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# BUSINESS RESPONSIBILITY REPORT

## SECTION A: General information about the company

Corporate Identity Number (CIN) of the Company	L11101MH2006PLC163934
Name of the Company	Cairn India Limited
Registered address	101, First Floor, C Wing, Business Square, Andheri Kurla Road, Andheri (East), Mumbai - 400059 Tel: +91 22 40902613, Fax: +91 22 40902633
Website	www.cairnindia.com
E-mail ID	cilir@cairnindia.com
Financial Year reported	2014-15
Sector(s) that the Company is engaged in (industrial activity code-wise)	Division 06 - Extraction of crude petroleum and natural gas
List three key products/services that the Company manufactures/provides (as mentioned in the balance sheet)	Cairn India produces only two products, viz. 1. Crude Oil 2. Natural Gas
Total number of locations where business activity is undertaken by the Company	
Number of International Locations	<ul style="list-style-type: none"> <li>• Sri Lanka</li> <li>• South Africa</li> </ul>
Number of National Locations	<p>Cairn India produces crude oil and natural gas from the</p> <ul style="list-style-type: none"> <li>• RJ-ON-90/1 hydrocarbon block located onshore in the districts of Barmer &amp; Jalore in Rajasthan</li> <li>• PKGM-1 block (Ravva) located offshore, Suraisaniyanam, Bay of Bengal, Andhra Pradesh</li> <li>• CB/OS-2 (Suvali), located offshore, Suvali, Gulf of Khambhat, Gujarat.</li> </ul> <p>We also operate crude oil evacuation pipeline system that extends from Barmer (Rajasthan) to the Arabian sea coast off Bhoghat (Gujarat).</p> <p>The company also utilizes its natural gas pipeline infrastructure to evacuate some of its natural gas from the Rajasthan block to a government nominated buyer in Gujarat.</p>
Markets served by the Company	<p>Cairn India's crude oil customers include both Public Sector Units (PSU) refineries like - Indian Oil Corporation Ltd (IOCL), Hindustan Petroleum Corporation Limited (HPCL), Chennai Petroleum Corporation Limited (CPCL) as well as private refineries like Reliance India Limited (RIL) and Essar Oil.</p> <p>Natural gas buyers are Gujarat Gas, Gujarat Narmada Valley Fertiliser Company Limited (GNVFC), Gas Authority India Limited (GAIL) and China Light and Power India Private Limited (CLPIPL).</p>

## Section B: Financial Details of the Company

Paid up Capital (INR)	18,748,527,520
Total turnover (INR Crore)	14,646.20
Total profit after taxes (INR Crore)	4,479.60
Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.53%

Following is a list of activities in which expenditure in 4 above has been incurred:

Cairn India has identified the following five focus areas for its CSR activities:

Section B: Financial details of the Company	
Projects	Spends (INR Crore)
Health	8.56
Water and Sanitation	5.20
Education	3.08
Sustainable Livelihood - Vocational Skills*	36.66
Sustainable Livelihood - Farm Based	6.04
Renewable Energy	0.58
Others	8.34
<b>Total</b>	<b>68.46</b>

\*Includes INR 30.1 crores of Capex for construction of Cairn Center of Excellence (CCoE)

## Section C: Other Details

### 1. Does the Company have any Subsidiary Company/Companies?

All subsidiaries of Cairn India are unlisted wholly owned foreign companies. These subsidiaries have their own Board of Directors having the rights and obligations to manage such companies in the best interest of the Company. The Company has its representatives on the Boards of subsidiary companies and regularly monitors the performance of such companies.

As on 31 March, 2015, the Company had 14 subsidiaries including indirect subsidiaries. All these companies are 100% beneficially owned by Cairn India Limited.

- Cairn Energy Australia Pty Limited
- Cairn Energy India Pty Limited
- Cairn India Holdings Limited
- Cairn Lanka (Pvt) Limited
- CIG Mauritius Holding Private Limited
- CIG Mauritius Private Limited
- Cairn Energy Discovery Limited
- Cairn Energy Gujarat Block 1 Limited
- Cairn Energy Holdings Limited
- Cairn Exploration (No.2) Limited
- Cairn Exploration (No.6) Limited
- Cairn Exploration (No.7) Limited
- Cairn Energy Hydrocarbons Limited
- Cairn South Africa Proprietary Limited

Further, during the financial year

under review, the following dormant subsidiary companies were dissolved. (given in the table below)

### 2. Do the Subsidiary Company/ Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

Cairn's Code of Business Ethics defines the company's approach towards responsible business. It is applicable to Cairn India Group (CIG), viz. Cairn India Limited and all its Subsidiary Companies. All entities under CIG abide by the Code of Business Ethics. Where applicable, the subsidiary companies support the 'Responsible Business' initiatives of the parent company. The Code of

Section C: Other details: List of Subsidiaries dissolved, 2014-15		
Sr. No.	Name of the Company	Effective date of dissolution
a.	Cairn Energy Cambay B.V	30 December, 2014
b.	Cairn Energy Gujarat B.V	30 December, 2014
c.	Cairn Energy India West B.V	30 December, 2014
d.	Cairn Energy Netherland Holdings B.V	30 December, 2014
e.	CEH Australia Limited	29 October, 2014

Business Ethics address areas like Ethics, Health, Safety, Environment practices, Fair Employment Practices, and Regulatory Compliance.

Cairn India also has specific Joint Venture partners for each of its blocks. The terms of the operating framework of the PSC define the role and responsibilities of the Joint Venture partners regarding

Health, Safety and Environment (HSE) practices, ethics, regulatory compliance and human rights.

**3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities?**

Cairn's suppliers/contractors/service providers are contractually bound to abide by Cairn's Code of Business Ethics and related performance standards. In this capacity they are involved and participate in the Business Responsibility initiatives of the company, as applicable.

## Section D: BR Information

### 1) Details of Director/Directors responsible for BR

a) Details of the Director/Directors responsible for implementation of the BR policy/policies	
DIN Number	07001153
Name	Mr. Mayank Ashar
Designation	Managing Director & Chief Executive Officer

b) Details of the BR head		
Sr. No.	Particulars	Details
1	DIN Number (if applicable)	07001153
2	Name	Mr. Mayank Ashar
3	Designation	Managing Director & Chief Executive Officer
4	Telephone number	+91 124 459 3000
5	E-mail ID	Mayank.Ashar@cairnindia.com

### 2) Principle-wise (as per NVGs) BR policy/policies (Reply in Y/N)

b) Details of the BR head										
Sr. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for...	Y	Y	Y	Y	Y	Y	N	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify (50 words)	Cairn India's policies have been formulated over time after taking into consideration several international standards, conventions and best practices, like Oil & Gas Producers Forum, IFC Performance Standards, Global Reporting Initiative Framework, ISO Quality & Environmental Management Systems, ILO Standards, Foreign Corrupt Practices Act, Sarbanes-Oxley Act, among others.								
4.	Has the policy being approved by the Board?	Y	Y	Y	Y	Y	Y	NA	Y	N
5.	If answer to point (4) is yes, has it been signed by MD/ Owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	NA	Y	NA
6.	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	NA	Y	NA

b) Details of the BR head										
Sr. No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7.	Indicate the link for the policy to be viewed online?	<a href="http://cairnindia.com/sustainability">http://cairnindia.com/sustainability</a> <a href="http://cairnindia.com/investors/corporate-governance/code-business-ethics">http://cairnindia.com/investors/corporate-governance/code-business-ethics</a> <a href="http://cairnindia.com/sites/default/files/CSR_policy.pdf">http://cairnindia.com/sites/default/files/CSR_policy.pdf</a>								
8.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
9.	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	NA	Y	Y
10.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
11.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	NA	Y	Y

### 3) Governance related to BR

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.**

The Board of the Company meets every quarter to assess the business and financial performance of the company. Additional meetings are held as and when required. As part of Board deliberations, it also discusses among other points, business responsibility issues. The BR performance of the company

is compiled every year in the BR report, which forms a part of the Annual Report, and is placed before the Board of Directors for their approval.

- **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?**

Cairn India Limited has been publishing its Sustainability Report for the last two years. Cairn follows the GRI G3.1 Guidelines for its Sustainability Report. The report is published

on an annual basis and the latest report is available at: <https://www.cairnindia.com/Sustainability>

The Sustainability Report of the Company also addresses the principles related to business responsibility as defined in the National Voluntary Guidelines (NVG) guidelines.

Cairn India also produces a Business Responsibility Report in accordance with SEBI guidelines and forms a part of the Annual Report.

## Section E: Principle-Wise Performance

### Principle 1 – Ethics, Transparency & Accountability

- 1. Does the policy relating to ethics, bribery and corruption cover only the company? Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

Cairn India's Code of Business Ethics, governs the manner in which the company carries out its activities and interacts with its stakeholders. It extends to Cairn India Limited, its subsidiaries, affiliates and service

providers. The provisions of this Code are a mandatory condition for employment, contract, or business relationship with Cairn India and among other things cover ethics, bribery and corruption.

- 2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?**

During the period April 2014 to Mar 2015, Cairn India received a total

of 21 complaints related to ethics, bribery and corruption. Out of these, a total of 12 complaints and 4 previously pending complaints have been satisfactorily resolved through appropriate grievance redressal mechanisms.

### Principle 2 – Sustainable Products and Services

- 1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

Cairn India is an Oil & Gas Exploration & Production company, producing only processed Crude Oil and Natural Gas. While we recognize the limitation of incorporating environmental and social design concerns in the composition of our products, we ensure that best-in-class practices are followed while designing and operating our processing facilities and transportation infrastructure.

**2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):**

- i. Reduction during sourcing/ production/distribution achieved since the previous year throughout the value chain?

Cairn India endeavors to continually optimize its resource use. The key resource for smooth running of Cairn's operations is water for which it undertakes several reuse/recycling initiatives. Nearly 99% of Cairn's water requirement is fulfilled through non-potable saline water. The next most important resource for Cairn's operations is energy. Cairn meets most of its energy requirements (95%) through generating power from the rich associated gas (from the well fluid processing), which would have been otherwise flared. This has a twin benefit of increased energy control as well as reduced contribution to global warming. The processed crude oil is transported to the buyers through a heated, insulated and buried pipeline designed on the state-of-art technology. This ensures minimal environmental impact and resource consumption in transportation of products to the

customers.

Cairn's energy intensity during FY2015 for production operation was 1.67 GJ per Ton of Crude equivalent produced, as compared to last year's value of 1.452 GJ per Ton of Crude equivalent produced. Cairn's fresh water consumption for FY2015 was 159,256 cubic meters as compared to 115,584 cubic meters consumption last year.

During FY2015, Cairn's flaring intensity increased to 2.24 T of natural gas per 1000 T of HC produced from last year's value of 2.18 T of natural gas per 1000 T of HC produced. The global average for exploration and production upstream operations for exploration & production industry for year 2012 is 13.9 T of gas per 1000 T of HC produced (IOGP Report 2012).

- ii. Has reduction during usage by consumers (energy, water) been achieved since the previous year?

Cairn's operations are business-to-business (B2B) with no direct interaction with the product's end consumers.

**3. Does the company have procedures in place for sustainable sourcing (including transportation)?**

If yes, what percentage of your inputs was sourced sustainably?

Also, provide details thereof, in about 50 words or so.

Water is a critical input resource for our operations. The company undertakes several measures to ensure sustainable usage built on the principles of reduce, reuse and recycle. Key to our efforts is sourcing a majority of our water requirement

from sub-surface water, which is saline in nature. Nearly 99% of all our water needs are fulfilled by saline water.

Some of the notable initiatives for optimizing water usage are:

- The majority of our fresh water requirements of the plant are met by the desalination of saline water.
- The treated produced water and the reject from the desalination process is comingled with injection water for re-injection into the oil reservoir thereby avoiding any surface discharge of wastewater.
- Efficient water use through installation of Drip Irrigation at Mangala, Bhagyam, and Rageshwari.
- Treatment and recycling of sewage water to maintain greenbelt areas, thus reducing the need for fresh water.
- Water recycling through usage of Reed Bed wastewater treatment system at Bhagyam.
- Construction of groundwater recharge structures at our well-pads to harvest rainwater.

**4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Cairn India has a 'Local Employment and Contracting Strategy'. All major tenders require at least 60% of unskilled and semi-skilled labor to be sourced from the local community, subject to availability and this requirement is stated as a key condition of the contract. In addition, specific efforts are made to improve employability of the local community through skill and vocational

development initiatives. During FY2015, out of the 5,696 domestic vendors registered with Cairn, nearly 10% belong to the local community. 6% of the total procurement spend was on local suppliers and 1,100 people from the local communities in our operating areas were provided skill development and vocational training out of which 902 people were linked to employment after training through the Cairn Enterprise Center in Barmer.

**5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

Cairn India recycles the byproducts resulting from its operations.

- The well fluid from the sub-surface reservoir comprises crude oil, water (produced water) and natural gas (associated gas). The produced water is the most significant liquid waste from Cairn India's operations. It is treated and recycled back into the hydrocarbon reservoir to maintain the reservoir pressure. During FY2015, Cairn India recycled over 95% of the produced water.
- Drill cuttings and drilling mud are significant solid wastes generated from Cairn's operations. The drilling process is designed to reuse the drilling mud and thereby reduce the volume of waste drilling mud. The drill cuttings and waste mud are stored in lined and concrete paved pits. In FY2014, Cairn obtained regulatory

approval to co-process drill cuttings containing oil for use as raw material by the cement industry. While a successful pilot implementation study has been conducted, we are in negotiations with buyers to fully realize the potential of this solution. We have also obtained regulatory approval to use our water based mud (drilling mud) in construction of the sub-grade preparation in our well-pads, connector roads, and buildings.

- The crude oil that does not meet buyer specification is automatically routed for re-processing and thus there is no generation of waste product.
- The spent lube oil and other oily wastes are disposed/recycled through government approved recyclers.

**Principle 3 -Employees' Well-being**

a) Details of the Director/Directors responsible for implementation of the BR policy/policies		
1	Total number of employees.	1,575
2	Total number of employees hired on temporary/contractual/casual basis.	5,669
3	Number of permanent women employees.	142
4	Number of permanent employees with disabilities	0
5	Do you have an employee association that is recognized by management?	No
6	What percentage of your permanent employees is part of this recognized employee association?	Not Applicable

Details of the number of complaints relating to child labor, forced labor, involuntary labor, sexual harassment in the last financial year and pending, as on the end of the financial year:

Category	No of complaints filed during the financial year	No of complaints pending at end of the financial year
Child labor/Forced labor/ Involuntary labor	0	0
Sexual harassment	2	0
Discriminatory employment	0	0

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year? During 2014-15, the breakup of training provided is as follows:

Category	Skill Up-gradation Training	Safety Training
Permanent Employees	90%	All employees undergo the required safety trainings on an ongoing basis.
Permanent Women Employees	98%	
Casual/Temporary/Contractual Employees	Not tracked	
Employees with Disabilities	0; no employees with disabilities in FY2015	

#### Principle 4 – Stakeholder Engagement

##### 1. Has the company mapped its internal and external stakeholders?

Cairn had carried out a formal mapping/identification of its stakeholders (both internal and external) in FY 12-13. With there being no significant change in the company's operation, its stakeholders remain the same as identified earlier. The functions given in the table below are responsible for engaging with our external stakeholders:

##### 2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes, Cairn India has identified the disadvantaged, vulnerable & marginalized stakeholders in its area of operations. These include, among others, project affected people, land contributors, local resident/villagers, women & children, and persons with disabilities.

##### 3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders?

Cairn India has paid due attention towards those sections of the local communities, which are disadvantaged, vulnerable & marginalized. Cairn puts a conscious effort to engage with such stakeholders, identify their needs/ concerns and address them in due course of time. Cairn has initiated a process of formally meeting the residents of its nearby villages to understand their concerns and create a feeling of shared camaraderie. This program is called Community Connect and 41 meetings have been conducted in FY2015. In addition, Cairn carries out continuous interaction and engagement with the stakeholders such as public hearings, surveys, focus group discussions, and most importantly through regular interactions during the course of implementation of our social programs. Based on the needs gathered through these engagement channels, Cairn undertakes several programmes to improve health service delivery, quality of education in rural schools, skill development and economic livelihood, and quality of local health and educational infrastructure.

#### Principle 5 – Protecting Human Rights

Stakeholder	Cairn Department/Function
Local community	CSR, HSE, Procurement & Supply Chain Management (PSCM)
Investors	Investor Relations
Joint Venture Partners & Industry Regulators	Joint Venture Management Team, CEO's Office
District Administration, Ministry of Environment and Forests, State & Central Pollution Control Boards, Directorate General of Mines Safety	HSE, Legal, On-site teams
Vendors, Contractors, & Suppliers	PSCM
Media & Industry Associations	Corporate Communications

##### 1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Cairn India, through its Code of Business Ethics, has endeavored to extend its value system regarding human rights, among other aspects, throughout its value chain. Our contracts forbid any of our vendors or contractor partners to employ forced or child labor.

##### 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

In FY2015 we received no human rights related complaints from our external stakeholders. Two sexual harassment complaints were received from our employees, which have been satisfactorily resolved.

#### Principle 6 – Reducing Environmental Impact

##### 1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/



## NGOs/others?

Cairn's vendors, contractors, third party man power, and suppliers are required to comply with its HSE (Health, Safety & Environment) requirements. Compliance to the policies is a mandatory part of the tender conditions and major noncompliance entails disciplinary action against defaulters. Cairn carries out capacity building exercises and further extends support to vendors to help them improve their Health, Safety and Environmental (HSE) performance.

## 2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage.

Cairn India has formalized a Sustainability Policy and has nominated a Sustainability Steering Committee to drive its sustainability agenda, which among other things, reflects Cairn's resolve to address global environment issues. Cairn has also voluntarily undertaken Sustainable Development (SD) Goals, such as reduction in GHG (Green House Gas) emissions from its operations, investment in renewable energy technologies, and conservation of water.

Cairn India also participates in the Carbon Disclosure Project (CDP), which is an annual global disclosure of our carbon footprint.

More information on Cairn's sustainability initiatives can be found at: <https://www.cairnindia.com/sustainability>

## 3. Does the company identify and assess potential environmental risks?

Yes, Cairn follows a structured process of identifying and addressing environmental risks. Such risks are regularly identified and assessed through the following:

- Environment Impact Assessment (EIA) Studies carried out by independent expert agencies to identify risks and develop appropriate environment and social management and monitoring plans.
- Audits by independent, external agencies.
- Integrated HSE audit carried out by an independent internal audit team.
- Hazard Identification (HAZID), Hazard Operability (HAZOP) and Project HSE Review (PHSER) are carried out as part of designing and establishing any new project or carrying out any major modification.
- Compliance to the Gated process during the project life-cycle.

During FY2015, Cairn India became a member of IUCN's "Leaders for Nature" program. Under this partnership, Cairn will reassess the change in the biodiversity of the regions it operates in and consequently develop biodiversity management plans to mitigate our impact.

## 4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Cairn has not applied for any projects under the Clean Development Mechanism. However, Cairn India has been active in reducing its GHG emissions in all its operating sites by implementing measures to maximize gas recovery and reducing flaring. Additionally, we have also undertaken

initiatives to reduce our diesel consumption (mobile & stationary) and invest in renewable energy technologies.

During FY2015, the Suvali facility of Cairn India signed a partnership with Adani Port, which allows us to transport crude to our downstream customers, thereby reducing the distance of transporting crude oil by 100km. This initiative has allowed us to reduce diesel usage in transportation and the resulting greenhouse gas emissions.

During FY2015, in the Raageshwari Gas Terminal, a Gas Engine Generator (GEG) was installed to capture part of the flare gas for power generation. This not only reduced our flare gas, but also resulted in the reduced use of our DG sets.

At MPT, we have signed a power purchase agreement with the Public Works Department to purchase 12 MW of grid electricity. We will be utilizing this energy to replace some of the DG sets currently deployed in our satellite fields, thereby reducing our GHG footprint.

## 5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page.

During FY2015, Cairn has undertaken quite a number of initiatives to increase the share of renewable energy in its energy consumption, some of which are as follows:

- Installed a solar PV captive power plant of 100 KW at one of our satellite well-pads
- Installed a solar PV water pump to aid our drip irrigation system at Saraswati well-pad 1
- Installed solar battery based units for satellite well pads, which will serve basic utilities

- Installed solar-powered lighting at our well-pads and offshore platforms
- Installed light sensitive timers to reduce energy consumption.
- Installed Rajasthan's first community solar-micro-grid that provides electricity to 100 households.
- Ravva Asset has purchased 104 Solar and 1,970 Non-Solar Renewable Energy Certificates (REC) to be in compliance with Renewable Power Purchase Obligation (RPPO). Our total spend on REC's was INR 33.90 lakhs, which included service taxes and transaction fees

Some of the energy efficiency initiatives taken in FY2015 are as follows:

- Replacement of MPT peripheral street lights with LED fixtures.
- Addition of 5 new battery operated golf carts in MPT to reduce diesel vehicle movement.
- Permanent power to MS#1 to avoid the need of operating DG sets.

**6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

Yes

**7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

None

**Principle 7 – Responsible Policy Advocacy**

**1. Is your company a member of any trade, chamber or association?**

**If Yes, name only those major ones that your business deals with.**

Cairn India is a member of several industry associations through which it interacts with its peers and discusses key issues in oil & gas sector. The major associations which Cairn India is part of are:

- Association of Oil & Gas Operators (AOGO)
- Federation of Indian Chambers of Commerce & Industry (FICCI)
- Associated Chambers of Commerce & Industry of India (ASSOCHAM)
- Confederation of Indian Industries (CII)
- Petroleum Federation of India (Petrofed)
- The International Association of Oil & Gas Producers (IOGP)

**2. Have you advocated/lobbied through above associations for the advancement or improvement of public good?**

**If yes, specify the broad areas. (Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

Cairn India operates in a highly regulated industry and needs to interact with the Central and State Governments at different levels. The policy issues are also routed through the industry associations. Cairn has mapped and assigned responsibilities for its officials for interaction with each level of government and any interactions are carried out under the overview of the management.

Cairn India actively engages with the above mentioned associations, specifically for the policy formulation/ advancement/improvement of

public good and national interest towards Energy Security, Enhancing Domestic Oil & Gas Production, Reducing India's Dependence on Oil & Gas Imports, Sustainable Business Principles, Health Safety and Environment, Governance and Development issues.

**Principle 8 – Inclusive Growth & Equitable Development**

**1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8?**

**If Yes, please give details thereof.**

Cairn India has the following policies that support inclusive growth and equitable development:

- Sustainability Policy
- PSCM (Local Content) Policy
- HSE Policy
- CSR Policy
- Group CR (Corporate Responsibility) guiding principles

It is an integral part of Cairn India's business model to plough back a portion of the wealth generated into the communities impacted by its business. Cairn's presence has resulted in notable economic improvement of the areas where it has its processing plants. Apart from the numerous business opportunities that Cairn creates for the local vendors/suppliers, Cairn also undertakes multiple CSR initiatives for the local communities. The focus of all such initiatives has been to improve the quality of life of the local residents.

**2. Are the programmes/projects undertaken through in-house team/ own foundation/external NGO/ government structures/any other organization?**

Cairn India engages with NGO's,

Projects	Spends (INR Crore)
Health	8.56
Water and Sanitation	5.20
Education	3.08
Sustainable Livelihood - Vocational Skills*	36.66
Sustainable Livelihood - Farm Based	6.04
Renewable Energy	0.58
Others	8.34
Total	68.46

\*Includes INR 30.1 crores of Capex for construction of Cairn Center of Excellence (CCoE)

government departments/bodies and other third party agencies along with its own teams to ensure that Cairn achieves success in effectively translating the company's vision of promoting inclusive growth successfully.

### 3. Have you done any impact assessment of your initiative?

Cairn India regularly conducts impact assessment studies for its community development activities/initiatives across its operations. The feedback from these studies serves as an input in planning Cairn's future course of action on CSR.

For FY14-15, Cairn conducted impact assessment studies for our flagship RO Water ATM program.

### 4. What is your company's direct contribution to community development projects (amount in INR and the details of the projects undertaken)?

See the table above.

### 5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in about 50 words.

Cairn conducts consistent engagement and interaction with

the community to ensure that the initiatives undertaken are successfully implemented and addresses specific needs of the community.

To plan, implement, and monitor community development strategies and initiatives, a dedicated, cross-functional steering committee located in Barmer has been appointed. This committee authorizes / carries out audits and field visits to measure the effectiveness of the initiatives undertaken. This regular interaction, allows for improvisation of ongoing initiatives while also serving as an input in planning Cairn's future course of action.

### Principle 9 - Providing Value to Customers

#### 1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?

Nil.

#### 2. Does the company display product information on the product label, over and above what is mandated as per local laws?

Cairn India operates in a highly regulated industry with stringent quality and safety specifications for its products (processed Crude oil and Natural gas), as part of which, Cairn

India provides detailed MSDS (Material Safety Data Sheet) to all its customers.

### 3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year.

If so, provide details thereof, in about 50 words.

No such cases filed or pending against the Company.

### 4. Did your company carry out any consumer survey/consumer satisfaction trends?

In the case of crude oil at the point of sale, Cairn has a daily audit of quality done by the Joint Surveyor comprising a representative each from Cairn India, the buyer and a third party person. Any disputes that might arise are resolved by a third party.

Apart from this, Cairn ensures that daily sample of the products are kept for any reference requirements which might come up in the future. Cairn also carries out regular checks for testing the integrity of the product pipelines through standard pipeline inspection methods, hardware testing, volumetric calibration and checks through sampling ports.