Engagement with customers at multiple contact points throughout the year allows us to build trust with them. Our employees are actively involved in Customer Satisfaction Surveys and Customer complaints resolution process. Customer engagement activities are aimed at answering customer queries regarding our products, as well as raising awareness about our services. Long-term goals involve building trust and expanding our reach with potential customers.

We leverage technology and customer information to gain in-depth understanding of our customer's demands, market trends and polymer grade-specific demands. GAIL offers Natural Gas/ RLNG volumes at competitive prices giving customers the flexibility to choose from its diverse gas portfolio. Additionally, Retail Marketing group has also created an application that notifies customers of any price change through online mode.

GAIL has also implemented systems to keep the customers informed of latest developments in gas pricing and gas supply. Any expected interruptions in gas supply is communicated to consumers as soon as possible via e-mails and phone calls.

Regional Control Rooms for gas marketing communicate with customers Round the Clock to advise them of any potential delays or interruptions, plant closure and polymer grade availability.

At GAIL, we inform and educate consumers about the safe and responsible usage of products and services.

- Contracts, MoUs, and Sales Policies include guidelines on usage of products.
- For Natural Gas, LHC, and Polymer segments, the Material Safety Data Sheets (MSDS) is also provided to customers who are also required to maintain statutory licenses mandatory to handle products.
- Customer interactions, visits and meetings, are used to raise awareness about product safety.

Fire and Safety demonstrations and periodic mock drills are conducted to educate customers and the public on handling hazardous situations. Additionally, GAIL conducts public awareness programs on Pipeline Safety and training sessions on CGD under corporate guidelines at various sites, including CGD and CNG stations.

Digital Customer Engagement – "Waah Kya Energy Hai"

GAIL launched a digital campaign targeted at the Business-to-Consumer (B2C) segment to engage retail Natural Gas users across India. Titled "Waah Kya Energy Hai", the campaign features a mini-series of four short films portraying a relatable, close-knit middle-class Indian family. Each story highlights how the family overcomes everyday challenges by switching to smarter and cleaner fuel alternatives such as Domestic PNG (D-PNG), Commercial PNG (C-PNG), CNG, and Industrial PNG.

The campaign strategically aimed to dispel the common misconception that CNG is meant only for public transport. Instead, it showcased CNG and Piped Natural Gas (PNG) as clean, efficient, safe, and cost-effective energy options suited for diverse users, private vehicle owners, households, commercial businesses, and industries alike. By presenting compelling real-life use cases, the campaign effectively demonstrated the environmental and economic benefits of transitioning to Natural Gas, reinforcing its role in supporting a sustainable and low-emission future.

Through creative storytelling, relatable characters, and strong digital outreach, "Waah Kya Energy Hai" successfully reshaped public perception of Natural Gas and strengthened GAIL's commitment to driving India's clean energy transition.

Hawa Badlo: Driving Change Towards a Cleaner, Greener Future

Air pollution poses a significant threat to human health and the environment. GAIL launched the Hawa Badlo initiative in 2016 to raise awareness and drive behavioural change in favour of cleaner air and environmental sustainability. The campaign utilizes a combination of community outreach, digital engagement, and collaborations with esteemed organisations such as TERI, the United Nations, and the World Meteorological Organization to address the challenges of air pollution and climate change.

Over the years, Hawa Badlo has undertaken several impactful awareness drives that have reached more than 100 million individuals across India. As one of the longest-running public sector-led environmental campaigns, it has set a benchmark in Corporate Social Responsibility (CSR) and environmental stewardship. The initiative continues to inspire citizens, institutions, and policymakers alike to take collective action toward creating a cleaner and healthier future.



Hon'ble Shri Sandeep Kumar Gupta, CMD being briefed by OIC about KG Basin Pipeline Network

Customer Engagement Initiatives

During FY 2024–25, GAIL undertook a range of initiatives across its Zonal Offices to strengthen customer relationships, address concerns proactively, and enhance overall satisfaction. These efforts included customer meets, plant visits, technical support and digital engagement strategies.

Zonal-Level Customer Engagement

At the **Kolkata Zonal Office,** regular interactions were held across all three business segments through both physical and virtual meetings. Annual sessions were organized by the Marketing and Operations & Maintenance teams to brief customers on Fire & Safety aspects and responsible use of Natural Gas. The **INDPLAS25** exhibition, held in February–March 2025, aimed to boost customer participation. For Natural Gas marketing, GAIL provided consistent commercial and technical support through customer visits and meets. In the Liquid Hydrocarbon (LHC) and Petrochemical (PC) segments, the team conducted plant visits, technical trials of new polymer grades, and customer meets at key market locations. Continuous engagement with customers and consignment stockists helped sustain sales despite challenging market conditions.

The **Bengaluru Zonal Office** facilitated multiple customer visits and maintained regular engagement through in-person meetings, video calls, and telephonic interactions. Two major Customer Meets were organized: one in Goa on 30th September 2024 for PC customers, and another in Bengaluru on 28th October 2024 covering NG, PC, and LHC customers. These events were strategically designed to extend existing contracts and explore new market opportunities. Regular meetings with consignment stockists were also held to share industry updates and address customer concerns. The Mumbai Zonal Office maintained regular contact with NG, PC, and LHC customers, offering day-to-day commercial and technical support. Plant visits were conducted to assess customer requirements and promote safe handling of LHC products. A joint Customer Meet with the GPTC technical team provided guidance on polymer grade processing.

At the **Lucknow Zonal Office,** ten customer interaction meets were conducted for Petrochemicals and Liquid Hydrocarbon customers across various locations. A dedicated meet for Natural Gas customers was also held in Lucknow.

At the **Guwahati Zonal Office,** regular customer engagements were ensured across both Petrochemicals (PC) and Gas Marketing segments. In the PC segment, the team conducted routine customer visits to strengthen relationships and understand market requirements. For Natural Gas marketing, customer queries were addressed through periodic visits, feedback sessions, and both virtual and physical meetings. These efforts helped enhance service responsiveness and customer satisfaction. Continuous engagement contributed to maintaining business momentum in the region.

The **Bhopal Zonal Office** organized a Natural Gas Customer Meet in Vijaipur, while similar events were held by the LHC and PC marketing teams in Indore and Raipur.

Digital Customer Satisfaction Initiatives

To enhance customer experience, GAIL introduced several digital solutions:

1. Domestic PNG customers can now generate self-bills via the mobile application.
2. An on-call billing option is available for added convenience.
3. Complaints can be registered and tracked through both web and mobile platforms.
4. Digital payment facilities have been enabled at CNG stations to ensure smooth and fast transactions.





Bhubaneswar Zonal Office organised a Petrochemical Customers' Meet on 20th September 2025 at The Orchard Hotel, Jharsuguda

15



Our Community

In the FY 2024-25, GAIL has spent INR 183.77 Crore under CSR initiatives

More than 15 Lakh people benefitted through its CSR projects in FY 2024-25

Our Community

(GRI 3-3, GRI 413-1)

GAIL envisions becoming a leading force in the Natural Gas sector while simultaneously striving to make a meaningful difference in people's lives. As part of its holistic growth strategy, the Company places strong emphasis on community engagement, fostering trust through sustained and direct interaction with local populations. These engagements provide valuable insights into the daily realities faced by marginalized communities, enabling GAIL to identify core challenges and develop targeted, impactful solutions.

Community involvement remains a cornerstone of GAIL's approach to responsible business. The principle of creating shared value is embedded across its operations, driving initiatives that promote inclusive development and long-term socio-economic progress. GAIL actively encourages participation through regular consultations, surveys, and feedback mechanisms. This ensures its CSR strategies remain effective, relevant, and aligned with community needs. Such a collaborative approach not only deepens trust but also results in meaningful and measurable outcomes for both society and the organization.

Through a wide range of carefully designed Corporate Social Responsibility (CSR) programs, GAIL extends support to disadvantaged and marginalized sections of society. These initiatives are thoughtfully aligned with the needs, aspirations, and feedback of the communities they serve, ensuring that the Company's efforts are inclusive, responsive and impactful.

15.1 CSR Policy

(GRI 3-3c, e, 2-24)

GAIL is committed to promoting inclusive growth, enhancing community well-being, and ensuring environmental sustainability through its Corporate Social Responsibility (CSR) initiatives. These efforts are directed toward vulnerable and marginalised communities, particularly those residing in proximity to the Company's operational sites. The initiatives are governed by a robust policy framework and implemented through the GAIL Hriday model, which focuses on seven core areas aligned with Schedule VII of the Companies Act, 2013.

To ensure transparency, relevance, and impact, GAIL conducts stakeholder consultations and impact assessments that guide the design and execution of its programs. This approach helps maintain responsiveness and alignment with evolving community needs, while upholding ethical standards and sustainability goals.

All CSR projects at GAIL are monitored and overseen by the Board, based on recommendations from the CSR Committee, in accordance with the Companies (Corporate Social Responsibility Policy) Rules, 2014, were enacted under Section 135 of the Companies act 2013 and their subsequent amendments, as issued by the Ministry of Corporate Affairs from time to time.

The CSR Committee of the Board currently constitutes the following members:

CSR Committee
Chairman & Managing Director/ Chairperson
Director (HR) / Member
Sh. Sanjay Kashyap, Independent Director / Member
Shri Yajurvendra Anil Mahajan, Independent Director/ Member

The role of the CSR Committee is as per the Companies Act, 2013 & DPE guidelines (Guidelines for CSR expenditure by CPSEs).

Roles and Responsibilities of the CSR Committee
Formulate and recommend a CSR Policy to the Board
Recommend the amount of expenditure to be incurred on CSR activities
Monitor GAIL's CSR Policy from time to time

Link to GAIL's CSR Policy- **https://gailonline.com/pdf/CSR/final_policy2010.pdf**

15.2 GAIL's Community Involvement and Development Programmes

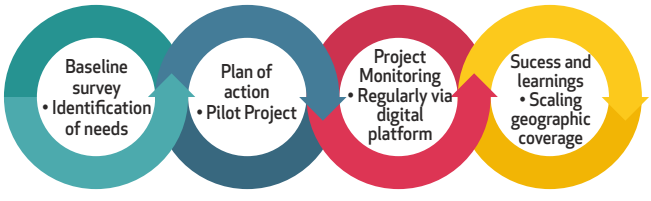
(GRI 413-1)

GAIL places strong emphasis on community involvement programmes as a core component of its commitment to responsible and sustainable business practices. To ensure inclusivity and effectiveness, the Company has established a formal system for identifying local stakeholders and communities of interest, allowing their voices, concerns, and aspirations to be heard and valued.

As part of its CSR project cycle, GAIL begins by conducting baseline surveys in relevant local communities to assess specific needs. Based on the findings, a plan of action is developed, and a pilot project is initiated. The outcomes and insights gained from the pilot phase are carefully evaluated to determine the project's effectiveness and potential for scaling or expanding its geographic coverage.

Community Development Process

After the implementation of the project, GAIL closely monitors the progress on a regular basis. A digital platform develops reports according to compliance requirements and maintains Key Performance Indicator (KPI) sheets for each team member. This platform also facilitates the need assessment or baseline survey, guiding the CSR team to take appropriate actions as needed.



We have aligned our engagements with the national priorities and strive to make meaningful contributions to the United Nations Sustainable Development Goals (UNSDGs).

Throughout all projects, GAIL ensures direct interaction with the communities involved. These communities are onboarded onto the digital platform following a Socio-Economic survey, allowing for seamless tracking and management of the project's impact. This approach ensures that GAIL's CSR initiatives are effective and responsive to their communities.

15.3 GAIL Hriday: Driving Inclusive and Sustainable Development

(GRI 413-1a-iv)

GAIL Hriday is a flagship umbrella initiative that encompasses a broad spectrum of community-centric CSR activities, designed to empower diverse communities and create a lasting, positive societal impact. Rooted in the Company's commitment to inclusive growth, Hriday exemplifies GAIL's focus on holistic development.

GAIL adheres to industry best practices in the identification, implementation, and monitoring of CSR projects to ensure sustainability, scalability, and transparency. The seven priority areas under Hriday are guided by comprehensive assessments of local community needs, aiming to build social capital and improve the lives of underprivileged populations.

Sl. No.	Hriday Focus Area	Number of Beneficiaries
1	GAIL Arogya (Healthcare and Sanitation)	13,82,622
2	GAIL Ujjwal (Education Centric Initiatives)	17,664
3	GAIL Kaushal (Skill Development Related Initiatives)	2,792
4	GAIL Sashakt (Women Empowerment Initiatives)	33,021
5	GAIL Unnati (Rural Development projects)	31,010
6	GAIL Saksham (Care for Elderly & Differently-abled people)	2,604
7	GAIL Harit (Environment Centric Initiatives)	14,000

In FY 2024-25, more than 15 Lakh people from vulnerable and marginalized group benefitted through our CSR projects. These initiatives are implemented in collaboration with local communities, NGOs, employee volunteers, and direct corporate contributions. Guided by strong values and driven by the dedication of GAIL's workforce, Hriday reinforces the Company's pledge to inclusive and meaningful development.

During FY 2024-25, GAIL continued its strategic focus on Aspirational Districts, as identified by NITI Aayog, by investing INR 18.38 Crore across 30 districts during the year to uplift social and economic conditions in these marginalized regions.

S.No.	State District	Aspirational	Amount Spent (in INR Lakhs)
1	Andhra Pradesh	Visakhapatnam	112.08
2	Assam	Barpeta	6.00
3	Bihar	Araria	11.38
4	Bihar	Banka	34.78
5	Bihar	Gaya	120.92
6	Bihar	Muzaffarpur	29.31
7	Bihar	Purnia	26.46
8	Chhattisgarh	Kanker	29.50
9	Chhattisgarh	Mahasamund	26.76
10	Haryana	Nuh	22.76
11	Jharkhand	East Singhbhum	4.98
12	Jharkhand	Giridih	121.57
13	Jharkhand	Hazaribagh	11.79
14	Jharkhand	Ranchi	79.65
15	Madhya Pradesh	Guna	343.03
16	Madhya Pradesh	Barwani	35.07
17	Maharashtra	Aurangabad	120.92
18	Maharashtra	Jalgaon	88.50
19	Maharashtra	Nandurbar	65.00
20	Odisha	Dhenkanal	26.46
21	Odisha	Rayagada	40.36
22	Rajasthan	Sirohi	1.13
23	Tripura	Dhalai	29.17
24	Uttar Pradesh	Chandauli	172.21
25	Uttar Pradesh	Chitrakoot	22.93
26	Uttar Pradesh	Fatehpur	57.28
27	Uttar Pradesh	Shravasti	79.39
28	Uttar Pradesh	Sonbhadra	25.00
29	Uttarakhand	Haridwar	26.46
30	Uttarakhand	Udham Singh Nagar	67.42
		Grand Total	**1,838.27**

GAIL Arogya

GAIL is proactively addressing challenges related to healthcare, sanitation, and access to clean drinking water through its flagship initiative, GAIL Arogya. This program aims to make primary healthcare services more accessible and affordable, especially for rural and vulnerable communities across the country. By focusing on both infrastructure and awareness, GAIL Arogya is helping improve health outcomes and overall quality of life in marginalized regions.

Objectives of GAIL Arogya

- To improve health and sanitation facilities within local communities and enhance awareness about prevalent health issues.
- To support low-income residents by increasing their access to essential healthcare services.
- To promote water conservation and community-based nutrition interventions.
- To advocate for and complement government initiatives aimed at strengthening health and sanitation infrastructure.
- To improve the accessibility and availability of potable water in the targeted areas.

During FY 2024-25, the GAIL Aarogya initiative reached ~ 13,82,622 beneficiaries, with a total expenditure of around INR 82.86 Crore, making it one of the most impactful components under the GAIL Hriday framework. 60 Mobile Medical Units (MMUs) are operating across 25 Districts and 13 States to provide medical services to disadvantaged communities.

Advancing Inclusive Healthcare

As part of the Prime Minister's vision for a healthier and more inclusive India, GAIL, in collaboration with AIIMS Delhi, launched a CSR initiative on 24th March, 2025, to provide recombinant human growth hormone (rhGH) therapy to paediatric patients with growth hormone deficiency (GHD).

The event was attended by Ms. Bansuri Swaraj, MP, and AIIMS Institute Body Member, Mr. Ayush Gupta, Director (HR), GAIL, and Mr. M. Srinivas, Director, AIIMS, reinforcing their commitment to accessible healthcare.

Aligned with Ayushman Bharat and the National Health Mission, this initiative removes financial barriers, ensuring children receive critical rhGH therapy to support growth and well-being. Through this effort, GAIL and AIIMS contribute to a healthier India, where every child can thrive.



GAIL Ujjwal

GAIL Ujjwal is a flagship initiative under the GAIL Hriday umbrella that focuses on enhancing access to quality education for children from disadvantaged and marginalized communities. The program aims to bridge educational gaps by supporting infrastructure development, modern learning tools, and holistic educational interventions.

Objectives of GAIL Ujjwal

- To develop educational infrastructure for children from marginalized communities.
- To support the renovation of government school facilities, including IT labs, science laboratories, and provision of essential equipment and stationery.

Key interventions under GAIL Ujjwal include the establishment of smart classrooms, open gymnasiums, safe drinking water facilities, construction and operational support of hostels, public libraries, and the distribution of foldable desk-cum-school bags. The initiative also includes the setup of STEM labs, Atal Tinkering Labs, and sanitary napkin vending machines with incinerators to promote menstrual hygiene among adolescent girls.

In FY 2024-25, the GAIL Ujjwal initiative benefitted ~17,664 students, with a total expenditure of INR 33.98 Crore, contributing significantly to improving the learning environment and educational access in marginalized regions.

***GAIL Utkarsh:** under the Ujjwal initiative*

As an extension of the Ujjwal initiative, GAIL Utkarsh focuses on providing high-quality coaching to students from economically weaker sections, empowering them to pursue professional education through national-level competitive examinations like JEE (Engineering) and NEET (Medical).

Objectives of GAIL Utkarsh

- To offer free, high-quality coaching to underprivileged students for competitive entrance exams such as JEE and NEET.
- To empower students from marginalized backgrounds with opportunities for a better future through academic excellence.
- To focus on the overall personality development of students, ensuring they emerge as confident and capable individuals.

GAIL Utkarsh is not just an academic support program; it is a platform that transforms lives by enabling meritorious students from marginalized communities to achieve their aspirations and contribute meaningfully to society.

GAIL Utkarsh Projects – Result of JEE Mains 2025 Session 2024-25

	Project Location			
	Haldwani	Kanpur	Varanasi	Total
Students enrolled	50	100	30	**180**
Students qualified (Best of 2)	41	97	30	**168**
Success Rate (%)	82%	97%	100%	**93.33%**

- Further, all the 50 female students enrolled in the medical entrance examination coaching qualified for NEET (100% batch result).

GAIL Kaushal

GAIL Kaushal is a flagship CSR initiative aimed at skill development and livelihood enhancement, with a special focus on economically disadvantaged and marginalized communities. The program provides structured training across a range of sectors including hydrocarbons, healthcare, textile production, hospitality, and specialized programs for Persons with Benchmark Disabilities (PwBDs). A significant number of trainees from this initiative have successfully secured employment, thereby contributing to household economic stability and regional development.

Objectives of GAIL Kaushal

- To provide Vocational and Technical training to economically underprivileged sections of society.
- To establish Skill Development Institutes (SDIs) for delivering structured and industry-relevant programs.
- To empower women and youth by enhancing their employability through diverse training modules including CAD, web design, domestic BPO, welding, industrial electrics, CNC operations, instrumentation, retail services, and masonry.

In FY 2024-25, the GAIL Kaushal initiative benefitted ~2,792 individuals, with an expenditure of INR 13.11 Crore.

GAIL is also playing a proactive role to support the Skill India Mission through active participation of Hydrocarbon Sector Skill Council (HSSC) and other Sector Skill Councils for providing Skill Trainings at Skill Development Institute (SDI) at Raebareli and GAIL Institute of Skills at Guna, Nagaram and Amravati. The large number of youths were trained in various job roles during FY 2024-25 for getting gainful employment at various GAIL Institute of Skills at Guna -351, Nagaram-174 & Amravati- 90 (ongoing) number of candidates.

GAIL Skill Training Centre in Amravati, Andhra Pradesh, with the aim of fostering economic security and sustainable livelihoods for the youth to provide training on key trades and job roles listed below:

- Pipe Fitter (Oil & Gas/CGD)
- Industrial Electrician (Oil & Gas)
- Fire Safety Technician (Oil & Gas)
- Pipeline Maintenance Technician (Mechanical)
- Cathodic Protection Technician
- Gas Meter Reader

Skill Development Institute (SDI), Raebareli has been registered and approved as Government Training Partner (GTP) with NSDC for skill training under Pradhan Mantri Kaushal Vikas Yojna 4.0 Scheme, in a step towards self-sustainable model. The institute is accredited and affiliated with 5-star rating. A total of 515 of youths (including 175 females) were skilfully trained for gainful employment during the FY 2024-25.



The foundation for the Skill Development Institute (SDI) campus has been laid

GAIL marked a significant milestone with the groundbreaking ceremony for a new hostel at the upcoming Skill Development Institute (SDI) campus in Maigalganj, Lakhimpur Kheri, Uttar Pradesh. The ceremony was led by Sh. Ayush Gupta, Director (HR), GAIL, along with senior officials, reflecting GAIL's steadfast commitment to nation-building through skill development. Under MoPNG, SDI aims to train skilled manpower for the energy sector and beyond. The new 58,700 sq. ft. hostel will accommodate 192 students with separate blocks for boys and girls with modern amenities.



GAIL Sashakt

GAIL is actively engaged in Women Empowerment initiatives such as health, skill development, economic support, etc.

Objectives of GAIL Sashakt

- To enhance women's access to education and raise awareness about their rights, health, and legal issues, promoting overall personal and professional growth.

- To improve women's health and wellness by providing access to medical facilities, health education and hygiene products, as well as addressing specific health concerns affecting women.
- To create support systems and networks for women, including mentorship and peer support groups, to help them overcome challenges and achieve their goals.

In FY 2024–25, the GAIL Sashakt initiative benefitted ~33,000 women, with a total expenditure of INR 37.22 Crore. Through this initiative, GAIL implemented a diverse range of women-centric empowerment and skill development programs in locations such as Ghaziabad, Varanasi, Bulandshahar, Vadodara, and Guna, directly reaching over 17,000 women and girls. These programs offered vocational training in education, computer literacy, taekwondo, and healthcare, in collaboration with the National Skill Development Corporation (NSDC), enhancing employability and fostering self-reliance.

In its continued effort to improve menstrual hygiene and health awareness, GAIL installed sanitary napkin vending machines and incinerators in various government schools and colleges. This was complemented by awareness sessions, free distribution of sanitary pads, and health camps, collectively benefitting over 9,224 adolescent girls.

Additionally, GAIL contributed to Information, Education & Communication (IEC) efforts under the Pradhan Mantri Ujjwala Yojana (PMUY) by disseminating awareness and helping underprivileged families gain access to free LPG connections. This intervention not only reduced health risks associated with traditional cooking methods but also eased household responsibilities for women, contributing meaningfully to their empowerment and overall well-being.

Empowering Healthcare at Grassroots

Aligned with the vision of Hon'ble Prime Minister's of building a Viksit Bharat by 2047, GAIL is proud to take meaningful steps towards strengthening the nation's healthcare foundation. Recognizing that a Swasth Bharat, a healthy India is the cornerstone of a developed nation, GAIL is proud to have extended its CSR support to Project Sakhi Satchel, a meaningful initiative aimed at recognising and empowering ASHA workers the frontline warriors of rural healthcare whose relentless service is vital in ensuring inclusive growth and last-mile healthcare delivery, by distributing specially designed bags. A grand event, held on 19th May 2025 at UIT Auditorium, Balaji Nagar, Kota, graced by the esteemed presence of Hon'ble Speaker of the Lok Sabha and Member of Parliament from Kota, Shri Om Birla Ji, as the Chief Guest. His inspiring address underscored the importance of community health workers and the role they play in nation-building.

Under this initiative, over 1200 ASHA Workers were felicitated with specially curated utility kits each containing a high-quality water bottle and a lunch box symbolizing both our gratitude and our support in making their daily responsibilities more efficient and dignified.

Event was attended by GAIL's senior officials including Shri Anoop Gupta, Executive Director (CSR & HR) , Shri Anil Kumar Jha, Chief General Manager and other officials from State Government. The event served as a platform to reaffirm our belief that empowering women in public service roles is essential for inclusive growth and sustainable development.





GAIL Unnati

GAIL recognizes that economic competitiveness is deeply interlinked with a society's social, economic, and environmental well-being. With this integrated vision, GAIL Unnati was conceptualized to drive rural transformation by addressing multiple dimensions of development. The program focuses on enhancing rural livelihoods and improving the overall quality of life in underdeveloped areas.

Objective of GAIL Unnati

- To improve the economic conditions of rural communities through various measures that enhance their source of income and employment opportunities.
- To address social needs in rural areas by providing support in areas such as education, healthcare, and infrastructure, thereby improving the overall quality of life.
- To ensure that development efforts are holistic and address multiple dimensions of well-being, including economic growth, social progress, and environmental stewardship.

In FY 2024-25, the GAIL Unnati initiative benefitted ~31,000 individuals, with a total expenditure of INR 2.61 Crore. Through this program, GAIL continues to support income-generating activities, educational interventions, healthcare access, and rural infrastructure, reaffirming its commitment to inclusive and sustainable socio-economic upliftment.

GAIL Steps Up for Women and Child Welfare in Varanasi

GAIL has taken another significant step towards social upliftment by participating in the CSR Conclave held in Varanasi on 23rd September 2024. As part of its commitment to community welfare, GAIL has signed an agreement for the procurement and distribution of 600 Anganwadi kits to Anganwadi centres in Varanasi, with a project outlay of INR 1.2 Crore. The event was graced by Hon'ble Governor of Uttar Pradesh, Smt. Anandi Ben Patel, along with Shri Ashok Tiwari, Varanasi Mayor, Ms. Poonam Maurya, Village Panchayat Adhyaksh, Shri S. Rajalingam, DM Varanasi, Shri Himanshu Nagpal, Chief Development Officer Varanasi and other dignitaries. From GAIL, Shri Sushil Kumar, GM (CGD) and other officials represented GAIL at this occasion. This initiative is a testament to GAIL's ongoing CSR efforts to support early childhood development and promote the welfare of women and children in the region.



GAIL Saksham

GAIL Saksham is a dedicated initiative that addresses the needs of Persons with Benchmark Disabilities (PwBDs) and the elderly, recognizing the importance of ensuring dignity, independence, and equal opportunity for all.

Objective of GAIL Saksham

- To help PwBDs to achieve self-confidence, possess self-respect and dignity, and be more independent, along with better access to livelihood options.
- To provide assistive devices and technologies, such as hearing aids, to individuals with special needs, enabling them to improve their daily functioning, communication, and overall quality of life.
- To increase awareness about the challenges faced by differently-abled individuals and the elderly, and to promote a more supportive and understanding community.

In FY 2024-25, GAIL Saksham empowered ~2,600 Persons with Disabilities, helping them gain greater independence and access to livelihood opportunities. The total expenditure under this initiative amounted to INR 4.30 Crore, reflecting GAIL's unwavering commitment to inclusive development and social equity.

GAIL Harit

GAIL Harit is a dedicated initiative focused on environmental conservation and sustainability, reinforcing the Company's vision and long-standing commitment to environmental stewardship. The initiative addresses critical ecological challenges by promoting activities that restore, preserve, and enhance the natural environment while engaging local communities in sustainable practices.

Objective of GAIL Harit

- To undertake tree planting and forest regeneration activities to increase green cover, restore degraded lands and enhance biodiversity.
- To implement waste management practices that reduce, reuse, and recycle waste, aiming to minimize environmental impact and promote a circular economy.
- To support water conservation projects, including rainwater harvesting, watershed management and the development of sustainable water resources.
- To promote and support sustainable practices in agriculture, industry, and daily life, encouraging eco-friendly behaviours and technologies.
- To involve local communities in environmental conservation efforts, fostering a sense of responsibility and encouraging community-led environmental projects.

In FY 2024–25, the GAIL Harit initiative reached ~14,000 beneficiaries, with a total expenditure of INR 0.77 Crore. Through this program, GAIL continues to contribute to the protection of natural resources and inspire sustainable living, reinforcing its role as a responsible corporate citizen committed to a greener future.

Under the Harit initiative, GAIL furthered its environmental commitments by supporting the Production of Bio-degradable Coir Fibre Based Root Trainer (CRT) Planting Stock of Medicinal Plants for Health Security, Eco-restoration, Climate Change Mitigation and Tribal Livelihood Enhancement in Kerala. Additionally, GAIL has provided support for the Pench Tiger Reserve, Nagpur, Maharashtra, and Renewable Energy (Roof Top Solar Project) at Amravati, Maharashtra.

GAIL is also lighting up rural households with Solar energy. By investing in Renewable Energy solutions, GAIL is powering homes and fostering sustainability, improving the quality of life in rural communities.



Under the Harit GAIL initiative, GAIL inaugurated solar CNG boats at Varanasi, advancing sustainable and green transportation.

15.4 Community Engagement and Support for Disadvantaged Stakeholders

GAIL's CSR initiatives place a strong focus on disadvantaged, vulnerable, and marginalized stakeholders, particularly those residing in remote and marginalized regions. These stakeholders primarily include socially and economically disadvantaged groups such as Scheduled Castes (SCs), Scheduled Tribes (STs), Other Backward Classes (OBCs), Women, PwBDs. A majority of these beneficiaries are located in vicinities surrounding GAIL's pipelines, installations, and operational offices, typically within a 100 km radius, which GAIL defines as its "local area."

To ensure continuous and meaningful engagement, GAIL maintains regular communication with these communities through its implementing partner agencies. Additionally, nodal officers from GAIL conduct periodic field visits to interact directly with project beneficiaries. These interactions serve multiple purposes: building trust, understanding evolving community needs, and bridging last-mile delivery gaps, thereby enhancing the effectiveness and responsiveness of GAIL's CSR interventions.

15.5 CSR Expenditure Overview

GAIL remains committed to deploying its CSR funds strategically to create measurable social impact and support inclusive national development priorities. In FY 2024–25, the Company spent a total of INR 183.77 Crore towards various CSR initiatives including 1.57 Crore for Others (Promotion of nationally recognized Sports, Disaster Management, etc.) and 7.35 Crore for Admin Overheads, amounting to 2.47% of the average net profit of the preceding three financial years, after accounting for set-offs from prior periods.

Significant expenditure was allocated across key thematic areas as follows:

Category	Expenditure (INR Crores)
Health & Nutrition (Thematic Focus)	133.15
Swachhata Action Plan	30.11
Aspirational Districts	18.38

All CSR activities have been implemented and monitored in compliance with GAIL's CSR Policy, and are aligned with the provisions of the Companies Act, 2013, and the relevant government

guidelines. The deployment has been executed effectively through a combination of community-based programs, institutional partnerships, and national priority schemes.

15.6 Impact Assessment

(GRI 413-2)

GAIL allocates dedicated funds to conduct Impact Assessments in order to evaluate the effectiveness and outcomes of its key CSR projects. These assessments are undertaken by GAIL in collaboration with independent agencies and academic institutions. The process involves a thorough review of project planning, design, execution, and operations, ensuring alignment with stakeholder needs and expectations.

A central focus of the impact assessment is to resolve local community challenges and ensure that CSR interventions deliver measurable, positive change. As part of this process, case studies, success stories, and qualitative feedback from beneficiaries and other interested parties are systematically documented to capture the real-world impact.

Stakeholder engagement is embedded within the assessment process through physical meetings, virtual consultations (VCs), and community feedback sessions, which helps in shaping future CSR strategies and policy refinement. Inputs received from various stakeholders have contributed meaningfully to enhancing the relevance and reach of eligible CSR projects.

In compliance with sub-rule (3) of Rule 8 of the Companies (Corporate Social Responsibility Policy) Rules, 2014, GAIL ensures that all eligible projects are independently assessed. The results of these assessments will be made publicly available on GAIL's CSR webpage: **https://www.gailonline.com/CSRIndex.html**

In FY 2024-25, no adverse social impacts were identified in the Impact Assessments conducted, reaffirming the Company's commitment to responsible, ethical, and effective community engagement.

15.7 Community Grievance Redressal

(GRI 3-3f, 413-1a viii, 3-3a, b, c, 413-2)

As a responsible entity in the Natural Gas, LPG, and PNG sectors, GAIL recognizes that its operations may have both positive and negative impacts on communities. In line with its commitment to ethical business practices, GAIL has established a robust Community Grievance Redressal mechanism to address concerns, strengthen social ties, and ensure accountability.

During FY 2024–25, GAIL received complaints and concerns through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and its own online grievance portal, including submissions from vulnerable and marginalised community members. All concerns received during the reporting period were addressed and resolved in a timely and effective manner.

As part of its approach to responsible project execution, GAIL incorporates need assessment of community in the planning, design, and implementation stages of all CSR initiatives. Regular environmental monitoring is conducted across operational sites in strict adherence to statutory guidelines, and relevant findings are publicly disclosed on GAIL's official website.

GAIL believes that an effective Grievance Redressal System not only enhances transparency but also fosters mutual trust and inclusivity. Each CSR project has a designated nodal officer responsible for maintaining continuous communication with implementing agencies and community members. Inputs, feedback, and grievances received from stakeholders are carefully documented and promptly addressed.

15.8 Awards and Recognition

- GAIL received the "Nation Building" award at the 10th Governance Now PSU Awards, recognizing its contribution to national development through community initiatives.
- GAIL was honoured with the "Corporate Responsibility Champion Award" in the Fossil Fuel category at the Outlook Planet Sustainability Summit & Awards 2024, acknowledging its leadership in sustainable energy practices.
- GAIL received the "One Decade Excellence in CSR" award at the Indian CSR One Decade Celebration, where Hon'ble Governor of Maharashtra, Shri Ramesh Bais, felicitated the Company for its sustained, decade-long commitment to community development.
- GAIL was conferred the ET 2GOOD4GOOD rating, recognizing its exemplary CSR performance and impactful social contributions.

16







Performance and Standards







Performance and Standards

GRI 301-1, 301-2

Material Consumption	Units	2022-23	2023-24	2024-25
NG Processed	MMSCM	26,924	31,869	**40,060**
NG used for making product (LHC Shrinkage)	MMSCM	1,003	1,604	**1,789**
NG sent back to Pipeline	MMSCM	15,487	17,898	**17,831**

GRI 301-1, 301-2, 301-3

Material Consumption	Units	2022-23	2023-24	2024-25
Alum	MT	414	558	**564**
Chlorine	MT	2	2	**2**
Lube Oil & Grease	MT	287	345	**427**
Mercaptan	MT	18	16	**14**
Methanol	MT	190	202	**292**
Other chemical & catalyst	MT	6,470	7,488	**22,479**
Sulphuric Acid	MT	174	249	**255**
Water treatment chemicals	MT	7,301	9,595	**9,712**
Packaging bag	MT	2,243	3,999	**7,776**
Total associated material	MT	17,098	18,455	**33,564**
Material recycled/reused	MT	32	3,360	**4,852**

GRI 302 -1

Energy Consumption (GJ)*	2022-23	2023-24	2024-25
Direct Energy	4,66,73,781	4,74,49,561	**5,02,57,268**
Indirect Energy	14,99,471	18,57,561	**21,30,497**
Renewable Energy	1,21,673	92,182	**1,31,614**
Energy from NG Flaring	11,40,567	9,35,625	**9,13,511**
Energy from LPG Flaring	9,698	9,635	**11,193**
Energy from NG Venting**	6,18,811	5,66,773	**6,39,520**
Energy from LPG Venting**	1,333	792	**2,845**
Total Energy Consumption	5,00,65,334	5,09,12,004	**5,40,86,448**

* Energy calculation as per cumulative fuel consumption at sites. Indirect energy is from grid electricity only. No other form of energy is purchased

** The energy from NG and LPG venting is accounted in Scope-1 GHG emissions.

GRI 302-1, 302-3

Direct Energy Consumption by Sources (GJ)	2022-23	2023-24	2024-25
Diesel	37,492	24,705	**21,015**
Natural Gas	3,35,07,905	3,60,03,646	**3,61,45,673**
Residual Fuel	1,31,28,383	1,14,21,209	**1,40,90,580**
Total Direct Energy	4,66,73,780	4,74,49,561	**5,02,57,268**
Total Energy Intensity (Energy consumption/ total annual turnover)	347	391	**394**
Total Energy Intensity Ratio Adjusted for Purchasing Power Parity (PPP) (Energy consumption/Revenue from Operation)	15:01	17:01	**18:01**

Renewable Energy Generated (GJ)*	2022-23	2023-24	2024-25
Wind	7,71,388	6,62,550	**7,33,081**
Solar	38,698	68,635	**54,149**
Total Renewable Energy	8,10,086	7,31,185	**7,87,230**

*Major Renewable Energy Plants are Pata, Vaghodia, Gandhar, G Konduru, Jamnagar, Kandla., etc.

Renewable Energy Sold (GJ)*	2022-23	2023-24	2024-25
Wind	4,98,072	4,91,824	**5,10,318**
Solar	21,850	22,622	**24,197**
Total Renewable Energy Sold	5,19,922	5,14,446	**5,34,515**

*No other form of energy is sold.

Energy Saved (GJ)	2022-23	2023-24	2024-25
Diesel Saved	2,153	2,213	**165**
Electricity Saved	38,349	22,214	**30,080**
NG Saved	5,98,300	4,33,437	**11,56,728**
LPG Saved	154	0	**0**
Total Energy Saved	6,38,956	4,57,864	**11,86,973**

GRI 11-3, 305-7

Air Emissions*	Units	2022-23	2023-24	2024-25
SPM	Tons/annum	243	355	**250**
NOx	Tons/annum	800	1,226	**1,049**
CO	Tons/annum	713	488	**473**
SOx	Tons/annum	520	715	**618**
VOC	Tons/annum	88	81	**68**
R-134 a	Kg/annum	337	193	**278**

*Data Source: Exhaust Monitoring Report, Environment test report monthly data, SPCB report
All the relevant air emissions are disclosed per process emissions and SPCB/CPCB regulatory requirements.

GRI 305-6

ODS Gas Consumption	Unit	2022-23	2023-24	2024-25
R-22	Kg/annum	4,267	1,141	**1,999**

GRI 11-1, 305-1a,b,c,d, 305-2, 305-3, 305-4a,b,c,d

GHG Emissions*	2022-23	2023-24	2024-25
Scope-1 Emissions (tCO2e)	36,56,175	34,67,989	**34,33,115**
Scope-2 Emissions (tCO2e)	3,19,380	3,86,108	**4,30,242**
Scope-3 Emissions (tCO2e)**	2,34,23,804	2,95,08,803	**3,08,90,931**
Total GHG Emissions (tCO2e)	2,73,99,359	3,33,62,900	**3,47,54,288**
GHG Intensity (Scope1+2) (tCO2e/INR Crores)	28	29.58	**28.14**
Total Scope 1 & Scope 2 Intensity Ratio Adjusted for Purchasing Power Parity (PPP) (Total Scope 1 & Scope 2 / Revenue from Operation for PPP)	01:01	01:01	**01:01**
GHG Intensity (Scope1+2+3) (tCO2e/INR Crores)	190.30	256.07	**253.15**
Turnover (Gross) (INR Crore)	1,43,976	1,30,284	**1,36,960**
N2O	-	0	**0**
PFC's	-	0	**0**
NF3	-	0	**0**
HFC's	-	0	**0**

*N2O, PFC's and NF3 Gases are not emitted by GAIL Site. We have used the Emission Factors of Central Electricity Authority (CEA), India and IPCC Guidelines for National Greenhouse Gas Inventories, 2006 Greenhouse Gas Inventories for the estimation of direct and indirect emissions from Scope 1 and Scope 2. Methane emissions are included in Scope-1 emissions

**Scope 3 emission includes CO2 emission related to business travels and Used of Sold Products

GHG Savings (tCO2 Equivalent)	2022-23	2023-24	2024-25
Diesel	160	164	**12**
Electricity	8,629	4,418	**6,074**
NG Savings	38,411	27,827	**64,892**
LPG Saving	10	0	**0**
Total GHG Savings	47,209	32,409	**70,979**

GRI 11-6, 303-3, 303-4, 303-5

Water Performance (million m³)	2022-23	2023-24	2024-25
Total Water consumption	17.59	22.49	**20.95**
Total waste water generated*	1.86	2.20	**2.22**
Total waste water discharged	2.20	1.42	**2.22**
Water recycled/reused	0.70	0.75	**0.78**

*All waste water generated is recycled/reused at the sites, no waste water is discharged outside plant boundary and Gap between water intake and consumption arises due to evaporation.

GRI 303-3a

Water Withdrawal by Sources (million m³)	2022-23	2023-24	2024-25
Fresh Surface Water (Lakes, Rivers etc.)	14.90	19.95	**18.90**
Fresh Groundwater	0.15	0.13	**0.15**
Third Party Water	0.63	0.63	**0.003**
Seawater and Desalination*	-	-	**-**
Municipal Water Supplies	1.81	1.78	**1.91**

*Seawater and Desalination water are not used by GAIL Plants

GRI 303-3b

Total water withdrawal from all areas with water stress (Gandhar, Jamnagar, Jhabua) (million m3)*	2022-23	2023-24	2024-25
Groundwater	0.03	0.04	**0.03**
Municipal Water Supplies (or from other water utilities)	1.31	1.33	**1.37**
Fresh Surface Water (River, Sea, Lake)	-	-	**-**
Total Water Consumption	1.34	1.37	**1.40**

*At these sites, all the waste water generated is recycled. No wastewater is discharged outside the plant boundary.

GRI 11-5, 306-3

Waste Generation	Units	2022-23	2023-24	2024-25
Basket Filter Waste	MT	2,616	1,882	**939**
Bio-Medical Waste	MT	0.21	4.25	**3.34**
Empty Drums	MT	41	152	**74**
ETP Sludge	MT	0	0	**0**
E-Waste	MT	23	22	**9.07**
Oily Sludge	MT	2,450	793	**1,215**
Slop Oil	Litre	10,93,399	10,74,191	**15,73,307**
Tar	MT	27	7.2	**37**
Used Batteries	MT	58.14	56.40	**86.18**
Used Lube Oil	Litre	94,091	99,192	**17,337**
Used Oil	Litre	61,753	59,649	**21,131**
Radioactive Waste*	MT	0	0	**0**
Construction & Demolition Waste	MT	-	-	**27**
Cables	MT	30	32	**11**
Canteen Waste	MT	16	234	**18**
Organic Waste	MT	-	-	**636**

Waste Generation	Units	2022-23	2023-24	2024-25
Ceramic Material	MT	19	0	**40**
Metal scrap	MT	836	1,258	**1,616**
Misc. Waste	MT	63	122	**24**
Molecular Sieve	MT	241	2	**73**
Paper Consumption	MT	28	23	**94**
Plastic scrap	MT	137	125	**316.65**
Silica Gel	MT	200	0.05	**-**
Spent Alumina	MT	966	1,169	**1,220**
Tyre	MT	4.49	2.93	**3.29**
Used bag filters/filters	MT	4,233	3,491	**2,902**
Used Consumables	MT	40	0	**63**
Wooden scrap	MT	375	2,077	**1,498**
Cellulose Sludge	MT	0.56	0	**0**

*Radioactive waste is not applicable for GAIL. Applicable State/Central regulations are followed for onsite storage and disposal of waste. Wastes (such as: Used Batteries and Empty Drums) are recorded in numbers at site/offices and converted in MT by average weight of the material.

GRI 306-5

Waste Recovered and Disposed	2023-24	2024-25
Waste Recovered through Recycling/Reuse/Other recovery operations		
Category of waste – Solid (MT)		
(i) Recycled	5,112	**2,142.42**
(ii) Re-used	0	**1,666.78**
(iii) Other recovery operations	0	**5,085.59**
Total	5,112	**8,894.78**
Waste Disposed (Nature of disposal Method)		
Category of waste – Solid (MT)		
(i) Incineration	3,849	**2,920.32**
(ii) Landfilling	236	**676.37**
(iii) Other disposal operations	2.12	**27**
Total	4,087.10	**3,623.69**

Environment Expenditure (INR Crore)	2022-23	2023-24	2024-25
Treatment and disposal of waste	13.98	7.95	**3.31**
Depreciation & Maintenance Cost of Equipment Used in Pollution Control	4.26	2.43	**3.40**
External services for Environmental Management	1.11	1.24	**0.07**
External certification of Management Systems	0.29	0.25	**3.48**
Cost of personnel for general environmental management activities	9.85	14.31	**23.06**
Expenditure for installing cleaner technologies	2.70	1.14	**0.35**
Insurance for environmental liability	1.63	0.37	**9.38**
Other Environmental Cost	10.88	8.97	**9.32**
Total Environment Expenditure	44.70	36.67	**52.36**
Environmental fines	0	0	**0**

Cost of Total Energy (INR Crore)	2022-23	2023-24	2024-25
Power Charges	361	441	**454**
Gas used as Fuel	3,607	4,174	**3,762**
Water Charges	24	27	**31**
Total Cost	3,992	4,642	**4,247**

GRI 11-9

Health & Safety of Permanent Employees	Units	2022-23	2023-24	2024-25
Management representative in Safety Committee	Numbers	518	217	**307**
Non-management representative in Safety Committee	Numbers	272	193	**394**
Near miss case-Male	Numbers	1,085	1,187	**669**
Near miss case-Female	Numbers	8	5	**12**
Minor injuries-Male	Numbers	0	1	**5**
Minor injuries-Female	Numbers	0	0	**0**
Reportable injuries-Male	Numbers	0	0	**0**
Reportable injuries-Female	Numbers	0	0	**0**
Lost days due to reportable injuries -Male	Numbers	0	0	**0**
Lost days due to reportable injuries-Female	Numbers	0	0	**0**
Fatalities-Male	Numbers	0	0	**0**
Fatalities-Female	Numbers	0	0	**0**
First aid cases-Male	Numbers	17	3	**5**

Health & Safety of Permanent Employees	Units	2022-23	2023-24	2024-25
First aid cases-Female	Number	0	0	**0**
Man Hours worked-Male	Man Hours	62,76,652	50,86,166	**59,42,787**
Man Hours worked-Female	Man Hours	2,88,972	2,43,617	**3,01,480**
Occupational diseases--Male	Numbers	0	0	**0**
Occupational diseases-Female	Numbers	0	0	**0**
LTIFR-Male	Reportable injuries per million-man-hours worked	0	0	**0**
LTIFR-Female	Reportable injuries per million-man-hours worked	0	0	**0**
Severity Rate-Total	Lost Days per million-man-hours worked	0	0	**0**
Fatality Rate- Male	Fatalities per million-man-hours worked	0	0	**0**
Fatality Rate-Female	Fatalities per million-man-hours worked	0	0	**0**

Health & Safety of Contract Employees	Unit	2022-23	2023-24	2024-25
Near miss case-Male	Numbers	193	150	**220**
Near miss case-Female	Numbers	7	2	**2**
Minor injuries-Male	Numbers	3	1	**0**
Minor injuries-Female	Numbers	0	0	**0**
Reportable injuries-Male	Numbers	4	3	**0**
Reportable injuries-Female	Numbers	0	0	**0**
Fatalities-Male	Numbers	4	2	**1**
Fatalities-Female	Numbers	0	0	**0**
Lost days due to reportable injuries -Male	Numbers	24,044	12,311	**0**
Lost days due to reportable injuries -Female	Numbers	0	0	**0**
First aid cases-Male	Numbers	99	10	**5**
First aid cases-Female	Numbers	0	0	**0**
Man hours worked-Male *	Man hours	2,83,29,076	2,34,62,196	**2,98,11,133**
Man hours worked-Female *	Man hours	4,23,216	5,05,463	**9,04,396**
Occupational diseases-Male	Numbers	0	0	**0**

Health & Safety of Contract Employees	Unit	2022-23	2023-24	2024-25
Occupational diseases-Female	Numbers	0	0	**0**
LTIFR - Male	Reportable injuries per million-man hours worked	0.141	0.28	**0.027**
LTIFR - Female	Reportable injuries per million-man hours worked	0	0	**0**
Severity Rate -Total	Lost Days per million-man-hours worked	836.6	688.65	**0**
Fatality Rate -Male	Fatalities per million- man-hours worked	0.141	0.114	**0.037**
Fatality Rate-Female	Fatalities per million- man- hours worked	0	0	**0**

**JHBDPL is integrated into Reporting Boundary.

GRI 11-11

Permanent Employee Distribution (Number)	2022-23	2023-24	2024-25
Senior Management (E7-E9) – Male	384	402	**447**
Senior Management (E7-E9) – Female	6	9	**11**
Middle Management (E4-E6) – Male	1,671	1,668	**1,610**
Middle Management (E4-E6) – Female	116	118	**121**
Junior Management (E0-E3) – Male	1,661	1,812	**1,828**
Junior Management (E0-E3) – Female	156	175	**175**
Non-Management (S0-S7) – Male	789	805	**769**
Non-management (S0-S7) – Female	34	42	**42**
Senior Management (E7-E9): <30 years Age	0	0	**0**
Senior Management (E7-E9): 30 To 50 Years Age	57	76	**46**
Senior Management (E7-E9): >50 years Age	333	335	**412**
Middle Management (E4-E6): <30 Years Age	0	1	**0**
Middle Management (E4-E6): 30 to 50 years Age	1,117	1,176	**1,145**
Middle Management (E4-E6): >50 Years Age	670	609	**586**
Junior Management (E0-E3): <30 years Age	750	920	**976**
Junior Management (E0-E3): 30 to 50 years Age	582	630	**562**
Junior Management (E0-E3): >50 years Age	485	437	**465**
Non-Management (S0-S7): <30 years Age	83	87	**52**
Non-Management (S0-S7): 30 to 50 years Age	580	617	**594**
Non-Management (S0-S7): >50 years Age	160	143	**165**
New Employees Hired During FY: Male	245	349	**163**
New Employees Hired During FY: Female	19	45	**14**

Differently Abled Workforce (2022-23)	Total	Male		Female	
		No.	%	No.	%
Permanent Employee	63	57	90.48	6	9.52
Permanent Workers	34	29	85.29	5	14.7
Other than Permanent	0	0	0	0	0
Total Differently Abled Workforce	97	86	88.65	11	11.34

Differently Abled Workforce (2023-24)	Total	Male		Female	
		No.	%	No.	%
Permanent Employee	72	64	88.9	8	11.1
Permanent Workers	34	29	85	5	15
Other than Permanent	30	29	96.67	01	3.33
Total Differently Abled Workforce	106	93	87.7	13	12.3

Differently Abled Workforce (2024-25)	Total	Male		Female	
		No.	%	No.	%
Permanent Employee	72	64	88.9	8	11.1
Permanent Workers	33	28	84.8	5	15.2
Other than Permanent	55	54	98.18	1	1.82
Total Differently Abled Workforce	**160**	**146**	**91.25**	**14**	**8.75**

Contract Employee Distribution (Numbers)	2022-23	2023-24	2024-25
Security Staff Male	3,497	2,786	**5,272**
Security Staff Female	9	5	**25**
Regular Contract Worker Male	17,030	13,541	**21,557**
Regular Contract Worker Female	471	452	**521**
Total number of Apprentice – Male	325	374	**403**
Total number of Apprentice – Female	82	79	**103**

Turnover Rate (%)	2022-23			2023-24			2024-25		
	Male	Female	Total	Male	Female	Total	**Male**	**Female**	**Total**
Permanent Employees	4.29	5.39	4.37	3.84	3.79	3.83	**4.5**	**2.63**	**4.37**
Permanent Workers	2.61	0	2.55	2.38	0	2.28	**3.33**	**2.38**	**3.28**

GRI 404-1

Training	Unit	2022-23	2023-24	2024-25
Management Employee Male	Man Hours	1,55,351	57,816	**1,75,021**
Management Employee Female	Man Hours	11,121	5,333	**15,162**
Non-Management Employee Male	Man Hours	22,736	10,180	**22,848**
Non-Management Employee Female	Man Hours	776	379	**1,136**
Contract Worker Male	Man Hours	13,26,788	3,13,763	**3,80,064**
Contract Worker Female	Man Hours	13,545	3,134	**3,837**
Permanent Employee-Differently Abled	Man Hours	3,216	158	**3,707**
Contract Worker-Differently Abled	Man Hours	128	10	**12**

GRI 401-3

Employees Returned Work After Parental Leave	Gender	2022-23	2023-24	2024-25
Number of Employees entitled to Parental Leave	Male	4,510	4,706	**4,671**
	Female	312	349	**356**
Number of Employees that took Parental Leave	Male	177	45	**125**
	Female	24	27	**57**
Number of Employees who returned to work after Parental Leave ended	Male	175	43	**118**
	Female	13	20	**51**
Employee returned to work after Parental Leave, who were still employed 12 months after their return	Male	152	174	**45**
	Female	10	24	**26**

Procurement Highlights	2022-23	2023-24	2024-25
Total Procurement of Goods & Supplies in INR Crore	11,075	8,911	**5,653**
Total Procurement of Goods & Supplies from Local Suppliers in INR Crore	9,651	8,199	**5,173**
% of new Suppliers that has been screened through Environmental Criteria	100	100	**100**
% of new Suppliers that has been screened through Labour Practice Criteria	100	100	**100**
% of new Suppliers that has been screened through Human Rights Criteria	100	100	**100**
% of new Suppliers that has been screened through Criteria for impacts on society	100	100	**100**
% of Suppliers identified having significant actual & potential negative impacts on society	0	0	**0**
% of Suppliers identified having significant actual & potential negative			

SR Asia
sustainability defined

Independent Assurance Statement

AA1000
Licensed Assurance Provider
000-174

Ref. Number	:	010/000-174/2025/SR-Asia/India
Assurance Type	:	Type 2, Reasonable Assurance
Assurance Level	:	High Level Engagement
Reporting Standards	:	GRI Standard and IPIECA Sustainability Reporting Guidance, ISSB
Assurance Standards	:	AA1000AS v3, AccountAbility UK, ISAE3000

To

GAIL (India) Limited,

GAIL (India) Ltd, hereinafter referred to as "the Company" or "the Reporting Organization," has appointed Social Responsibility Asia (SR Asia), hereinafter referred to as "the Assurer," to carry out a Reasonable Assurance of its Sustainability Report ("the Report") covering the period April 1, 2024, to March 31, 2025.

GAIL (India) Limited, the country's largest Natural Gas Public Sector Enterprise, has a strong footprint across Natural Gas Transmission, Marketing and Processing, LPG Transmission, Petrochemicals, City Gas Distribution, and Exploration & Production. The company has expanded progessively, establishing an extensive Natural Gas Pipeline Network of over 16,421 km with a transmission volume of 127.32 MMSCMD; two LPG pipelines spanning 2,040 km with a throughput capacity of 4.478 MMTPA; five gas processing plants producing LPG and other liquid hydrocarbons with a combined capacity of 1.4 MMTPA; and an integrated gas-based petrochemical complex with a polymer production capacity of 810 KTA.

The Independent Assurance Statement ("the Statement") has been prepared by SR Asia and reflects the results of the assurance work conducted by following the specific methods and approaches as per the contractual agreement.

1. Intended User and Purpose

This assurance report is prepared solely for the Reporting Organization in accordance with the contract agreement for Reasonable Assurance. It is not intended for use or reliance by any other party, who access it at their own risk. In line with applicable laws, we accept no responsibility or liability to any party other than the Reporting Organization for our work, this report, or its conclusions.

SR Asia
sustainability defined

2. Responsibilities

SR Asia and the Reporting Organization recognize the responsibilities specified in the contract agreement. The Reporting Organization is responsible for the presentation of data, information, and disclosures in the Report. The assurance service is not an audit. SR Asia is responsible for generating conclusions and recommendations, including the Statement derived from the assurance work, based on the agreed standards and technology. Unless required by law, our responsibility to disclose the results is only to the Reporting Organization. SR Asia has no accountability for risks or claims arising from third-party reliance on the Statement, the Report, or information not covered herein.

3. Scope and Subject Matter

The scope of Reasonable Assurance covers visits to GAIL sites and/or verification through video conferencing from GAIL Jubilee Tower/Infohub Office, Noida to verify and validate data, information management systems and its completeness, accuracy, comparability, and neutrality. The assurance requires observations on deviations of each data item in the Report, and information vis-à-vis findings based on the actual source, collecting sample copies of the evidence of data & information. SR Asia shall record deviations in the presence of the data owner and record the reason for deviations. Further, during every site visit, SR Asia shall study the system of data management and applicable compliances and carry out Reasonable Assurance in at least but not limited to the following areas:

- Material consumption, recycled
- Energy consumption
- Energy saving
- Water management
- Hazardous and non-Hazardous waste
- GHG Emission
- Air Emission
- Environmental expenditure
- Health and Safety
- Labour practices

The boundary of our assurance covers the non-financial sustainability disclosures of the Company as per the contract agreement.

4. Description and Sources of Disclosures Covered

The company has used GRI Universal standards and GRI 11: Oil and Gas Sector 2021 as a base reference for preparing the Sustainability Report FY 2024-25 and mapped various related

SR Asia
sustainability defined

standards used for designing and developing the Sustainability Report. The following disclosures are assured:

- **GRI 1**: Foundation 2021
- **GRI 2**: General Disclosures 2021
  - Disclosures 2-1 to 2-5 (The organization and its reporting practices)
  - Disclosures 2-6 to 2-8 (Activities and Workers)
  - Disclosures 2-9 to 2-21 (Governance)
  - Disclosures 2-22 to 2-28 (Strategies, policies, and practices)
  - Disclosures 2-29 to 2-30 (Stakeholder engagement)
- **GRI 3**: Material Topics 2021
  - Disclosure 3-1 to 3-3 (Disclosures on material topics)
- **Sector Specific Disclosures**
  - Performance Indicators for identified material topics as below:
    - **Economic**:
      - Disclosures 201-1 to 201-4 (Economic performance)
      - Disclosures 202-1 and 203-2 (Market Presence)
      - Disclosures 204-1 (Procurement practices)
      - Disclosures 205-1 to 205-3 (Anti-corruption)
      - Disclosures 206-1 to 207-4 (Anti-competitive behavior)
    - **Environmental**:
      - Disclosures 301-1 to 301-3 (Materials)
      - Disclosures 302-1 to 302-5 (Energy)
      - Disclosures 303-1 to 303-5 (Water and Effluents)
      - Disclosures 304-1 to 304-4 (Biodiversity)
      - Disclosures 305-1 to 305-7 (Emissions)
      - Disclosures 306-1 to 306-5 (Waste)
      - Disclosures 308-1 and 308-2 (Supplier environmental assessment)
    - **Social**:
      - Disclosures 401-1 to 401-3 (Employment)
      - Disclosures 402-1 (Labour/management relations)
      - Disclosures 403-1 to 403-10 (Occupational health and safety)
      - Disclosures 404-1 to 404-3 (Training and education)
      - Disclosures 405-1 and 405-2 (Diversity and equal opportunity)
      - Disclosures 406-1 (Non-discrimination)
      - Disclosures 407-1 (Freedom of association and collective bargaining)
      - Disclosures 408-1 (Child labor)
      - Disclosures 409-1 (Forced or compulsory labor)

SR Asia
sustainability defined

- Disclosures 410-1 (Security practices)
- Disclosures 411-1 (Rights of Indigenous peoples)
- Disclosures 413-1 and 413-2 (Local communities)
- Disclosures 414-1 and 414-2 (Supplier social assessment)
- Disclosures 415-1 (Public policy)
- Disclosures 416-1 to 416-2 (Customer Health and Safety)
- Disclosures 417-1 to 417-3 (Marketing and labeling)
- Disclosures 418-1 (Customer Privacy)

5. Methodology

Our procedures were designed to obtain a Reasonable Level of Assurance based on the data and information provided, supported by evidence. The necessary observations and conclusions were based on the procedures. Although SR Asia considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance en0078gagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures related to checking the aggregation or calculation of any data within web portal systems and SAP. A Reasonable Assurance engagement consists of carrying out a gap assessment, making inquiries primarily of persons responsible for preparing the Sustainability Report FY 2024-25 and related information while applying analytical and other appropriate procedures. Our procedures included:

- Checking the standard disclosures regarding the company's material sustainability aspects as reported
- Checking consistency of data/information pertaining to the aspects
- Testing on a sample basis of underlying source information to check the accuracy of the data for the following sites, through physical and virtual consultations with the site team and corporate sustainability team:

S No	Sites	City and States	Mode of Assessment
1	GAIL Corporate Office	New Delhi	Physical
2	GAIL Jubilee Tower and Info Hub	Noida, Uttar Pradesh	Physical
3	GAIL Training Institute	Noida, Uttar Pradesh	Physical
4	Dibiyapur Compressor Station	Auraiya, Uttar Pradesh	Physical
5	Pata Plant	Auraiya, Uttar Pradesh	Physical and Virtual
6	Vijaipur Plant	Guna, Madhya Pradesh	Physical and Virtual
7	Bhopal Zonal Office	Bhopal, Madhya Pradesh	Physical
8	Loni Regional Office	Ghaziabad, Uttar Pradesh	Physical
9	Vadodara Pipeline O&M Office	Vadodara, Gujarat	Virtual
10	Ranchi Pipeline O&M Office	Ranchi, Jharkhand	Virtual

SR Asia
sustainability defined

- Executing an audit trail of claims and data streams, on a sample test basis, to determine the level of accuracy in collection, transcription, and aggregation processes followed.

6. Independence, Impartiality, and Competence

SR Asia applies assurance mechanisms and procedures based on a professional code of conduct that mandates all works be performed objectively and truthfully (independence principle). We also carried out a pre-engagement assessment before the assurance work to verify the risks of engagement and the independence & impartiality of experts in conducting the assurance work. The Assurance Team members are qualified and experienced with ISO 26000 and AA1000 AccountAbility standards & principles and have experience in sustainability and assessment based on various reporting regulations and standards such as BRSR, GRI, IPIECA, CDP, TCFD, SASB, ISAE 3000 and AA1000AS standards.

7. Limitations and Approach Used to Mitigate Limitations

The assurance scope excludes the following:

- Data related to the Company's financial performance.
- Data and information outside the defined Reporting Period FY 2024-25.
- Data outside the operations mentioned in the assurance boundary above unless otherwise specifically mentioned in this assurance report.
- The Company's statements that describe expressions of opinion, claims, belief, aspiration, expectation, or aim for future intentions provided by the Company and assertions related to Intellectual Property Rights and other competitive issues.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than those mentioned in the reporting criteria above.
- Aspects of the Report other than those mentioned under the scope and boundary above.
- Performance of any management function or making any decision relating to the services provided by us in the terms of this report. The Company is responsible for making management decisions, including accepting responsibility for the results of our services.
- Review of legal compliances.

8. Findings and Conclusions Concerning Adherence to the AA1000 AccountAbility Principles

Inclusivity: As reflected in the Report, the Company has identified and engaged with all relevant stakeholders who influence or are impacted by its operations and sustainability performance. The policy on Diversity, Equity, and Inclusion within the workforce is well-defined and effectively implemented. To further strengthen internal awareness, a citizen charter may be introduced to help employees better understand the broader value their organization creates, including the benefits of cleaner fuels such as Methane and other sustainability initiatives.

SR Asia
sustainability defined

Materiality: The Company has undertaken a structured Materiality Assessment in line with global standards, integrating both stakeholder expectations and business priorities. For FY 2024–25, a total of 17 material topics has been identified as critical to long-term value creation. These topics have been assessed through the Double Materiality Approach, considering their wider Economic, Environmental, and Social impacts, along with their influence on the Company's performance. While the Report reflects a strong foundation for Double materiality, further enhancement is needed in quantifying environmental impacts and explicitly linking economic investments to measurable sustainability outcomes.

Responsiveness: The Company's responsiveness is well-reflected in the Report through structured mechanisms to address stakeholder concerns and ensure operational resilience. Key systems include a Grievance Redressal Mechanism, Emergency Response and Disaster Management Plan, and an Emergency Response Center, complemented by a Whistleblower Policy managed by designated committees. These channels are accessible to both internal and external stakeholders through multiple digital and non-digital platforms. In FY 2024–25, the Company demonstrated effective responsiveness by achieving 100% resolution of 250 complaints received through the CPGRAMS portal, maintaining an HSE performance score of 96.37%, and achieving a Customer Satisfaction Index of 92%, reinforcing its commitment to transparency, accountability, and stakeholder trust

Impact: The Report discloses the Company's Economic, Environmental, and Social impacts through quantitative and qualitative data. The Company demonstrates its commitment to measuring and managing these impacts, with initiatives in Clean Energy, Resource Efficiency, and Community Development reflecting long-term value creation.

In Accordance with Comprehensive Option: The Assurance Team has concluded that the Company adheres to the GRI standard specific to the Oil and Gas sector. The Report contains all the disclosures of each material topic covered in GRI sufficiently. The General Disclosure and the Disclosure of Management Approach are well presented, as well as the omission statement.

Reliability and Quality of Specified Performance Information: The data collection and analysis at each Plant is managed mostly through XLS files at the first level, then the data is compiled through GAIL's e-Sustainability Module and e-BRSR Module and partly managed through SAP. The controls to maximize the data integrity can be improved by using locked specifications in XLS sheets to ensure that manipulation is not possible, and the web portal may be redesigned to port data from XLS to the e-Sustainability web portal for seamless transfer. The company manages and operates various web platforms such as e-BRSR, e-Sustainability, and LODR specifically for SEBI, all requirements may be mapped together to integrate data to improve the overall quality with less effort, time saving, and improved efficiency.

SR Asia
sustainability defined

9. Recommendations

1. GHG accounting may be mapped to international standards such as ISAE 3410 & related ISO standards.
2. Linkage of Economic & Environmental Metrics maybe established for Double Materiality performance.
3. Adopt Lifecycle Assessment using GRI 11 Oil & Gas sector specific disclosures to tie Extraction, Processing, and Transport activities to environmental and socio-economic impacts.
4. Develop Methane Emissions inventory using GRI 11/ OGMP 2.
5. Skill gap of contractual workers may have an impact on Net Zero roadmap, hence the policy review for such contract employees should be planned.
6. Net Zero Transition Plan with CapEx outlay maybe prepared.
7. Social Return on Investment (SROI) framework maybe applied to measure the impact of CSR projects for quantification of social and economic indicators of beneficiaries.
8. Risk assessment data which comprises of more than 11000 risks maybe converged into ESG category so that risk mitigation performance maybe measured.

The Short-term recommendations of previous year are complied, further Long-term recommendations spanning more than 1 year are under implementation.

AA1000
Licensed Assurance Provider
000-174

Team Leader: Birendra Raturi
India, September 02, 2025

SR Asia
Social Responsibility Asia (SR Asia)
Corp Office:4F-CS-25, Ansal Plaza Mall, Sec-1Vaishali, Uttar Pradesh 201010, INDIA
Landline / Mobile: +91-120-4103023, +91-120-6452020 / +91-9810059109
E-mail: info@sr-asia.org, Website: www.sr-asia.org

GRI Content Index

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
GRI 2: General Disclosures 2021 GRI 11: Oil and Gas Sector 2021		
1. The organization and its reporting practices		
Disclosure 2-1 Organizational details	2-1 -a Report its legal name;	**3: About GAIL**
	2-1 -b Report its nature of ownership and legal form;	**3: About GAIL**
	2-1 -c Report the location of its headquarters;	**3: About GAIL**
	2-1 -d Report its countries of operation	**3: About GAIL 7: Business Outlook**
Disclosure 2-2 Entities included in the organization's sustainability reporting	2-2-a List all its entities included in its Sustainability Reporting;	**1: About Report, Reporting Boundary**
	2-2-b If the organization has audited consolidated financial statements or financial information filed on public record, specify the differences between the list of entities included in its financial reporting and the list included in its sustainability reporting;	**1: About Report, Reporting Boundary**
	2-2-c If the organization consists of multiple entities, explain the approach used for consolidating the information, including	**1: About Report, Reporting Boundary**
Disclosure 2-3 Reporting period, frequency and contact point	2-3- a Specify the reporting period for, and the frequency of, its sustainability reporting;	**1; About Report, Reporting Year and Cycle**
	2-3-b Specify the reporting period for its financial reporting and, if it does not align with the period for its sustainability reporting, explain the reason for this;	**1; About Report, Reporting Year and Cycle**
	2-3-c Report the Publication date of the report or reported information;	**1; About Report, Reporting Year and Cycle**
	2-3-d Specify the contact point for questions about the report or reported information.	**1; About Report, Reporting Year and Cycle, Data Validation and Assurance**
Disclosure 2-4 Restatements of information	2-4-a Report restatements of information made from previous reporting periods and explain	**1: Reporting Year & Cycle**
Disclosure 2-5 External assurance	2-5- a Describe its policy and practice for seeking external assurance, including whether and how the highest governance body and senior executives are involved;	**1: Data Validation and Assurance**
	2-5-b If the organization's sustainability reporting has been externally assured;	**1: Data Validation and Assurance**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
2. Activities and workers		
Disclosure 2-6 Activities, value chain and other business relationships	2-6-a Report the sector(s) in which it is active;	**3: About GAIL, 7: Business Outlook; Business Growth, Economic Performance, Initiatives for Advocacy of Natural Gas**
	2-6-b Describe its value chain, including: (i) the Organization's activities, products, services, and markets served; (ii) the Organization's supply chain; (iii) the entities downstream from the Organization and their activities;	**3: About GAIL, 7: Business Initiatives**
	2-6-c Report other Relevant Business Relationship	**3: About GAIL, 7: Business Growth, Economic Performance, Business Outlook**
	2-6-d Describe significant changes in 2-6-a, 2-6-b, and 2-6-c compared to the previous reporting period.	**3: About GAIL, 7: Business Growth, Economic Performance, Business Outlook**
Disclosure 2-7 Employees	2-7-a Report the total number of employees, and a breakdown of this total by gender and by region	**16: Performance and Standard**
	2-7-b Report the total number of: (i) permanent employees, and a breakdown by gender and by region; (ii) temporary employees, and a breakdown by gender and by region; (iii) non-guaranteed hours employees, and a breakdown by gender and by region; (iv) full-time employees, and a breakdown by gender and by region; (v) part-time employees, and a breakdown by gender and by region;	**16: Performance and Standard**
	2-7-c Describe the methodologies and assumptions used to compile the data, including whether the numbers are reported: (i) in head count, full-time equivalent (FTE), or using another methodology (ii) at the end of the reporting period, as an average across the reporting period, or using another methodology;	**1: Data Management, 4: Dashboards**
	2-7-d Report contextual information necessary to understand the data reported under 2-7-a and 2-7-b;	**11: Diversity, Equity and Inclusivity in the Workforce, Employee Benefits and Incentives, Training and Development Programmes**
	2-7-e Describe significant fluctuations in the number of employees during the reporting period and between reporting periods	**11: Diversity, Equity and Inclusivity in the Workforce**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 2-8 Workers who are not employees	2-8-a Report the total number of workers who are not employees and whose work is: (i) controlled by the Organization and describe; (ii) the most common types of workers and their contractual relationship with the Organization; (iii) the type of	**16: Performance and Standard**
	2-8-b Describe the methodologies and assumptions used to compile the data, including whether the number of workers who are not employees is reported: (i) in head count, full-time equivalent (FTE), or using another methodology (ii) at the end of the reporting period, as an average across the reporting period, or using another methodology;	**16: Performance and Standard**
	2-8-c Describe significant fluctuations in the number of workers who are not employees during the reporting period and	**11: Diversity, Equity and Inclusivity in the Workforce**
3. Governance		
Disclosure 2-9 Governance structure and composition	2-9-a Describe its governance structure, including committees of the highest governance body	**4: Sustainability Governance, 6: Governance Structure**
	2-9-b List the committees of the highest governance body that are responsible for decision making on and overseeing the management of the Organization's impacts on the economy, environment, and people	
	2-9-c Describe the composition of the highest governance body and its committees by: (i) executive and non-executive members; (ii) independence; (iii) tenure of members on the governance body; (iv) number of other significant positions and commitments held by each member, and the nature of the commitments; (v) gender; (vi) under-represented social groups; (vii) competencies relevant to the impacts of the organization; (viii) stakeholder representation.	
Disclosure 2-10 Nomination and selection of the highest governance body	2-10-a Describe the nomination and selection processes for the highest governance body and its committees;	**6: Governance Structure**
	2-10-b Describe the criteria used for nominating and selecting highest governance body members, including whether and how the following are taken into consideration: (i) views of stakeholders (including shareholders); (ii) diversity; (iii) independence; (iv) competencies relevant to the impacts of the Organization	
Disclosure 2-11 Chair of the highest governance body	2-11-a Report whether the chair of the highest governance body is also a senior executive in the organization;	**6: Governance Structure**
	2-11-b If the chair is also a senior executive, explain their function within the Organization's management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated.	**6: Governance Structure and Mechanism**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 2-12 Role of the highest governance body in overseeing the management of impacts	2-12-a Describe the role of the highest governance body and of senior executives in developing, approving, and updating the Organization's purpose, value or mission statements, strategies, policies, and goals related to sustainable development;	**6: Governance Structure**
	2-12-b Describe the role of the highest governance body in overseeing the organization's due diligence and other processes to identify and manage the Organization's impacts on the economy, environment, and people, including: (i) whether and how the highest governance body engages with stakeholders to support these processes; (ii) how the highest governance body	
	2-12-c Describe the role of the highest governance body in reviewing the effectiveness of the Organization's processes as	**6: Stakeholder Grievance Redressal**
Disclosure 2-13 Delegation of responsibility for managing impacts	2-13-a Describe how the highest governance body delegates responsibility for managing the Organization's impacts on the economy, environment, and people, including: (i) whether it has appointed any senior executives with responsibility for the management of impacts; (ii) whether it has delegated responsibility for the management of impacts to other	**6: Governance Structure**
	2-13-b Describe the process and frequency for senior executives or other employees to report back to the highest governance body on the management of the Organization's impacts on the economy, environment, and people.	**6: Governance Structure and Mechanism**
Disclosure 2-14 Role of the highest governance body in sustainability reporting	2-14-a Report whether the highest governance body is responsible for reviewing and approving the reported information, including the Organization's material topics, and if so, describe the process for reviewing and approving the	**6: Governance Structure and Mechanism, Stakeholder Grievance Redressal**
	2-14-b If the highest governance body is not responsible for reviewing and approving the reported information, including the	**6: Governance Structure and Mechanism, Stakeholder Grievance Redressal**
Disclosure 2-15 Conflicts of interest	2-15-a Describe the processes for the highest governance body	**6: Avoidance of Conflict of Interest**
	2-15-b Report whether conflicts of interest are disclosed to stakeholders, including, at a minimum, conflicts of interest relating to: (i) cross-board membership; (ii) cross-shareholding with suppliers and other stakeholders; (iii) existence of controlling shareholders; (iv) related parties, their relationships,	**6: Avoidance of Conflict of Interest**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 2-16 Communication of critical concerns	2-16-a Describe whether and how critical concerns are communicated to the highest governance body;	**6: Governance Mechanism, Stakeholder Grievance Redressal-**
	2-16-b Describe whether and how critical concerns are communicated to the highest governance body;	
Disclosure 2-17 Collective knowledge of the highest governance body	2-17-a Report measures taken to advance the collective knowledge, skills, and experience of the highest governance	**6: Governance Structure-**
Disclosure 2-18 Evaluation of the performance of the highest governance body	2-18-a Describe the processes for evaluating the performance of the highest governance body in overseeing the management of the Organization's impacts on the economy, environment, and people	**6; Committees of Board**
	2-18-b Report whether the evaluations are independent or not, and the frequency of the evaluations	**6; Committees of Board**
	2-18-c Describe actions taken in response to the evaluations, including changes to the composition of the highest governance body and Organizational practices.	**6; Committees of Board**
Disclosure 2-19 Remuneration policies	2-19-a Describe the remuneration policies for members of the highest governance body and senior executives, including: (i) fixed pay and variable pay; (ii) sign-on bonuses or recruitment incentive payments; (iii) termination payments; (iv) clawbacks; (v) retirement benefits	**6: Performance Evaluation, Remuneration and Incentives, 11: Human Rights**
	2-19-b Describe how the remuneration policies for members of the highest governance body and senior executives relate to their objectives and performance in relation to the management of the Organization's impacts on the economy, environment, and people	**6: Performance Evaluation, Remuneration and Incentives, 11: Human Rights**
Disclosure 2-20 Process to determine remuneration	2-20-a Describe the process for designing its remuneration policies and for determining remuneration, including	**6: Performance Evaluation, Remuneration**
	2-20-b Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	**6: Performance Evaluation, Remuneration**
Disclosure 2-21 Annual total compensation ratio	2-21-a Report the ratio of the annual total compensation for the Organization's highest-paid individual to the median annual total compensation for all employees (excluding the highest-paid individual);	**6: Highlights of Remuneration and incentives of GAIL-**
	2-21-b Report the ratio of the percentage increase in annual total compensation for the Organization's highest-paid individual to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual);	
	2-21-c Report contextual information necessary to understand the data and how the data has been compiled.	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
4. Strategy, policies and practices		
Disclosure 2-22 Statement on sustainable development strategy	2-22-a Report a statement from the highest governance body or most senior executive of the Organization about the relevance of sustainable development to the Organization and its strategy for contributing to sustainable development.	**2: Message from CMD**
Disclosure 2-23 Policy commitments	2-23-a Describe its policy commitments for responsible business conduct, including: (i) the authoritative intergovernmental instruments that the commitments reference; (ii) whether the commitments stipulate conducting due diligence; (iii) whether the commitments stipulate applying the precautionary principle; (iv) whether the commitments stipulate respecting human rights;	**4: Sustainability policy**
	2-23-b Describe its specific policy commitment to respect human rights, including: (i) the internationally recognized human rights that the commitment covers; (ii) the categories of stakeholders, including at-risk or vulnerable groups, that the	**4: Sustainability policy**
	2-23-c Provide links to the policy commitments if publicly available, or, if the policy commitments are not publicly available, explain the reason for this;	**4: Sustainability policy**
	2-23-d Report the level at which each of the policy commitments was approved within the Organization, including whether this is the most senior level;	**4: Sustainability policy**
	2-23-e Report the extent to which the policy commitments apply to the Organization's activities and to its business relationships;	**4: Sustainability policy**
	2-23-f Describe how the policy commitments are communicated to workers, business partners, and other relevant parties.	**4: Sustainability policy**
Disclosure 2-24 Embedding policy commitments	2-24-a Describe how it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships, including: (i) how it allocates responsibility to implement the commitments across different levels within the Organization; (ii) how it integrates the commitments into organizational strategies, operational policies, and operational procedures; (iii) how it implements its commitments with and through its business relationships; (iv) training that the Organization provides on implementing the commitments.	**13. Responsible Supply Chain Management Procurement Practices and Policies**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 2-25 Processes to remediate negative impacts	2-25-a Describe its commitments to provide for or cooperate in the remediation of negative impacts that the Organization	**11: Grievance Redressal System**
	2-25-b Describe its approach to identify and address grievances, including the grievance mechanisms that the	**11: Grievance Redressal System**
	2-25-c Describe other processes by which the Organization provides for or cooperates in the remediation of negative	**11: Grievance Redressal System**
	2-25-d Describe how the stakeholders who are the intended users of the grievance mechanisms are involved in the design, review, operation, and improvement of these mechanisms;	**11: Grievance Redressal System**
	2-25-e Describe how the Organization tracks the effectiveness of the grievance mechanisms and other remediation processes, and report examples of their effectiveness, including stakeholder feedback.	**11: Grievance Redressal System**
Disclosure 2-26 Mechanisms for seeking advice and raising concerns	2-26-a Describe the mechanisms for individuals to: (i) seek advice on implementing the Organization's policies and practices for responsible business conduct; (ii) raise concerns	**11: Grievance Redressal System**
Disclosure 2-27 Compliance with laws and regulations	2-27-a Report the total number of significant instances of non-compliance with laws and regulations during the reporting period, and a breakdown of this total by: (i) instances for which fines were incurred; (ii) instances for which non-monetary	**6: Anti-competitive Behaviour**
	2-27-b Report the total number and the monetary value of fines for instances of non-compliance with laws and regulations that were paid during the reporting period, and a breakdown of this total by: (i) fines for instances of non-compliance with laws and regulations that occurred in the current reporting period; (ii) fines for instances of non-compliance with laws and regulations	**6: Anti-competitive Behaviour**
	2-27-c Describe the significant instances of non-compliance;	**6: Anti-competitive Behaviour**
	2-27-d Describe how it has determined significant instances of	**6: Anti-competitive Behaviour**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 2-28 Membership associations	2-28-a Report industry associations, other membership associations, and national or international advocacy organizations in which it participates in a significant role	**7: Initiatives for Advocacy of Natural Gas, Partnerships with Coalition and Association.**
	5. Stakeholder engagement	
Disclosure 2-29 Approach to stakeholder engagement	2-29-a Describe its approach to engaging with stakeholders, including: (i) the categories of stakeholders it engages with, and how they are identified; (ii) the purpose of the stakeholder engagement; (iii) how the organization seeks to ensure meaningful engagement with stakeholders	**14: Customer Value Management, Customer Engagement**
Disclosure 2-30 Collective bargaining agreements	2-30-a Report the percentage of total employees covered by collective bargaining agreements;	**5: Our Approach to Stakeholder Engagement, 11: Human Rights**
	2-30-b For employees not covered by collective bargaining agreements, report whether the organization determines their working conditions and terms of employment based on collective bargaining agreements that cover its other employees or based on collective bargaining agreements from	**5: Our Approach to Stakeholder Engagement, 11: Human Rights**
	GRI 3: Material Topics 2021	
	Economic Performance	
Disclosure 3-1 Process to determine material topics	3-1-a Explanation of the material topic and its boundary describe the process it has followed to determine its material topics, including: (i) how it has identified actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights, across its activities and business relationships; (ii) how it has prioritized the impacts for reporting based on their significance;	**5: Our Approach to Materiality**
	3-1-b Specify the stakeholders and experts whose views have informed the process of determining its material topics.	
Disclosure 3-2 List of material topics	3-2-a List its material topics;	**5: Review of Material Topics**
	3-2-b Report changes to the list of material topics compared to the previous reporting period.	**5: Review of Material Topics**
Disclosure 3-3 Management of material topics (GRI 11.1 GHG emissions, GRI 11.2 Climate adaptation, resilience, and transition)	3-3-a Describe the actual and potential, negative and positive impacts on the economy, environment, and people, including impacts on their human rights;	**5: Materiality Assessment Process, Impact Assessment of Material Topics**
	3-3-b Report whether the organization is involved with the negative impacts through its activities or as a result of its business relationships and describe the activities or business relationships;	**5: Key Performance Indicator's with respect to Material Topics, Materiality Assessment Process, Impact Assessment of Material Topics**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
	3-3-c Describe its policies or commitments regarding the material topic;	**5. Our approach to Materiality**
	3-3-d Describe actions taken to manage the topic and related impacts, including: (i) actions to prevent or mitigate potential negative impacts; (ii) actions to address actual negative impacts, including actions to provide for or cooperate in their remediation; (iii) actions to manage actual and potential	**6: Ethics and Integrity, Key Risks and Mitigation Measures** **9: Energy Saving Initiatives, responsible Water Management at GAIL, Waste Management Initiatives**
	3-3-e Report the following information about tracking the effectiveness of the actions taken: (i) processes used to track the effectiveness of the actions; (ii) goals, targets, and indicators used to evaluate progress; (iii) the effectiveness of the actions, including progress toward the goals and targets; (iv) lessons learned and how these have been incorporated into the	**10: Net Zero Emissions Action Plan**
	3-3-f Describe how engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e)	**5: Stakeholder Engagement Framework** **6: Ethics and Integrity**
Disclosure 201-1 Direct economic value generated and distributed (GRI 11.14 Economic impacts) (GRI 11.21 Payments to governments)	201-1-a Direct economic value generated and distributed (EVG&D) on an accrual's basis, including the basic components for the organization's global operations as listed below. If data are presented on a cash basis, report the justification for this decision in addition to reporting the following basic components: (i) Direct economic value generated: revenues; (ii) Economic value distributed: operating costs, employee wages and benefits, payments to providers of capital, payments to government by country, and community investments; (iii) Economic value retained: 'direct economic value generated' less	**7: Economic Performance, Performance Highlights**
	201-1-b Where significant, report EVG&D separately at country, regional, or market levels, and the criteria used for defining	
Disclosure 201-2 Financial implications and other risks and opportunities due to climate change (GRI 11.2 Climate adaptation, resilience, and transition)	201-2-a Risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue, or expenditure, including: (i) a description of the risk or opportunity and its classification as either physical, regulatory, or other; (ii) a description of the impact associated with the risk or opportunity; (iii) the financial implications of the risk or opportunity before action is taken; (iv) the methods used to manage the risk or opportunity; (v) the costs of actions taken to manage the risk or	**6: Overarching Management Approach, Risk Management and Strategic Initiatives, Key Risk and Mitigate Measures-**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 201-3 Defined benefit plan obligations and other retirement plans	201-3-a If the plan's liabilities are met by the Organization's	**Chapter 11: Employee Benefits and Incentives**
	201-3-b If a separate fund exists to pay the plan's pension liabilities: (i) the extent to which the scheme's liabilities are estimated to be covered by the assets that have been set aside to meet them; (ii) the basis on which that estimate has been arrived at; (iii) when that estimate was made.	
	201-3-c If a fund set up to pay the plan's pension liabilities is not fully covered, explain the strategy, if any, adopted by the employer to work towards full coverage, and the timescale, if any, by which the employer hopes to achieve full coverage.	
	201-3-d Percentage of salary contributed by employee or employer.	
	201-3-e Level of participation in retirement plans, such as participation in mandatory or voluntary schemes, regional, or country-based schemes, or those with financial impact.	**11: Employee Benefits and Incentives, Leadership and Succession Planning**
Disclosure 201-4 Financial assistance received from government (GRI 11.21 Payments to governments)	201-4-a Total monetary value of financial assistance received by the organization from any government during the reporting period, including: (i) tax relief and tax credits; (ii) subsidies; (iii) investment grants, research and development grants, and other relevant types of grant; (iv) awards; (v) royalty holidays; (vi) financial assistance from Export Credit Agencies (ECAs); (vii) financial incentives; (viii) other financial benefits received or receivable from any government for any operation.	**7: Financial Management Improvement Initiatives**
	201-4-b The information in 201-4-a by country.	
	201-4-c Whether, and the extent to which, any government is present in the shareholding structure.	
Market Presence		
Disclosure 202-1 Ratios of standard entry level wage by gender compared to local minimum wage	202-1-a When a significant proportion of employees are compensated based on wages subject to minimum wage rules, report the relevant ratio of the entry level wage by gender at	**6: Performance Evaluation, Remuneration, and Incentives, Highlights of Remuneration and Incentives at GAIL**
	202-1-b When a significant proportion of other workers (excluding employees) performing the organization's activities are compensated based on wages subject to minimum wage rules, describe the actions taken to determine whether these	**6: Performance Evaluation, Remuneration, and Incentives, Highlights of Remuneration and Incentives at GAIL**
	202-1-c Whether a local minimum wage is absent or variable at significant locations of operation, by gender. In circumstances in which different minimums can be used as a reference, report which minimum wage is being used.	**Chapter 11: Employee Benefits and Incentives**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
	202-1-d The definition used for 'significant locations of operation'.	**1: Reporting scope**
Disclosure 202-2 Proportion of senior management hired from the local community (GRI 11.11 Non-discrimination and equal opportunity) (GRI 11.14 Economic impacts)	202-2-a Percentage of senior management at significant locations of operation that are hired from the local community.	**11: Job Creation in Small Towns and Wage Distribution**
	202-2-b The definition used for 'senior management'.	**16: Performance and Standards**
	202-2-c The organization's geographical definition of 'local'.	**1: Reporting Scope**
	202-2-d The definition used for 'significant locations of	**1: Reporting scope**
Disclosure 203-1 Infrastructure investments and services supported (GRI 11.14 Economic impacts)	203-1-a Extent of development of significant infrastructure investments and services supported.	**3: National Gas Grid** **7: Asset Integrity Management System (AIMS), Expenditure on Research & Development Activities** **15: GAIL Hriday: Driving Inclusive and Sustainable Development**
	203-1-b Current or expected impacts on communities and local economies, including positive and negative impacts where	**5: Impact Assessment of Material Topics** **8: Environment Management System (EMS)**
	203-1-c Whether these investments and services are	**7: Expenditure on Research & Development Activities** **10: Net Zero Emissions Action Plan**
Disclosure 203-2 Significant indirect economic impacts (GRI 11.14 Economic impacts)	203-2-a Examples of significant identified indirect economic impacts of the organization, including positive and negative impacts.	**2: Performance Highlights** **15: GAIL Hriday: Driving Inclusive and Sustainable Development**
	203-2-b Significance of the indirect economic impacts in the context of external benchmarks and stakeholder priorities, such as national and international standards, protocols, and policy agendas.	
Procurement Practices		
Disclosure 204-1 Proportion of spending on local suppliers (GRI 11.14 Economic impacts)	204-1-a Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally).	**13: Sustainable Procurement**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
	204-1-b The Organization's geographical definition of 'local'.	**1: Reporting scope**
	204-1-c The definition used for 'significant locations of operation'.	
Anti-Corruption		
Disclosure 205-1 Operations assessed for risks related to corruption (GRI 11.20 Anti-corruption)	205-1-a Total number and percentage of operations assessed	**6: Ethics and Integrity**
	205-1-b Significant risks related to corruption identified through the risk assessment.	
Disclosure 205-2 Communication and training about anti-corruption policies and procedures (GRI 11.20 Anti-corruption)	205-2-a Total number and percentage of governance body members that the Organization's anti-corruption policies and procedures have been communicated to, broken down by region.	**6: Ethics and Integrity**
	205-2-b Total number and percentage of employees that the Organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and	
	205-2-c Total number and percentage of business partners that the Organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the Organization's anti-corruption policies and procedures have been communicated to any other persons or Organizations.	
	205-2-d Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.	**6: Ethics and Integrity-** Training stated, but numerical/regional detail is not mentioned.
	205-2-e Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.	**6: Ethics and Integrity**
Disclosure 205-3 Confirmed incidents of corruption and actions taken (GRI 11.20 Anti-corruption)	205-3-a Total number and nature of confirmed incidents of corruption.	**6: Ethics and Integrity**
	205-3-b Total number of confirmed incidents in which employees were dismissed or disciplined for corruption.	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
	205-3-c Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.	
	205-3-d Public legal cases regarding corruption brought against the organization or its employees during the reporting period and the outcomes of such cases.	
Anti-Competitive Behaviour		
Disclosure 206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices (GRI 11.19 Anticompetitive behavior)	206-1-a Number of legal actions pending or completed during the reporting period regarding anti-competitive behaviour and violations of anti-trust and monopoly legislation in which the	**6: Anti-competitive Behaviour**
	206-1-b Main outcomes of completed legal actions, including any decisions or judgements.	
Disclosure 207-1 Approach to tax (GRI 11.21 Payments to governments)	207-1-a A description of the approach to tax, including: (i) whether the organization has a tax strategy and, if so, a link to this strategy if publicly available; (ii) the governance body or executive-level position within the organization that formally reviews and approves the tax strategy, and the frequency of this review; (iii) the approach to regulatory compliance; (iv) how the approach to tax is linked to the business and sustainable development strategies of the	**6: Anti-competitive Behaviour**
Disclosure 207-2 Tax governance, control, and risk management (GRI 11.21 Payments to governments)	207-2-a A description of the tax governance and control framework, including: (i) the governance body or executive-level position within the organization accountable for compliance with the tax strategy; (ii) how the approach to tax is embedded within the organization; (iii) the approach to tax risks, including how risks are identified, managed, and monitored; (iv) how compliance with the tax governance and control framework is evaluated.	**6: Ethics and Integrity, Stakeholder Grievance Redressal**
	207-2-b A description of the mechanisms to raise concerns about the organization's business conduct and the organization's integrity in relation to tax.	
	207-2-c A description of the assurance process for disclosures on tax including, if applicable, a link or reference to the external assurance report(s) or assurance statement(s).	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 207-3 Stakeholder engagement and management of concerns related to tax (GRI 11.21 Payments to governments)	207-3-a A description of the approach to stakeholder engagement and management of stakeholder concerns related to tax, including: (i) the approach to engagement with tax authorities; (ii) the approach to public policy advocacy on tax; (iii) the processes for collecting and considering the views and concerns of stakeholders, including external	**6: Ethics and Integrity, Stakeholder Grievance Redressal**
Disclosure 207-4 Country-by-country reporting (GRI 11.21 Payments to governments)	207-4-a All tax jurisdictions where the entities included in the organization's audited consolidated financial statements, or in the financial information filed on public record, are resident for tax purposes.	**3: GAIL Subsidiaries & JVs** **6: Ethics and Integrity, Stakeholder Grievance Redressal**
	207-4-b For each tax jurisdiction reported in Disclosure 207-4-a: (i) Names of the resident entities; (ii) Primary activities of the organization; (iii) Number of employees, and the basis of calculation of this number; (iv) Revenues from third-party sales; (v) Revenues from intra-group transactions with other tax jurisdictions; (vi) Profit/loss before tax; (vii) Tangible assets other than cash and cash equivalents; (viii) Corporate income tax paid on a cash basis; (ix) Corporate income tax accrued on profit/loss; (x) Reasons for the difference between corporate income tax accrued on profit/loss and the tax due if the statutory tax rate is applied to profit/loss before tax.	
	207-4-c The time period covered by the information reported in Disclosure 207-4.	**1: Reporting Year & Cycle**
Material		
Disclosure 301-1 Materials used by weight or volume	301-1-a Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period, by: (i) non-renewable materials used; (ii) renewable materials used.	**16: Performance and Standard**
Disclosure 301-2 Recycled input materials used	301-2-a Percentage of recycled input materials used to manufacture the organization's primary products and services.	
Disclosure 301-3 Reclaimed products and their packaging materials	301-3-a Percentage of reclaimed products and their packaging materials for each product category.	**14: Product labelling**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
GRI 302: Energy 2016		
	Energy	
Disclosure 302-1 Energy consumption within the organization (GRI 11.1 GHG emissions)	302-1-a Total fuel consumption within the organization from non-renewable sources, in joules or multiples, and including fuel types used.	**16: Performance and Standard**
	302-1-b Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used.	
	302-1-c In joules, watt-hours or multiples, the total: (i) electricity consumption (ii) heating consumption (iii) cooling consumption (iv) steam consumption	
	302-1-d In joules, watt-hours or multiples, the total: (i) electricity consumption (ii) heating consumption (iii) cooling consumption (iv) steam consumption	
	302-1-e Total energy consumption within the organization, in joules or multiples.	
	302-1-f Standards, methodologies, assumptions, and/or calculation tools used.	
	302-1-g Source of the conversion factors used.	
Disclosure 302-2 Energy consumption outside of the organization (GRI 11.1 GHG emissions)	302-2-a Energy consumption outside of the organization, in joules or multiples.	**9: Energy Management, 16: Performance and Standard**
	302-2-b Standards, methodologies, assumptions, and/or calculation tools used.	
Disclosure 302-3 Energy intensity (GRI 11.1 GHG emissions)	302-3-a Energy intensity ratio for the organization.	**16:Performance Standard: Energy intensity Ratio**
	302-3-b Organization-specific metric (the denominator) chosen to calculate the ratio.	
	302-3-c Types of energy included in the intensity ratio; whether fuel, electricity, heating, cooling, steam, or all.	
	302-3-d Whether the ratio uses energy consumption within the organization, outside of it, or both.	
Disclosure 302-4 Reduction of energy consumption	302-4-a Number of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	**8: Energy Management System (EnMS) 9:Central Approved Energy Saving Initiatives, 10:Energy Transition, 16: Performance and Standard**
	302-4-b Types of energy included in the reductions; whether fuel, electricity, heating, cooling, steam, or all.	
	302-4-c Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.	**10: Climate Change, 9:Energy environment**
	302-4-d Standards, methodologies, assumptions, and/or calculation tools used.	**10: Climate Change, 9:Energy environment**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 302-5 Reductions in energy requirements of products and services	302-5-a Reductions in energy requirements of sold products and services achieved during the reporting period, in joules or multiples.	**9: Central Approved Energy Saving Initiatives 10:Energy Transition**
	302-5-b Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.	**10: Climate Change, 9:Energy environment**
	302-5-c Standards, methodologies, assumptions, and/or calculation tools used.	**10: Climate Change, 9:Energy environment**
GRI 303: Water and Effluents 2018		
	Water and Effluents	
Disclosure 303-1 Interactions with water as a shared Resource (GRI 11.6 Water and effluents)	303-1-a A description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts the organization has caused or contributed to, or that are directly linked to its operations, products, or services by its business relationships (e.g., impacts caused by runoff).	**9: Responsible Water Management 16: Performance and Standards**
	303-1-b A description of the approach used to identify water-related impacts, including the scope of assessments, their	
	303-1-c A description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts.	**9: Responsible Water Management**
	303-1-d An explanation of the process for setting any water-related goals and targets that are part of the organization's approach to managing water and effluents, and how they relate to public policy and the local context of each area with water stress.	**9: Responsible Water Management 10: Climate change 7: Business Growth**
Disclosure 303-2 Management of water discharge-related impacts (GRI 11.6 Water and effluents)	303-2-a A description of any minimum standards set for the quality of effluent discharge, and how these minimum standards were determined, including: (i) how standards for facilities operating in locations with no local discharge requirements were determined; (ii) any internally developed water quality standards or guidelines; (iii) any sector-specific standards considered; (iv.) whether the profile of the receiving waterbody was considered.	**9: Responsible Water Management**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 303-3 Water withdrawal (GRI 11.6 Water and effluents)	303-3-a Total water withdrawal from all areas in megalitres, and a breakdown of this total by the following sources, if applicable: (i) Surface water; (ii) Groundwater; (iii) Seawater; (iv) Produced water; (v) Third-party water.	**9: Responsible Water Management**
	303-3-b Total water withdrawal from all areas with water stress in megalitres, and a breakdown of this total by the following sources, if applicable: (i) Surface water; (ii) Groundwater; (iii) Seawater; (iv) Produced water; (v) Third-party water.	**16: Performance and Standard**
	303-3-c A breakdown of total water withdrawal from each of the sources listed in Disclosures 303-3-a and 303-3-b in megaliters by the following categories: i. Freshwater (⩽1,000 mg/L Total Dissolved Solids); ii. Other water (>1,000 mg/L Total Dissolved Solids).	
	303-3-d Any contextual information necessary to understand how the data have been compiled, such as any standards,	**1:Data Management** **4:Dashboards** **16: Performance and Standards**
Disclosure 303-4 Water discharge (GRI 11.6 Water and effluents)	303-4-a Total water discharge to all areas in megaliters, and a breakdown of this total by the following types of destination, if applicable: (i) Surface water; (ii) Groundwater; (iii) Seawater; (iv) Produced water; (v) Third-party water and the volume of this total sent for use to other organizations, if applicable.	**16: Performance and Standard**
	303-4-b A breakdown of total water discharge to all areas in megaliters by the following categories: i. Freshwater (⩽1,000 mg/L Total Dissolved Solids); ii. Other water (>1,000 mg/L Total Dissolved Solids).	**9: Responsible Water Management**
	303-4-c Total water discharge to all areas with water stress in megaliters, and a breakdown of this total by the following categories: i. Freshwater (⩽1,000 mg/L Total Dissolved Solids); ii. Other water (>1,000 mg/L Total Dissolved Solids).	**9: Responsible Water Management**
	303-4-d Priority substances of concern for which discharges are treated, including:(low priority substances of concern were defined, and any international standard, authoritative list, or criteria used; (ii) the approach for setting discharge limits for priority substances of concern; (iii) number of incidents of non-compliance with discharge limits.	**9: Responsible Water Management**
	303-4-e Any contextual information necessary to understand how the data have been compiled, such as any standards methodologies, and assumptions used.	**9: Responsible Water Management**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 303-5 Water consumption (GRI 11.6 Water and effluents)	303-5-a Total water consumption from all areas in megaliters.	**16: Performance and Standard**
	303-5-b Total water consumption from all areas with water stress in megaliters	
	303-5-c Change in water storage in megaliters, if water storage has been identified as having a significant water-related impact.	**9: Responsible Water Management**
	303-5-d Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used, including whether the information is calculated, estimated, modelled, or sourced from direct measurements, and the approach taken for this, such as the use of any sector-specific factors.	**9: Responsible Water Management**
GRI 304: Biodiversity 2016		
	Biodiversity	
Disclosure 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas (GRI 11.4	304-1-a For each operational site owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas, the following information: i. Geographic location; ii. Subsurface and underground land that may be owned, leased, or managed by the organization; iii. Position in relation to the protected area (in the area, adjacent to, or containing portions of the protected area) or the high biodiversity value area outside protected areas; iv. Type of operation (office, manufacturing or production, or extractive); v. Size of operational site in km2 (or another unit, if appropriate); vi. Biodiversity value characterized by the attribute of the protected area or area of high biodiversity value outside the protected area (terrestrial, freshwater, or maritime ecosystem); vii. Biodiversity value characterized by listing of protected status (such as IUCN Protected Area Management	**9: Biodiversity Management**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 304-3 Habitats protected or restored (GRI 11.4 Biodiversity)	304-3-a Size and location of all habitat areas protected or restored, and whether the success of the restoration measure	**9: Biodiversity Management**
	304-3-b Whether partnerships exist with third parties to protect or restore habitat areas distinct from where the organization has overseen and implemented restoration or protection measures.	**9: Biodiversity Management**
	304-3-c Status of each area based on its condition at the close of the reporting period.	
	304-3-d Standards, methodologies, and assumptions used.	**9: Biodiversity Management**
Disclosure 304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations (GRI 11.4 Biodiversity)	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by the operations of the organization, by level of extinction risk: i. Critically endangered ii. Endangered iii. Vulnerable iv. Near threatened	**9: Biodiversity Management**
GRI 305: Emissions 2016		
	Emissions	
Disclosure 305-1 Direct (Scope 1) GHG emissions (GRI 11.1 GHG emissions)	305-1-a Gross direct (Scope1) GHG emissions in metric tons of CO_2 equivalent	**16: Performance and Standard**
	305-1-b Gases included in the calculation; whether CO, CH, NO, HFCs, PFCs, SF, NF, or all	
	305-1-c Biogenic CO_2 emissions in metric tons of CO equivalent.	
	305-1-d Base year for the calculation, if applicable, including: i. the rationale for choosing it ii.emissions in the base year iii.the context for any significant changes in emissions that triggered recalculations of base year emissions.	**9: Energy Environment** **10: Climate Change**
	305-1-e Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	**16: Performance and standard** **9: Energy & Environment**
	305-1-f Consolidation approach for emissions; whether equity share, financial control, or operational control.	
	305-1-g Standards, methodologies, assumptions, and/or calculation tools used.	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 305-2 Energy indirect (Scope 2) GHG emissions	305-2-a Gross location-based energy indirect (Scope2) GHG emissions in metric tons of CO_2 equivalent.	**16: Performance and Standard**
	305-2-b If applicable, gross market-based energy indirect (Scope 2) GHG emissions in metric tons of CO equivalent.	
	305-2-c If available, the gases included in the calculation; whether CO, CH, NO, HFCs, PFCs, SF, NF, or all.	
	305-2-d Base year for the calculation, if applicable, including: i. the rationale for choosing it; Ii emissions in the base year; iii.the context for any significant changes in emissions that triggered recalculations of base year emissions.	**16: Performance and Standard** Report baseline emissions, rationale, changes
	305-2-e Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Same as 305-1; provide source and calculation logic
	305-2-f Consolidation approach for emissions; whether equity share, financial control, or operational control.	
	305-2-g Standards, methodologies, assumptions, and/or calculation tools used.	
	305-3-a Gross other indirect (Scope3) GHG emissions in metric tons of CO_2 equivalent.	**9: Emission Management Chapter 16: Performance and Standard**
	305-3-b If available, the gases included in the calculation; whether CO, CH, NO, HFCs, PFCs,SF, NF, or all.	**9: Emission Management Chapter 16: Performance and Standard**
	305-3-c Biogenic CO_2 emissions in metric tons of CO equivalent.	**9: Emission Management**
	305-3-d Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.	**9: Emission Management**
	305-3-e Base year for the calculation, if applicable, including: i. the rationale for choosing it; ii. emissions in the base year; iii.the context for any significant changes in emissions that triggered recalculations of base year emissions	
	305-3-f Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	
	305-3-g Standards, methodologies, assumptions, and/or calculation tools used.	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 305-4 GHG emissions intensity (GRI 11.1 GHG emissions)		**16: Performance and Standard: Energy intensity ratio**
	305-4-b Organization-specific metric (the denominator) chosen to calculate the ratio.	
	305-4-c Types of GHG emissions included in the intensity ratio; whether direct (Scope1), energy indirect (Scope2), and/or other indirect (Scope3).	
	305-4-d Gases included in the calculation; whether CO, CH, NO, HFCs, PFCs, SF, NF, or all.	
Disclosure 305-5 Reduction of GHG emissions (GRI 11.2 Climate adaptation, resilience, and transition)	305-5-a GHG emissions reduced as a direct result of reduction initiatives, in metric tons of CO_2 equivalent.	**16: Performance and Standard**
	305-5-b Gases included in the calculation; whether CO, CH, NO, HFCs, PFCs, SF, NF, or all.	**16: Performance and Standard**
	305-5-c Base year or baseline, including the rationale for choosing it.	**9: Emission Management**
	305-5-d Scopes in which reductions took place; whether direct (Scope1), energy indirect (Scope2), and/or other indirect (Scope3).	**16: Performance and Standard**
	305-5-e Standards, methodologies, assumptions, and/or	
Disclosure 305-6 Emissions of ozone-depleting substances (ODS)	305-6-a Production, imports, and exports of ODS in metric tons of CFC-11(trichlorofluoromethane)equivalent.	**16: Performance and Standard**
	305-6-b Substances included in the calculation.	
	305-6-c Source of the emission factors used.	
	305-6-d Standards, methodologies, assumptions, and/or calculation tools used.	
Disclosure 305-7 Nitrogen oxides (NOx), sulfur oxides(SOx), and other significant air emissions (GRI 11.3 Air emissions)	305-7-a Significant air emissions, in kilograms or multiples, for each of the following i. NOx ii. SOx iii. Persistent organic pollutants (POP) iv. Volatile organic compounds (VOC) v. Hazardous air pollutants (HAP) vi. Particulate matter (PM) vii. Other standard categories of air emissions identified in relevant regulations	**16: Performance and Standard**
	305-7-b Source of the emission factors used.	
	305-7-c Standards, methodologies, assumptions, and/or calculation tools used.	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
GRI 306: Effluents and Waste 2016		
	Waste	
Disclosure 306-1 Waste generation and significant waste-related impacts	For the organization's significant actual and potential waste-related impacts, a description of: i.the inputs, activities, and outputs that lead or could lead to these impacts; ii.whether these impacts relate to waste generated in the organization's own activities or to waste generated upstream or downstream in its value chain	**9: GAIL's Waste Management Initiatives & approach/ initiatives towards circular economy**
Disclosure 306-2 Management of significant waste-related impacts (GRI 11.5 Waste)	306-2-a Actions, including circularity measures, taken to prevent waste generation in the organization's own activities and upstream and downstream in its value chain, and to manage significant impacts from waste generated.	
	306-2-b If the waste generated by the organization in its own activities is managed by a third-party, a description of the processes used to determine whether the third party manages the waste in line with contractual or legislative obligations.	
	306-2-c The processes used to collect and monitor waste-	**9: Energy & Environment**
Disclosure 306-3 Waste generated (GRI 11.5 Waste)	306-3-a Total weight of waste generated in metric tons, and a breakdown of this total by composition of the waste.	**16: Performance and Standard** **9: Energy & Environment**
	306-3-b Contextual information necessary to understand the data and how the data has been compiled.	
Disclosure 306-4 Waste diverted from disposal (GRI 11.5 Waste)	306-4-a Total weight of waste diverted from disposal in metric tons, and a breakdown of this total by composition of the waste.	**16: Performance and Standard** **9: Energy & Environment**
	306-4-b Total weight of hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: i. Preparation for reuse; ii. Recycling iii. Other recovery operations.	
	306-4-c Total weight of non-hazardous waste diverted from disposal in metric tons, and a breakdown of this total by the following recovery operations: i. Preparation for reuse; ii. Recycling iii. Other recovery operations.	
	306-4-d For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal: i. onsite ii. offsite	
	306-4-e Contextual information necessary to understand the data and how the data has been compiled.	**9: Responsible Waste Management**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 306-5 Waste directed to disposal (GRI 11.5 Waste)	306-5-a Total weight of waste directed to disposal in metric tons, and a breakdown of this total by composition of the waste.	**16: Performance and Standard**
	306-5-b Total weight of hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations: (i) Incineration (without energy recovery); (ii) Landfilling; (iii) Other disposal operations.	
	305-6-c Total weight of non-hazardous waste directed to disposal in metric tons, and a breakdown of this total by the following disposal operations: (i) Incineration (without energy recovery); (ii) Landfilling (iii) Other disposal operations.	
	306-5-d For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal: (i) onsite; (ii) offsite.	
	306-5-e Contextual information necessary to understand the data and how the data has been compiled.	**9: Responsible Waste Management**
Supplier Environment Assessment		
Disclosure 308-1 New suppliers that were screened using environmental criteria	308-1-a Percentage of New Suppliers that were screened using environmental criteria.	**16: Performance and Standard, 13: Sustainable Procurement**
Disclosure 308-2 Negative environmental impacts in the supply chain and actions taken	308-2-a Number of Suppliers assessed for environmental impacts.	
	308-2-b Number of Suppliers identified as having significant actual and potential negative environmental impacts.	**16: Performance and Standard, 13: Sustainable Procurement**
	308-2-c Significant actual and potential negative environmental impacts identified in the supply chain.	**16: Performance and Standard, 13: Sustainable Procurement**
	308-2-d Percentage of Suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment.	**16: Performance and Standard, 13: Sustainable Procurement**
	308-2-e Percentage of Suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.	**16: Performance and Standard, 13: Sustainable Procurement**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Employment		
Disclosure 401-1 New employee hires and employee turnover (GRI 11.10 Employment practices)	401-1-a Total number and rate of new employee hires during the reporting period, by age group, gender and region.	**16: Performance and Standard**
	401-1-b Total number and rate of employee turnover during the reporting period, by age group, gender and region.	**16: Performance and Standard**
Disclosure 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees (GRI 11.10 Employment	401-2-a Benefits which are standard for full-time employees of the organization but are not provided to temporary or part-time employees, by significant locations of operation. These include, as a minimum: (i) life insurance; (ii) health care; (iii) disability and invalidity coverage; (iv) parental leave; (v) retirement provision; (vi) stock ownership; (vii) Others.	**11: Employee Benefits and Incentives**
	401-2-b The definition used for 'significant locations of	**1: Reporting scope**
Disclosure 401-3 Parental leave (GRI 11.10 Employment practices)(GRI 11.11 Non-discrimination and equal opportunity)	401-3-a Total number of employees that were entitled to parental leave, by gender.	**16: Performance and Standard**
	401-3-b Total number of employees that took parental leave, by gender.	
	401-3-c Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	
	401-3-d Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.	
	401-3-e Return to work and retention rates of employees that	
Labour /Management Relations		
Disclosure 402-1 Minimum notice periods regarding operational changes (GRI 11.10 Employment practices)	402-1-a Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them.	**11: Human Rights**
	402-1-b For organizations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	
Occupational Health and Safety		
Disclosure 403-1 Occupational health and safety management system (GRI 11.9 Occupational health	403-1-a A statement of whether an occupational health and safety management system has been implemented, including whether: i. the system has been implemented because of legal requirements and, if so, a list of the requirements; ii. the system has been implemented based on recognized risk management and/or management system standards/ guidelines and, if so, a list of the standards/guidelines.	**12: Ensuring Health & Safety for All**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
	403-1-b A description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system, and an explanation of whether and, if so,	
Disclosure 403-2 Hazard identification, risk assessment, and incident investigation (GRI 11.9 Occupational health and safety)	403-2-a A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: i. how the organization ensures the quality of these processes, including the competency of persons who carry them out; ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety	**8: Integrated Management System (IMS), HSE Management System, 12: GAIL HSE Policy, HSE Management System**
	403-2-b A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals.	
	403-2-c A description of the policies and processes for workers to remove themselves form work situations that they believe could cause injury or ill health, and an explanation of how	**8: Integrated Management System (IMS),**
	403-2-d A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and	**8: Integrated Management System (IMS), 12: GAIL HSE Policy, HSE Management System**
Disclosure 403-3 Occupational health services (GRI 11.9 Occupational health and safety)	403-3-a A description of the occupational health services' functions that contribute to the identification and elimination of hazards and minimization of risks, and an explanation of how the organization ensures the quality of these services and	
Disclosure 403-4 Worker participation, consultation, and communication on occupational health and safety (GRI 11.9 Occupational health and safety)	403-4-a A description of the processes for worker participation and consultation in the development, implementation, and evaluation of the occupational health and safety management system, and for providing access to and communicating relevant information on occupational health and safety to workers	
	403-4-b Where formal joint management-worker health and safety committees exist, a description of their responsibilities, meeting frequency, decision-making authority, and whether and, if so, why any workers are not represented by these committees.	**12: HSE Management System**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 403-5 Worker training on occupational health and safety (GRI 11.9 Occupational health and safety)	403-5-a A description of any occupational health and safety training provided to workers, including generic training as well as training on specific work-related hazards, hazardous activities, or hazardous situations.	**12: Health and Safety Initiatives in FY 2024-25, GAIL HSE Policy; Employee Safety: Occupational Health, Training, and Emergency Preparedness**
Disclosure 403-6 Promotion of worker health (GRI 11.9 Occupational health and safety)	403-6-a An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services, and the scope of access provided.	**12: Occupational Health and Safety at GAIL**
	403-6-b A description of any voluntary health promotion services and programs offered to workers to address major non-work-related health risks, including the specific health risks addressed, and how the organization facilitates workers' access	**12: Occupational Health and Safety at GAIL**
Disclosure 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships (GRI 11.9 Occupational	403-7-a A description of the organization's approach to preventing or mitigating significant negative occupational health and safety impacts that are directly linked to its operations, products, or services by its business relationships,	
Disclosure 403-8 Workers covered by an occupational health and safety management system (GRI 11.9 Occupational health and safety)	403-8-a If the organization has implemented an occupational health and safety management system based on legal requirements and/or recognized standards/guidelines: (i) the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system; (ii) the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been internally audited; (iii) the number and percentage of all employees and workers who are not employees but whose work and/or workplace is controlled by the organization, who are covered by such a system that has been audited or certified by an external party.	**12: HSE Management System, GAIL HSE Policy, Chapter 16 Performance and Standard**
	403-8-b Whether and, if so, why any workers have been excluded from this disclosure, including the types of workers excluded.	**12: HSE Management**
	403-8-c Any contextual information necessary to understand how the data have been compiled, such as any standards,	**12: HSE Management**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 403-9 Work-related injuries (GRI 11.9 Occupational health and safety)	403-9-a For all employees: (i) The number and rate of fatalities as a result of work- related injury; (ii) The number and rate of high-consequence work-related injuries (excluding fatalities); (iii) The number and rate of recordable work-related injuries; (iv) The main types of work-related injury; (v) The number of hours worked.	**12: Transportation Safety in GAIL, Health and Safety Practices for Employees, Contractor Safety, Occupational Health and Safety at GAIL, Safety Audits and Observation** **16: Performance and Standard**
	403-9-b For all workers who are not employees but whose work and/or workplace is controlled by the organization: (i) The number and rate of fatalities as a result of work- related injury; (ii) The number and rate of high-consequence work-related injuries (excluding fatalities); (iii) The number and rate of recordable work-related injuries; (iv) The main types of work-related injury; (v) The number of hours worked.	
	403-9-c The work-related hazards that pose a risk of high-consequence injury, including: (i) how these hazards have been determined; (ii) which of these hazards have caused or contributed to high-consequence injuries during the reporting period; (iii) actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.	
	403-9-d Any actions taken or underway to eliminate other work-related hazards and minimize risks using the hierarchy of controls.	
	403-9-e Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.	
	403-9-f Whether and, if so, why any workers have been excluded from this disclosure, including the types of workers excluded.	
	403-9-g Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	
Disclosure 403-10 Work-related ill health (GRI 11.9 Occupational health and safety)	403-10-a For all employees: (i) The number of fatalities as a result of work-related ill health; (ii) The number of cases of recordable work-related ill health; (iii) The main types of work-related ill health.	**12: Transportation Safety in GAIL, Health and Safety Practices for Employees, Contractor Safety, Occupational Health and Safety at GAIL, Safety Audits and Observation**
	403-10-b For all workers who are not employees but whose work and/or workplace is controlled by the organization: (i) The number of fatalities as a result of work-related ill health; (ii)The number of cases of recordable work-related ill health; (iii) The main types of work-related ill health.	
	403-10-c The work-related hazards that pose a risk of ill health, including: (i) how these hazards have been determined; (ii) which of these hazards have caused or contributed to cases of ill health during the reporting period; (iii) actions taken or underway to eliminate these hazards and minimize risks using the hierarchy of controls.	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
	403-10-d Whether and, if so, why any workers have been excluded from this disclosure, including the types of workers excluded.	
	403-10-e Any contextual information necessary to understand how the data have been compiled, such as any standards,	
Training and Education		
Disclosure 404-1 Average hours of training per year per employee (GRI 11.10 Employment practices) (GRI 11.11 Non-discrimination and equal opportunity)	404-1-a Average hours of training that the organization's employees have undertaken during the reporting period, by: (i) gender; (ii) employee category;	**11: Training and Development Programmes: GAIL Trainings, Chapter**
Disclosure 404-2 Programs for upgrading employee skills and transition assistance programs (GRI 11.7 Closure and rehabilitation) (GRI 11.10 Employment practices)	404-2-a Type and scope of programs implemented and assistance provided to upgrade employee skills.	
	404-2-b Transition assistance programs provided to facilitate continued employability and the management of career endings	
Disclosure 404-3 Percentage of employees receiving regular performance and career development reviews	404-3-a Percentage of total employees by gender and by employee category who received a regular performance and career development review during the reporting period.	
Diversity and Equal Opportunity		
Disclosure 405-1 Diversity of governance bodies and employees (GRI 11.11 Non-discrimination and equal opportunity)	405-1-a Percentage of individuals within the organization's governance bodies in each of the following diversity categories: (i) Gender; (ii) Age group: under 30 years old, 30-50 years old, over 50 years old; (iii) Other indicators of diversity where relevant (such as minority or vulnerable groups).	**6: Governance Structure, 11: Diversity, Equity, and Inclusivity in Workforce**
	405-1-b Percentage of employees per employee category in each of the following diversity categories: (i) Gender; (ii) Age group: under 30 years old, 30-50 years old, over 50 years old; (iii) Other indicators of diversity where relevant (such as minority or	**16: Performance and Standard**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 405-2 Ratio of basic salary and remuneration of women to men (GRI 11.11 Non-discrimination and equal opportunity)	405-2-a Ratio of the basic salary and remuneration of women to men for each employee category, by significant locations of operation.	**6: Performance Evaluation, Remuneration, and Incentives, Highlights of Remuneration and Incentives at GAIL**
	405-2-b The definition used for 'significant locations of operation'.	**1: Reporting scope**
Non - Discrimination		
Disclosure 406-1 Incidents of discrimination and corrective actions taken (GRI 11.11 Non-discrimination and equal opportunity)	406-1-a Total number of incidents of discrimination during the reporting period.	**11: Human Rights**
	Status of the incidents and actions taken with reference to the following: (i) Incident reviewed by the organization; (ii) Remediation plans being implemented; (iii) Remediation plans that have been implemented, with results reviewed through routine internal management review processes; (iv) Incident no longer subject to action.	**11: Human Rights, Grievance Redressal System**
Freedom of Association and Collective Bargaining		
Disclosure 407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk (GRI 11.13 Freedom of association and collective bargaining)	407-1-a Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of: (i) type of operation (such as manufacturing plant) and supplier; (ii) countries or geographic areas with operations and suppliers	**13: Suppliers Governance mechanism**
	407-1-b Measures taken by the organization in the reporting period intended to support rights to exercise freedom of association and collective bargaining.	**13: Sustainable Procurement, 11: Human Rights**
Child Labour		
Disclosure 408-1 Operations and suppliers at significant risk for incidents of child labour	408-1-a Operations and Suppliers considered to have significant risk for incidents of: (i) child labour (ii) young workers exposed to hazardous work.	**13: Sustainable Procurement, 11: Human Rights**
	408-1-b Operations and suppliers considered to have significant risk for incidents of child labour labour either in terms of: (i) type of operation (such as manufacturing plant) and supplier; (ii) countries or geographic areas with operations and suppliers considered at risk.	**13: Sustainable Procurement, 11: Human Rights**
	408-1-c Measures taken by the organization in the reporting period intended to contribute to the effective abolition of child labour.	**13: Sustainable Procurement, 11: Human Rights**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Forced or Compulsory Labour		
Disclosure 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour (GRI 11.12 Forced labor and modern slavery)	409-1-a Operations and Suppliers considered to have significant risk for incidents of for cedar compulsory labour either in terms of: (i) type of operation (such as manufacturing plant) and supplier; (ii) countries or geographic areas with operations and suppliers considered at risk.	**13: Suppliers Governance mechanism**
	409-1-b Measures taken by the organization in the reporting period intended to contribute to the elimination of all forms of	**13: Sustainable Procurement, 11: Human Rights**
GRI 410: Security Practices 2016		
Disclosure 410-1 Security personnel trained in human rights policies or procedures (GRI 11.18 Conflict	410-1-a Percentage of security personnel who have received formal training in the organization's human rights policies or specific procedures and their application to security.	**11: Human Rights**
	410-1-b Whether training requirements also apply to third-party	
GRI 411: Rights of Indigenous Peoples 2016		
Disclosure 411-1Incidents of violations involving rights of indigenous peoples (GRI 11.17 Indigenous peoples)	411-1-a Total number of identified incidents of violations involving the rights of indigenous peoples during the reporting period.	**15: Impact Assessment**
	411-1-b Status of the incidents and actions taken with reference to the following: (i) Incident reviewed by the organization; (ii) Remediation plans being implemented; (iii) Remediation plans that have been implemented, with results reviewed through routine internal management review processes; (iv) Incident no longer subject to action.	**15: Impact Assessment**
GRI 413: Local Communities 2016		
Disclosure 413-1 Operations with local community engagement, impact assessments, and development programs (GRI 11.15 Local communities)	413-1 Percentage of operations with implemented local community engagement, impact assessments, and/or development programs, including the use of: (i) social impact assessments, including gender impact assessments, based on participatory processes; (ii) environmental impact assessments and ongoing monitoring; (iii) public disclosure of results of environmental and social impact assessments; (iv) Local community development program based on local community's needs; (v) stakeholder engagement plans based on stakeholder mapping; (iv) broad based local community consultation committees and processes that include vulnerable groups; (v) works councils, occupational health and safety committees and other worker representation bodies to deal with impacts; (vi) formal local community grievance processes.	**15: Impact Assessment**

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 413-2 Operations with significant actual and potential negative impacts on local communities (GRI 11.15 Local communities	Operations with significant actual and potential negative impacts on local communities, including: (i) the location of the operations; (ii) the significant actual and potential negative impacts of operations.	**15: Impact Assessment.**
GRI 414: Supplier Social Assessment 2016		
Disclosure 414-1 New suppliers that were screened using social criteria (GRI 11.10 Employment practices) (GRI 11.12 Forced labor and modern slavery)	414-1-a Percentage of new suppliers that were screened using social criteria	**13: Sustainable Procurement** **16: Performance and standard**
Disclosure 414-2 Negative social impacts in the supply chain and actions taken (GRI 11.10 Employment practices)	414-2-a Number of suppliers assessed for social impacts.	
	414-2-b Number of suppliers identified as having significant actual and potential negative social impacts.	
	414-2-c Significant actual and potential negative social impacts identified in the supply chain	
	414-2-d Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment.	
	414-2-e Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment,	
GRI 415: Public Policy 2016		
Disclosure 415-1 Political contributions (GRI 11.22 Public Policy)	415-1-a Total monetary value of financial and in-kind political contributions made directly and indirectly by the organization by country and recipient/beneficiary.	
	415-1-b If applicable, how the monetary value of in-kind	
GRI 416: Customer Health and Safety 2016		
Disclosure 416-1Assessment of the health and safety impacts of product and service categories (GRI 11.3 Air Emission)	416-1-a. Percentage of significant product and service categories for which health and safety impacts are assessed for improvement. (i) The sourcing of components of the product or service;	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
Disclosure 416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Total number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services within the reporting period, by: (i) incidents of non-compliance with regulations resulting in a fine or penalty; (ii) incidents of non-compliance with regulations resulting in a warning; (iii) incidents of non-compliance with voluntary codes.	**14; Product Labelling, Customer Engagement**
	If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.	**14: Customer Engagement**
GRI 418: Marketing and Labelling 2016		
Disclosure 417-1 Requirements for product and service information and labelling	417-1-a. Whether each of the following types of information is required by the organization's procedures for product and service information and labelling: (i) The sourcing of components of the product or service; (ii) Content, particularly with regard to substances that might produce an environmental or social impact; (iii) Safe use of the product or service; (iv)	**14: Product Labelling**
	417-1-b Percentage of significant product or service categories covered by and assessed for compliance with such procedures.	
Disclosure 417-2 Incidents of non-compliance concerning product and service information and labelling	417-2-a Total number of incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labelling, by: (i) incidents of non-compliance with regulations resulting in a fine or penalty; (ii) incidents of non-compliance with regulations resulting in a warning; (iii) incidents of non-compliance with voluntary codes.	
	417-2-b If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief statement of this fact is sufficient.	
Disclosure 417-3 Incidents of non-compliance concerning marketing communications	417-3-a. Total number of incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotions, and sponsorship, by: (i) incidents of non-compliance with regulations resulting in a fine or penalty; (ii) incidents of non-compliance with regulations resulting in a warning; (iii) incidents of non-compliance with voluntary codes.	
	417-3-b. If the organization has not identified any non-compliance with regulations and/or voluntary codes, a brief	

GRI Standard	Disclosure Text of Disclosure	Chapter & Section
GRI 418: Customer Privacy 2016		
Disclosure 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	418-1-a. Total number of substantiated complaints received concerning breaches of customer privacy, categorized by: (i) complaints received from outside parties and substantiated by the organization; (ii) complaints from regulatory bodies.	**14: Customer Satisfaction**
	418-1-b. Total number of identified leaks, thefts, or losses of customer data.	
	418-1-c If the organization has not identified any substantiated	

Linkages to IFRS

IFRS Content Index- IFRS S1	
Disclosure No.	**Chapters & Sections**
Governance	
IFRS S1-26 (a);(b);	**Chapter 6:** Board Committees and Oversight, Sustainability Governance, Corporate Governance, Enterprise Risk Management Framework **Chapter 11:** Employee Benefits and Remuneration
Strategy	
IFRS S1-29 (a); (b);(c);	**Chapter 4:** Value Creation Model **Chapter 7:** Economic Performance **Chapter 10:** Climate Change and Net Zero Strategy, Scenario Analysis and Climate Resilience, Climate Change and Net Zero Strategy
Sustainability-related Risks and Opportunities	
IFRS S1-30 (a); (b);(c)	**Chapter 4:** Approach to Sustainability **Chapter 10:** Climate-Related Risks and Stakeholder Impact
Business Model and Value Chain	
IFRS S1-32 (a); (b)	**Chapter 7:** Business Outlook **Chapter 10:** Net Zero Transition
Strategy and Decision-Making	
IFRS S1-33 (a);(b); (c)	**Chapter 1:** About the Report; Reporting Year & Cycle **Chapter 3:** GAIL Network **Chapter 4:** GAIL's Approach to Sustainability **Chapter 5:** Materiality Assessment **Chapter 10:** Net-Zero Transition **Chapter 13:** Operational and Supply Chain Resilience
Financial Position, Financial Performance and Cash Flows	
IFRS S1-34 (a); (b);	**Chapter 5:** Materiality Assessment **Chapter 6:** Risk Management, ERM
IFRS S1-35(a); (b); (c);	**Chapter 5:** Materiality Assessment, **Chapter 6:** Risk Management, ERM **Chapter 7:** Economic performance, Economic Performance. **Chapter 10:** Climate-Related Risks and Stakeholder Impact
IFRS S1-37 (a); (b)	

IFRS Content Index- IFRS S1	
Disclosure No.	**Chapters & Sections**
Resilience	
IFRS S1-41	**Chapter 6:** Risk Management at GAIL; Key Risks and Mitigation Measures
Risk Management	
IFRS S1-43 a);(b);	**Chapter 5:** Materiality Assessment Process
IFRS S1-44 (a);(b); (c)	**Chapter 4:** Materiality Assessment **Chapter 5:** Materiality Assessment Process **Chapter 6:** Enterprise Risk Management Framework, Sustainability Governance
Metrics and Targets	
IFRS S1-46 (a);(b)	**Chapter 10:** Net Zero Targets and Roadmap
IFRS S1-50 (a); (b);	**Chapter 5:** Key Performance Indicators with respect to Material Topics
IFRS S1-51 (a); (b); (c);	**Chapter 10:** Net Zero Action Plan
IFRS S1-52	**Chapter 6:** Risk Management Framework

IFRS Content Index- IFRS S2	
Disclosure No.	**Chapters & Sections**
Governance	
IFRS S2-6 (a);(b);	**Chapter 6:** Strong Governance and Business Resilience; Governance and Board Oversight, Governance Structure and Mechanism, Risk Management, Corporate Governance, Committees of the Board **Chapter 10:** Climate Change; Climate Change and Net Zero Strategy, Climate-Related Risks, GHG Emission Scenarios in Strategic Roadmap to Achieve Net Zero Emissions **Chapter 11:** Our Employees; Employee Benefits and Remuneration
Strategy	
IFRS S2-8	**Chapter 10:** Climate Change: Net Zero Emissions Action Plan, Climate-Related Risks and
IFRS S2-9 (a); (b);(c);	Value Creation Model **Chapter 4:** Sustainability at GAIL; Materiality Assessment **Chapter 5:** Our Stakeholder Inclusion and Materiality; Materiality Assessment **Chapter 6:** Strong Governance and Business Resilience; Enterprise Risk Management Framework **Chapter 7:** Business Growth; Economic Performance **Chapter 10:** Climate Change; GHG Emission Scenarios in Strategic Roadmap to Achieve Net Zero Emissions, Mitigation & Adaptation, GAIL's Climate-Related Risks and Stakeholder Impact; Adaptation; Mitigation; Enterprise Risk Management Framework, Climate Change and Net Zero Strategy; Scenario Analysis and Climate Resilience
Climate-related Risks and Opportunities	
IFRS S2-10 (a); (b);	**Chapter 4:** Sustainability at GAIL; Materiality Assessment **Chapter 5:** Our Stakeholder Inclusion and Materiality; Materiality Assessment **Chapter 6:** Strong Governance and Business Resilience; Key Risks and Mitigation Measures **Chapter 7:** Business Growth; Economic Performance **Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact, Adaptation, Mitigation, Enterprise Risk Management Framework **Chapter 13:** Responsible Supply Chain Management
Business Model and Value Chain	
IFRS S2-13 (a); (b)	Value Creation Model **Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact, Adaptation, Mitigation, Enterprise Risk Management Framework

IFRS Content Index- IFRS S2	
Disclosure No.	**Chapters & Sections**
Strategy and Decision-Making	
IFRS S2-14 (a);(b); (c)	**Chapter 5:** Our Stakeholder Inclusion and Materiality; Stakeholder Engagement **Chapter 7:** Business Growth; Economic Performance **Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact, Adaptation, Mitigation, Enterprise Risk Management Framework, Climate-related transition plan; Scenario Analysis & Climate Resilience **Chapter 13:** Responsible Supply Chain Management **Chapter 15:** Our Community
Financial Position, Financial Performance and Cash Flows	
IFRS S2-15(a); (b)	**Chapter 7:** Business Growth; Economic performance, Economic Performance. **Chapter 10:** Climate Change; Climate-Related Risks and Stakeholder Impact **Chapter 13:** Responsible Supply Chain Management
IFRS S2-16 (a);(b);	**Chapter 7:** Business Growth; Economic performance, Economic Performance. **Chapter 10:** Climate Change; Climate-Related Risks and Stakeholder Impact **Chapter 13:** Responsible Supply Chain Management **Chapter 16:** Performance and Standards
Climate Resilience	
IFRS S2-22(a); (b)	Value creation model **Chapter 7:** Business Growth; Economic Performance; Mitigation & Adaptation **Chapter 10:** Climate Change; Scenario Analysis & Climate Resilience, Net Zero Action Plan
Risk Management	
IFRS S2-24	**Chapter 6:** Strong Governance and Business Resilience; Enterprise Risk Management Framework **Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact, Adaptation, Mitigation, Enterprise Risk Management Framework **Chapter 13:** Responsible Supply Chain Management
IFRS S2-25 (a);(b); (c)	**Chapter 6:** Strong Governance and Business Resilience; Scenario Analysis & Climate Resilience, Enterprise Risk Management Framework, Board-level Risk Management Committee **Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact, Adaptation, Mitigation, Enterprise Risk Management Framework

IFRS Content Index- IFRS S2	
Disclosure No.	**Chapters & Sections**
Metrics and Targets	
IFRS S2-27	**Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact
IFRS S2-28 (a);(c)	**Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact: Adaption and Mitigation **Chapter 16:** Performance and Standards
Climate-related Metrics	
IFRS S2-29 (a); (b);(c);	**Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact: Adaption and Mitigation **Chapter 16:** Performance and Standards
Climate-related Targets	
IFRS S2-33(a); (b);(c);	**Chapter 10:** Climate Change; Net Zero by 2040 – GHG Reduction Roadmap, Net Zero Target **Chapter 16:** Performance and Standards
IFRS S2-34 (a); (b);(c);	**Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact: Adaption and Mitigation **Chapter 16:** Performance and Standards
IFRS S2-35	**Chapter 16:** Performance and Standards
IFRS S2-36 (a); (b);(c); (d); (e);	**Chapter 10:** Climate Change; GAIL's Climate-Related Risks and Stakeholder Impact: Adaption and Mitigation **Chapter 16:** Performance and Standards

Linkages to IPIECA

IPIECA	Issue IPIECA Indicators	Reporting Chapter
Governance and Business Ethics	GOV-1: Governance approach	Chapter 6: Strong Governance and Business Resilience
	GOV-2: Management systems	Chapter 6: Strong Governance and Business Resilience
	GOV-3: Preventing corruption	Chapter 6: Strong Governance and Business Resilience
	GOV-4: Transparency of payments to host governments	Chapter 6: Strong Governance and Business Resilience
	GOV-5: Public advocacy and lobbying	Chapter 6: Strong Governance and Business Resilience
Climate change and energy	CCE-1: Climate governance and strategy	Chapter 10: Vision and Action Pertaining to climate strategy
	CCE-2: Climate risk and opportunities	Chapter 10: Climate Change
	CCE-3: Lower-carbon technology	Chapter 10: Climate Change
	CCE-4: Greenhouse gas (GHG) emissions	Chapter 9: Emission Management Chapter 16: Performance and Standard
	CCE-5: Methane emissions	Chapter 9: Emission Management, Reducing
	CCE-6: Energy use	Chapter 9: Energy Management
	CCE-7: Flared gas	Chapter 10: Net Zero Strategy, Net Zero Emission Action Plan
	ENV-1: Freshwater	Chapter 9: Responsible Water Management Chapter 16: Performance and Standard
	ENV-2: Discharges to water	Chapter 9: Responsible Water Management, GAIL's Water Management Initiatives/approach to reduce water footprint
	ENV-3: Biodiversity policy and strategy	Chapter 9: Biodiversity Management
	ENV-4: Protected and priority areas for biodiversity conservation	Chapter 9: Biodiversity Management
	ENV-5: Emissions to air	Chapter 9: Emission Management, Reducing other Air Emission Chapter 16: Performance and Standard
Spills to the Environment		Chapter 9: Responsible Waste Management

IPIECA	Issue IPIECA Indicators	Reporting Chapter
Materials Management	ENV-7: Materials Management	Chapter 5: Our Approach to Materiality
Decommissioning	ENV-8: Decommissioning	Chapter 9: Energy and Environment
Safety, Health and Security	SHS-1: Safety, Health and Security Engagement	Chapter 12: Ensuring Health and Safety for all
	SHS-2: Workforce Health	Chapter 12: Employee Safety: Occupational Health,
	SHS-3: Occupational injury and illness incidents	Chapter 16: Performance and Standard
	SHS-4: Transport Safety	Chapter 12: GAIL Transport Safety
	SHS-5: Product Stewardship	Chapter 14: Product Labelling
	SHS-6: Process Safety	Chapter 12: HSE Management System, Health,
	SHS-7: Security Risk Management	Chapter 6: Key Risk and Mitigation measures
Human Rights Management	SOC-1: Human rights due diligence	Chapter 11: Human Rights
	SOC-2: Suppliers and Human Rights	Chapter 11: Human Rights Chapter 13: Procurement Practices and Policies, Sustainable
	SOC-3: Security and Human Rights	Chapter 11: Human Rights Chapter 13: Procurement Practices and Policies, Sustainable
Labour Practices	SOC-5: Workforce Diversity and Inclusion	Chapter 11: Employee Engagement and
	SOC-6: Workforce Engagement	Chapter 11: Diversity, Equity and Inclusivity in Workforce
	SOC-7: Workforce Training and Development	Chapter 11: Training and Development programme
	SOC-8: Workforce nonretaliation and Grievance Mechanism	Chapter 11: Grievance Redressal System
Community Engagement		
	SOC-10: Indigenous Peoples	Chapter 15: Community Grievance Redressal
	SOC-12: Community Grievance Mechanisms	Chapter 15: Social Commitments
Local Content	SOC-13: Social Investment	Chapter 15: GAIL Hriday
	SOC-14: Local Procurement and Supplier development	Chapter 13: Procurement Practices
	SOC-15: Local Hiring Practices	Chapter 13: Procurement Practices and Policies

Linkages to UNGC Principles and ISO 26000 2010 Clause

Standard	Text of Disclosure
UNGC P1, P6, P7, P10 ISO 26000: 4.2, 4.5, 5.2, 5.3, 6.3.6–6.3.7, 6.3.10, 6.7.1–6.8.3, 7.3.2–7.8	Extensive Materiality Assessment, Stakeholder Mapping, and double materiality lens applied. Covers engagement with internal/external stakeholders.
UNGC P10, P8, P7 ISO 26000: 4.3, 4.4, 6.2, 6.3.5, 6.3.6, 6.6.1, 6.6.3, 6.6.5, 6.6.6, 7.4.3, 7.7.5	Clear structure of Corporate Governance, Ethics, Whistle Blower Policy and other anti-corruption policies, and risk oversight.
UNGC P10, P7, P8 ISO 26000: 4.3, 6.2.3, 6.3.5, 6.3.4	Risks are not explicitly disclosed in ESG issues.
UNGC P9 ISO 26000: 6.6.1-6.6.2, 6.6.4, 6.6.6, 6.8.1–6.8.3, 6.8.1-6.8.9	Details of Capital Investments, expansion in Green Hydrogen, Petrochemical and bio-CNG-strategic investments align with SD goals.
UNGC P8, P9 ISO 26000: 4.6, 6.5.3-6.5.6, 6.6.6	Reporting on Energy, Waste, Material efficiency. Includes ISO 50001 energy audits and site-wise benchmarking.
UNGC P7, P8, P9 ISO 26000: 6.5.1, 6.5.2, 6.5.3, 6.5.4, 6.5.5, 6.5.6	Strong coverage on Green Hydrogen, net-zero roadmap, ZLD at Pata, energy transition technologies.
UNGC P7, P8, P9 ISO 26000: 6.5.5	Comprehensive climate strategy with Net Zero by 2035, 3.5 GW RE target, Scope 1/2 GHG inventory.
UNGC P1–P6 ISO 26000: 4.5, 4.8, 5.2, 5.3, 6.3.1-6.3.8, 6.3.10, 6.4.1,6.4.7,6.5.1-6.5.2, 6.7.8 – 6.7.9, 6.8.1-6.8.9	Covers DEI, Training, Grievance, Wellness, Safety and Digital HR programs like "GAIL ABHA" & "Spandan."
UNGC P4–P6 ISO 26000: 6.4.5, 6.4.6, 6.5.3, 6.8.8	HSE score 96.37%, 0.027 LTIFR, SOPs on Workplace safety, wellness initiatives—extensive and quantified.
UNGC P1, P2, P7, P10 ISO 26000: 4.4, 4.5, 4.6, 4.7, 6.3.1-6.3.8, 6.3.10, 6.6, 6.7.3, 6.7.4, 6.7.6, 6.7.9, 6.7.1-6.7.2, 7.3.1	Practices on Sustainable procurement, MSE/SC/ST inclusion, vendor digitization.
UNGC P1, P2 ISO 26000: 6.7.1–6.7.9	Customer Satisfaction index of 92%, Grievance Handling process, service quality parameters covered.
UNGC P1–P6 ISO 26000: 5.2.1, 5.2.2, 5.2.3, 6.8.1 – 6.8.9, 6.6.7	₹183.77 Cr spent on CSR, 15+ lakh people benefited. Initiatives across Education, Women, Sanitation, Skills.
UNGC P7–P9 ISO 26000: 4.6, 6.4.3, 6.4.4, 6.4.6, 6.5.3-6.5.5, 6.5.8	Data-rich with summarized ESG KPIs including HSE, Energy, Procurement, Emissions.

Linkages to UNSDG

Standard (SDG Goals)	Disclosure (Section & Chapter)	Disclosure Description (Contextual Summary)
SDG 1: No Poverty	Chapter 15: GAIL Kaushal initiatives under GAIL CSR Initiative, GAIL Unnati initiative under GAIL CSR	Initiatives like GAIL Kaushal and GAIL Unnati aim at skill development and rural upliftment.
SDG 2: Zero Hunger	Chapter 15: GAIL Arogya initiatives under GAIL CSR Initiative	GAIL Arogya under CSR addresses nutritional needs and health care in rural and aspirational
SDG 3: Good Health and Wellbeing	Chapters 11: Employee Well-Being, Employee Benefits and Incentives 12: Occupational Health and Safety at GAIL Chapter 15: GAIL Aarogya (Healthcare and	Initiatives like Employee wellness programs, Occupational Health and Safety, and Healthcare under CSR are extensively covered.
SDG 4: Quality Education	Chapters 11: Employee Benefits and Incentives Chapter 15: GAIL Ujjwal initiative under GAIL CSR	Covered under employee training and GAIL Ujjwal
SDG 5: Gender Equality	Chapters 11: Diversity, Equity and Inclusivity in Workforce, Chapter 15: GAIL Sashakt initiative under GAIL CSR	Diversity, Equality, Inclusion (DEI) initiatives in workforce and GAIL Sashakt for women empowerment through CSR.
SDG 6: Clean Water and Sanitation	Chapters 9: Responsible Waste Management, Responsible Water Management Chapter 15: GAIL Arogya initiative under GAIL CSR	Includes Zero Liquid Discharge project, Water Conservation, and Sanitation via GAIL Arogya.
SDG 7: Affordable and Clean Energy	Chapters 8: Energy Management System Installation of modern and new energy efficient equipment, Chapter 9: Site Wise Energy Chapter 10: Energy Transition	Focus on Green Hydrogen, Solar Energy, Energy Saving Technologies, and Renewables.
SDG 8: Decent Work and Economic Growth	Chapters 11: Training and Development Programmes, Grievance Redressal System, Utilising Technology & Training Strategy Chapter 15: GAIL Kaushal	Training programs, Grievance Redressal, Technology use in workforce development.
SDG 9: Industry, Innovation and	Chapters 9, Chapter 13: Digital Transformation, Chapter 15: GAIL Arogya (Healthcare Infrastructure), GAIL Ujjwal (Education Infrastructure), GAIL Unnati (Infrastructure for marginalized section)	Innovations like Green Hydrogen, LNG skid units, and smart Infrastructure Projects.

Standard (SDG Goals)	Disclosure (Section & Chapter)	Disclosure Description (Contextual Summary)
SDG 10: Reduced Inequalities	Chapters 13: Suppliers Governance Mechanisms, Procurement from MSEs owned by SC/ST entrepreneurs Chapter 15: GAIL Sashakt initiative under GAIL CSR, GAIL Saksham initiative under GAIL CSR	Focused procurement from MSEs/SC-ST/Women-led enterprises; GAIL Saksham CSR.
SDG 11: Sustainable Cities and	Chapters 15: GAIL Arogya initiative under GAIL CSR, GAIL Unnati initiative under GAIL CSR	Urban sustainability through community programs, Infrastructure Projects, lifestyle
SDG 12: Responsible Consumption and	Chapters 9: Emission Management, Responsible Water Management, Responsible Waste Management, Chapter 13: Sustainable Procurement, Digital	Strong reporting on Waste, Emissions, Water, digital systems for sustainable practices.
SDG 13: Climate	Chapters 4: Sustainability Policy, Chapter 8: Environment Management System, Chapter 9: Emission Management,	Net Zero Strategy, Paris Agreement Goals, Climate Adaptation and mitigation detailed.
SDG 14: Life Below	Chapters 9: Responsible Water Management Chapter 15: GAIL Harit initiative under GAIL CSR	Water Conservation and Marine Ecosystem initiatives under GAIL Harit.
SDG 15: Life on Land	Chapter 9: Biodiversity Management	Biodiversity conservation, tree plantations, and land restoration projects.
SDG 16: Peace, Justice and Strong Institutions	Chapters 6: Ethics and Integrity, Grievance Redressal Mechanism Chapter 11: Labour Practices	Ethical governance, Grievance Mechanisms, Labor Practices, and Customer Engagement.
SDG 17: Partnerships for the Goals	Chapter 10: Energy Transition	Strategic collaborations for Climate and Energy transition

Notes



GAIL (India) Limited

Regd. Off.: 16, Bhikaiji Cama Place, R.K. Puram, New Delhi-110066

Website : www.gailonline.com

