



Human Rights

Human Rights Strategy & Management Approach



Even though safeguarding of human rights is the primary responsibility of the Government, IndianOil believes that companies can also play a positive role in this area. It recognises the inherent dignity, equal and inalienable rights of all members of the human family as the foundation of freedom, justice and peace in the world.

IndianOil conducts its business on the foundation of its core values and in support of the universal human rights of its employees and the communities in which it operates. Child labour, forced labour and discriminatory behaviour are prohibited and the right to freedom of association and collective bargaining is recognised. We also prefer that our business partners treat their employees similarly. IndianOil is a founder-member and active participant of the Global Compact Society (India), having become a permanent member in 2007-08.



Suppliers

With its supply chain extending to dealers, distributors, transporters, contractors, vendors, suppliers, associates, etc., IndianOil acknowledges that its responsibility goes right down the chain and demands statutory compliance from all and holds up the code of conduct as a guide for action.

Ethics, Conduct and Discrimination

IndianOil conforms to the principle of human rights and accords high priority to prevention of human rights violations. It has an approved policy for handling grievances of employees and customers. Issues raised by other stakeholders such as contractors, dealers, vendors and villages and general public in the vicinity of its operations are attended to promptly.

Gender Sensitivity

The Corporation has created a specially designed training programme on gender sensitivity issues



Aligning individual aspirations with corporate goals.

for its employees. These programmes are conducted by unit-level training groups and WIPS (Women in Public Sector) cells for both men and women employees, focussing on enhancing harmony at the work place. IndianOil has also set up 17 women's cells across the company, each headed by an apex-level WIPS leader, for proper implementation of policies on gender issues. All these steps have resulted in the creation of a conducive work environment and almost nil gender-related complaints.

Child Labour

In support of effective abolition of child labour, no person below the age of 18 years is engaged by the Corporation in any area of work. Its General Conditions of Contract (GCC), which act as guidelines for all contracts, prescribe a minimum age limit of 18 years for employment/contract labour. Labourers engaged by contractors are also monitored. For instance, entry of labourers at refineries is regulated through a system of gate passes issued by the Central Industrial Security Force (CISF) personnel

in charge of security of the installation and due caution is exercised to ensure that such gate passes are not issued to a child.

Training of Security Personnel

IndianOil employs approximately 11,000 personnel for the security of its various installations spread across the country. All these security personnel (including those from CISF, DGR, private agencies and home guards) are thoroughly briefed and trained on human rights issues, which *inter alia* cover:

- Frisking & checking of personnel entering the Corporation's premises without offending them
- Courteous behaviour while dealing with employees, visitors and contract labour
- Addressing the need of security personnel with respect to provision of protective clothing, regular wage payment, PF contributions, medical facilities and fulfilment of contractual agreement.



Environment management is a key focus area...even in refinery townships.