



Policy and Process Owner- HSE Department

Gujarat Gas Limited

Sustainable Development Policy

I. Preface:

GGL is committed to provide best services to its customers and with respect to this approach, the company has designed a “Sustainable Development” (SD) Policy for building a better tomorrow.

II. Scope:

The policy is applicable to all employees under management cadre and non-management cadre. GGL has extended this policy to all its stakeholders and business associates. It will be responsibility of every individual associated with GGL to successfully implement this policy.

III. Policy:

GGL’s sustainable business approach is addressed below and every individual associated with GGL needs to be in compliance with the same.

- Commitment to optimal utilization of available natural and man-made resources and leading towards sustainable future.
- Company will try to reduce its resource consumption by recycling and reusing the available resources.
- Company will incorporate special initiatives to make its processes and services pollution free.
- Wellbeing of society will be promoted and company will invest in innovative technologies designed for betterment of environment.
- With respect to available natural resources, company believes every individual has right over it and promises to provide them equally to everyone in a fair and transparent process.
- Awareness of environmental impacts occurring from business is identified by the company along with relevant mitigation plans against them.
- Company will engage with government bodies and support them in establishing and shaping public good policy related to the business.
- Company will deal with its stakeholders in fair and equitable manner without any discrimination.
- GGL is committed to provide best services to its valued customers without neglecting its social responsibility on wellbeing of society.
- GGL believes in fair trade practices and strictly avoids any unethical promotions or misleading action against our peers and providing customers a freedom of choice.
- All the disclosures on the services of company will be provided to customers at the time of service enrollment. These disclosures should be transparent and true in nature.
- Encouragement for reducing the natural resource consumption will be provided to customers to avoid over exploitation of the same.
- GGL is open for customer feedback keeping positive approach for improvement. The company also has a robust mechanism to handle customer complaints.



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GGL is open to any suggestion on this sustainable approach from its stakeholders and encourages to add value for same.

IV. Policy Review:

In case the Policy is required to be amended due to any change in the regulatory requirement or due to any other reasons, the Policy shall be appropriately modified with the approval of the Managing Director of the Company.

V. Dissemination of Policy:

This policy will be uploaded on the website of the company and internally shared with all the relevant stakeholders.