

EXCELLENCE THROUGH INNOVATION



EXCELLENCE THROUGH INNOVATION

At Dorf Ketal, innovation is not about what we do; it's who we are. Innovation is intrinsic to our DNA and at the core of our every endeavour. Our vision to excel is amplified by our consistent technology upgradation, process improvisation, and the creation of intellectual properties. Sustainability is innate to our corporate ethos. It guides us through all our pursuits - be it responsible chemistry, product stewardship or adding value to clients' products through our path-breaking solutions that help them in reducing costs and environmental footprint. We are resolute in our commitment to achieve excellence through innovation in everything that we do, in all times to come.

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Today, the world faces major challenges caused by climate change and the pressing need to conserve natural resources. Sustainable innovation is inevitable to solve the challenges that the increasingly sophisticated, demanding and environmentally-conscious markets pose before the industry. While these are the major challenges for the chemical industry too, they also provide the opportunity for sustainable innovation-driven companies like ours to create excellence. Because innovation isn't what we do. It's who we are.

We are one of the world's largest suppliers of process chemicals and additives for refineries, petrochemicals, fuels, plastics, lubricants and oil stimulation industries. This leadership in chemical products comes with an added responsibility upon us to minimise the environmental impact. At Dorf Ketal, we take this

responsibility seriously and work relentlessly to innovate the processes, products and practices to minimise the negative impact across the business value chain.

The entire world faced the adverse impact of Covid, not only as a health & safety risk but also as an economic challenge. For us at Dorf Ketal, it was a major challenge to continue our plant operations while averting the spread among employees. However, we successfully mitigated the health & safety risk for our employees and successfully minimised the adverse economic impact across our global operating facilities.

As a responsible care company, we believe that we can contribute towards sustainable development goals (SDGs) significantly through responsible production, use and management of chemicals. Through our

Message from the Chairman & Managing Director



innovative products, patented technologies and processes, we persistently strive to minimise the negative impact on the environment and contribute towards the socio-economic growth of every geography in which we operate.

We are a global player serving diverse markets and have operating locations across the world. Hence, we foresee our proactive role in transforming the world into a better place. We staunchly believe that a small step taken today, in the right direction can create a big impact and can give a strategic competitive edge to the company in the long run. This is evident by the ESG implementation across all the operating locations, which has not only improved our environmental performance but has also augmented the value delivered to the stakeholders.

We are committed to safeguarding the interests of all our stakeholders and we continuously engage with them to understand the issues that are material to our business. The prioritisation of these material issues gives us a clear strategic direction to formulate long-term and short-term sustainable goals and actions. Our continued engagement enables us to exchange knowledge, take collective action, network, advocate, and develop & implement people-centred policy. Our employees are the key partners in all our endeavours and our innovative pursuits to materialise our sustainability goals.

At Dorf Ketal, we are determined to attain new pinnacles of success in our pursuit of excellence and sustainability in times to come.

Through our innovative products, patented technologies and processes, we persistently strive to minimise the negative impact on the environment and contribute towards the socio-economic growth of every geography in which we operate.

Mr. Sudhir Menon
(Chairman and Managing Director)



Innovation is not merely the cornerstone for business excellence. It is also a stepping stone to attain new echelons of success and establish our company into a new trajectory of sustainable excellence. This second Sustainability Report of Dorf Ketal with the theme titled - "Excellence through innovation", is our candid effort to disclose our commitments, achievements and targets as a responsible care company. This report reaffirms that, we continue to follow our sustainability principles and values by pursuing a business approach that deals with sustainable issues innovatively.

As a leading innovation-driven specialty chemicals manufacturer, we believe in responsible production, logistics and consumption. We undertake the end-of-life analysis of our manufactured products while

considering health, safety, and environmental impacts on the design and development of the chemicals. This has enabled us to solve many of the challenges faced by our clients. We support global environmental conservation efforts and our innovations in 3Ps - products, processes and practices - that are aimed at reducing the negative impact on the environment.

Stakeholder engagement is the key differentiator and strategic lever in our pursuit of sustainability objectives. Employees being the most important stakeholders and partners in our sustainability journey, we have created an internal environment which fosters compassion, loyalty and trust. We gain valuable insights through our engagement with our key stakeholders like employees, suppliers and customers,



Message from the Founder & Director

enabling us to innovate our products & services and address environmental and socio-economic challenges.

ESG compliances are of topmost priority and are important parameters of performance measurement, both at the plant level as well as the corporate level. We have adopted a zero-tolerance approach to safety violations and all our operations are continually monitored to achieve zero incidences. During the reporting period, we have made significant improvements in ESG performance such as lower emissions, better process controls, sustainable interventions like renewable energy, rainwater harvesting, safety & lifesaving rules etc. During the pandemic, we proactively strived to mitigate safety &

health risks not only for our employees but also for the community we care.

By including our suppliers & clients across our value chain and engaging our employees & the communities in which we operate, we are able to identify and provide solutions which create long-term stakeholder value, through sustainable products and services that benefit society. As a concluding remark, once again I would like to reiterate our commitment to achieve excellence through sustainable innovations to herald a better tomorrow.

We gain valuable insights through our engagement with our key stakeholders like employees, suppliers and customers enabling us to innovate our products & services and address environmental and socio-economic challenges.

Mr. Subodh Menon
(Founder & Director – Business & Operations)

About the Report

This Corporate Sustainability Report with theme titled "Excellence Through Innovation" is our second consecutive report for the period of FY' 2021-22. Last year, we had published our first report disclosing our performance for the year 2020. This report elucidates our responsibility and endeavor to disclose our performance across triple bottom lines to all our stakeholders. The report conforms to GRI Standards (2016 version) 'in accordance - core 'criteria.



EXCELLENCE THROUGH INNOVATION

Reporting guideline & boundary



At Dorf Ketal, stakeholders are the nuclei in our sustainability strategy. In preparing this report, we have sought, to add value by engaging with our stakeholders through a robust materiality process and thus, identify the issues, that are most material for these groups. Basis, the issues identification, we define priorities, further allowing us to focus the report on the topics most material for our organisation. Through this report, we aim to transparently communicate our sustainability objectives and performance to our stakeholders. We believe that this information disclosure will assist them to better assess our overall performance.

We have followed GRI reporting principles to define the content, understand & communicate the impacts and prepare the report. Furthermore, we have also

incorporated some aspects to align the report with United National Sustainable Development Goals (UNSDGs). We have mentioned the GRI disclosures in GRI Content Index.

There are significant changes in this report as compared to the previous report in size, structure and supply chain as we have included the performance of our global operations in the boundary of this report for the reporting period of FY 2021-22. We are also changing the reporting period from the calendar year (January to December) to the financial year starting from 1st April, 2021 to 31st March, 2022. The data has been recorded and reported for the revised reporting period.

The boundary coverage in this report covers operating locations across the globe. To refer to our previous year's sustainability report, please visit <https://www.dorfketal.com/about-dorf-ketal/sustainability/sustainability-report>.

For all the queries, feedback or comments related to our sustainability report, write us at sustainability@dorfketal.com

Forward-Looking Statement:

This report discloses the information on the Company's performance on various indicators. Company's performance includes forward-looking statements based on certain assumptions and management plans. In the report, these statements have been identified by words such as 'intend', 'anticipate', 'believe', 'expect', 'project', 'plan', etc. The actual results of these projections are subject to risks and uncertainties.

About Us

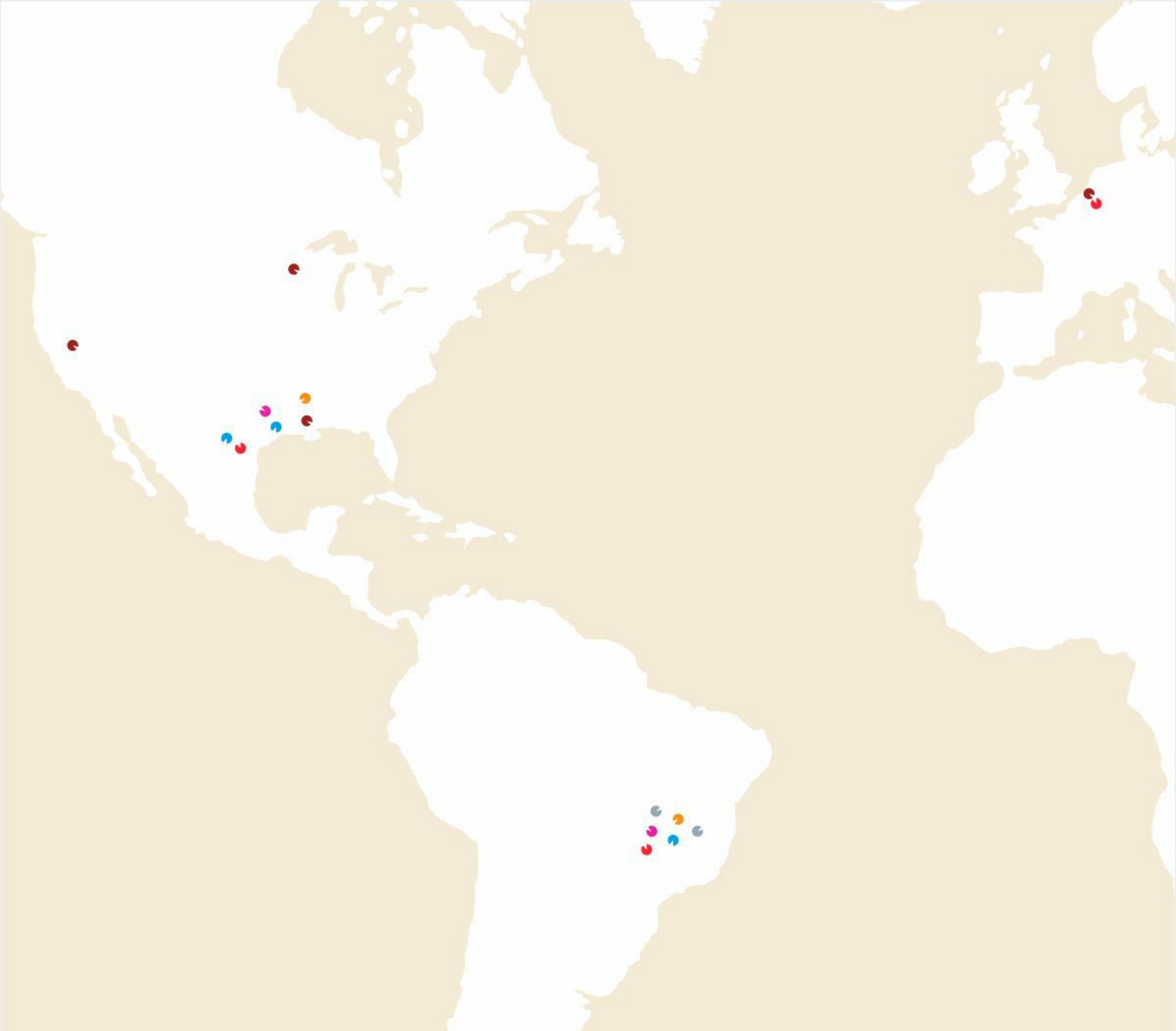
Dorf Ketal Chemicals (I) Pvt. Ltd. provides specialty chemical solutions to solve challenging problems of its customers. We are an innovation-driven specialty chemicals manufacturer, service provider and global leader in the development, commercialization, marketing as well as the application of specialty engineered additive chemistries for the refining, fuels retailing & petrochemical industries.

Since our inception in 1992, we have been a global leader for specialty Catalysts, Lubricants Additive Components, Fuel



Terminal & Cargo Treatments, Pulp & Paper & Custom Manufacturing in addition to our core segments of Refining & Petrochemicals. We have a global presence with our registered office in Mundra, Gujarat; corporate office in Mumbai, manufacturing facilities at Mundra, Dadra, Dahej, Lote & Brazil while R&D facilities at Taloja, Brazil, USA, & Singapore and marketing offices across the world.





DKC HQ
Mumbai, India



MARKETING
Porto Alegre, Brazil | Houston,
TX USA | Mumbai, India | Singapore



CONTRACT MANUFACTURING
Rayne, USA | Pleasanton, USA
Cottage Grove, USA | Eindhoven, Netherlands



LABORATORIES
Porto Alegre, Brazil | Houston, TX USA |
Singapore | Taloja, India



DKC REGIONAL HQ

Porto Alegre, Brazil | Houston, TX USA | Mumbai, India | Singapore | Shanghai, China



MANUFACTURING LOCATIONS

Mundra, India | Dadra, India | Dahej, India | Lote, India | Taloja, India | Porto Alegre, Brazil |



SALES & SERVICES

Porto Alegre, Brazil | Houston, TX USA | Mumbai, India | Singapore | Shanghai, China | Eindhoven, Netherlands | Manama, Bahrain | Fujairah, United Arab Emirates | Kuala Lumpur, Malaysia



VISION

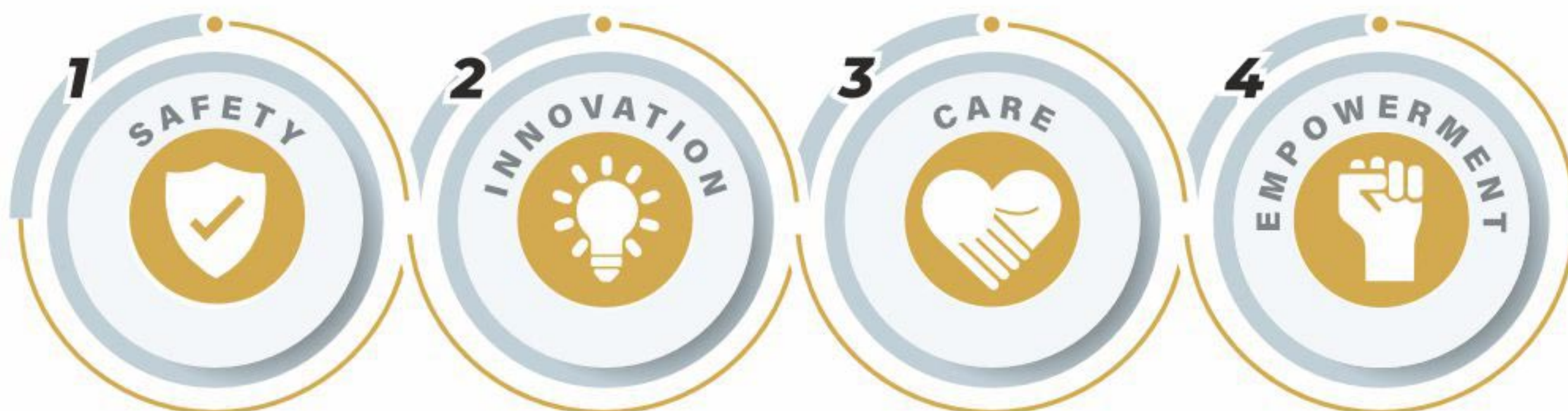
Our vision is to emerge as the global specialty company, powered by our technology, innovation, customer centricity and exemplary levels of service to maximise the incremental financial, social, and environmental benefits to our customers, our team, our vendors, communities we operate in and other stakeholders.

MISSION

To leverage chemistry for a safer, cleaner world by developing sustainable solutions and creating value for customers through innovation.



Corporate Valuses



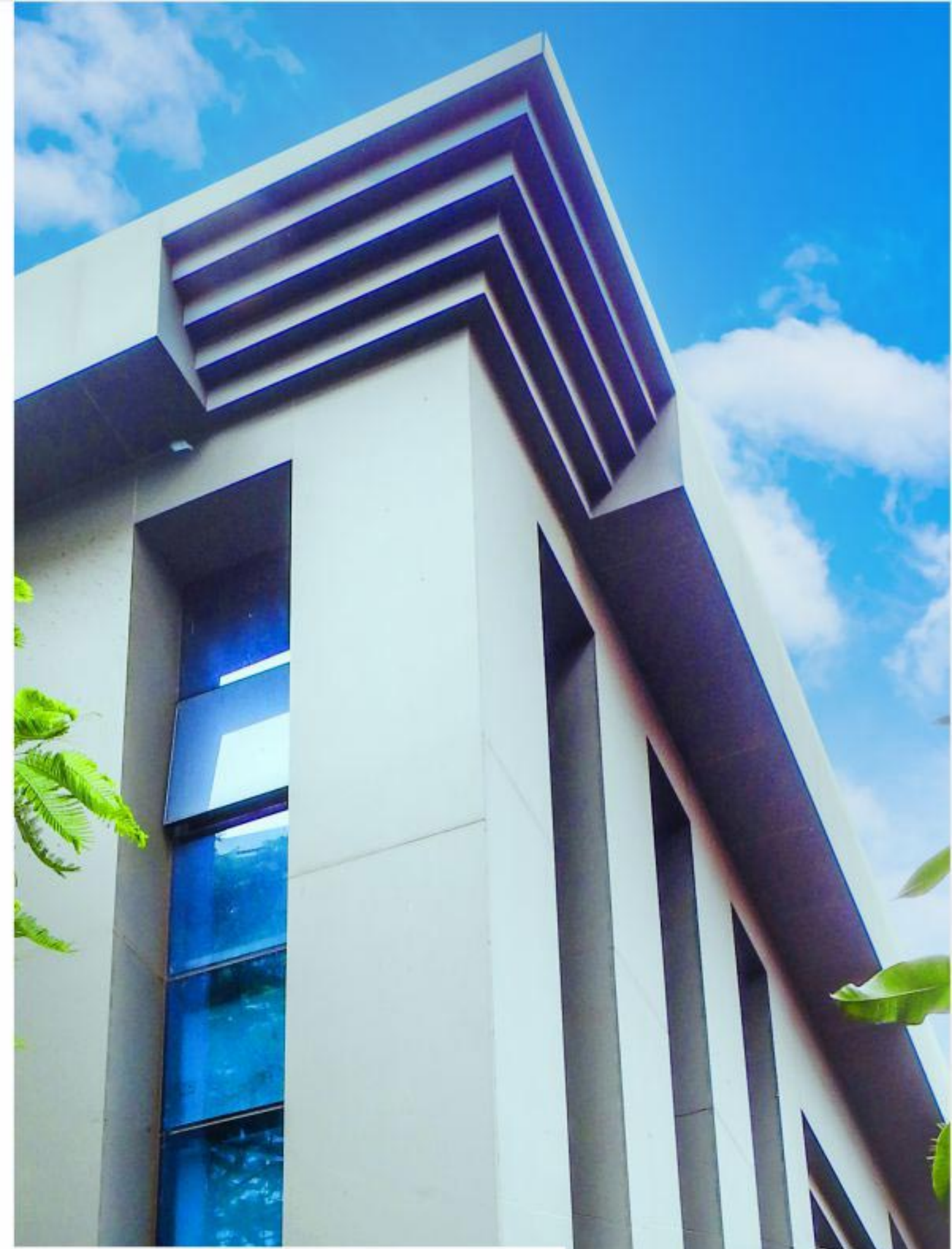
We serve our global clientele through 2 verticals:

DORF KETAL CHEMICALS

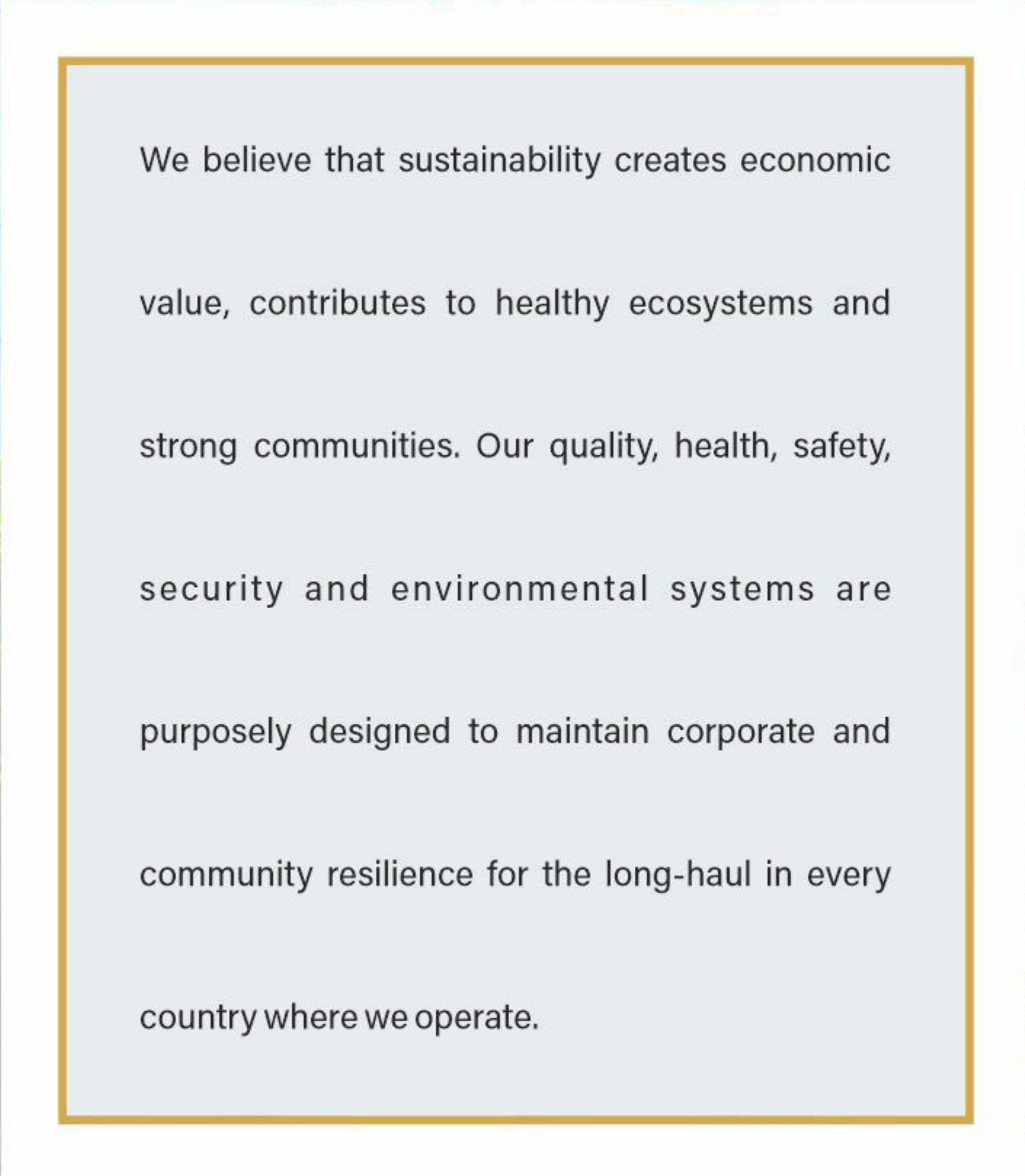
It is the largest India-based manufacturer of formulation-based specialty chemicals that are used in the treatment of refineries, retail fuels, petrochemical plants, and ancillary units throughout the world. Today, we are a preferred supplier for a variety of performance engineered specialty chemical programs in geographies as diverse as India, Europe, China, South East Asia, South Korea, UAE, South Africa, Saudi Arabia, Brazil, Qatar, Japan, Kuwait, and the USA to name a few.

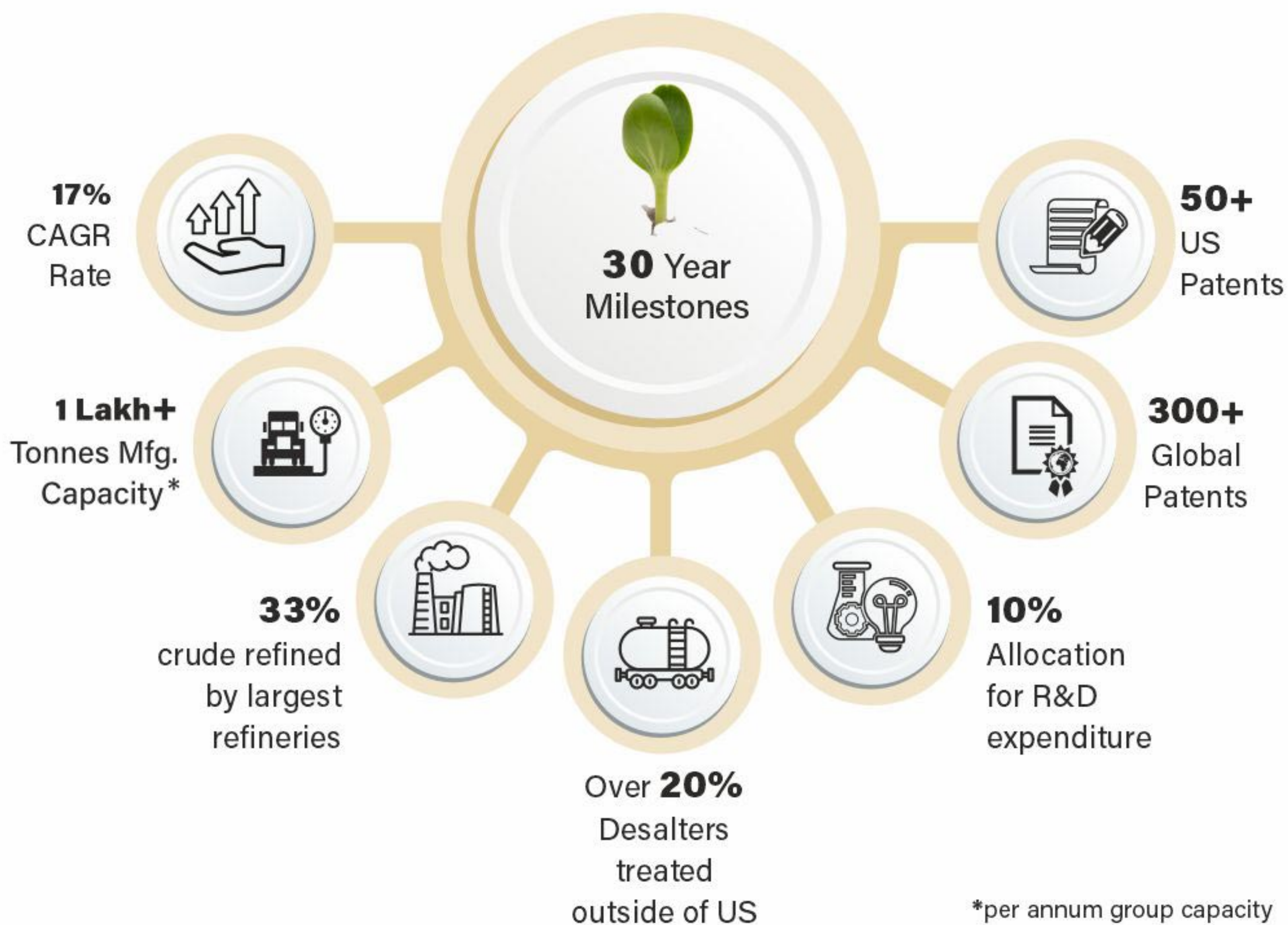
DORF KETAL SPECIALTY CATALYSTS

It is the global leader in the development, manufacturer, and sales of specialty catalysts based on organic titanate and organic zirconate chemistries. We are the largest manufacturer of titanates and zirconates in the world. The products have many applications including coatings, silicone sealants, plasticizers, oil field exploration, corrosion control, polymer manufacturing, ink additives, etc.

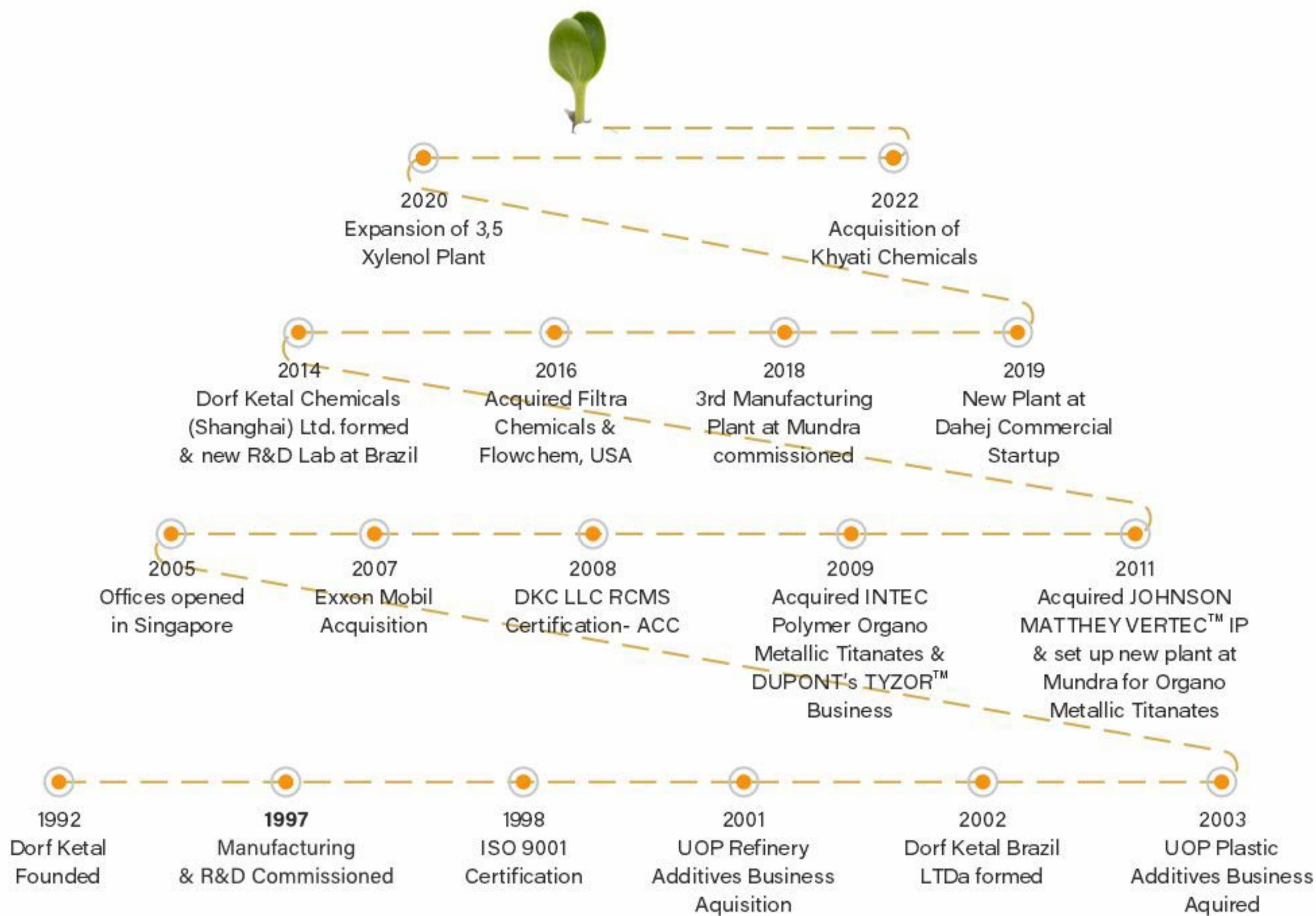


We believe that sustainability creates economic value, contributes to healthy ecosystems and strong communities. Our quality, health, safety, security and environmental systems are purposely designed to maintain corporate and community resilience for the long-haul in every country where we operate.





30 Years of Growth & Development Journey



Business Acquisitions by Dorf Ketal



Refinery Chemicals Business acquired in 2001. Dorf Ketal's 1st Acquisition - set up global footprint.



Plastic Additives Business set up in 2004. This acquisition was in a newer area of business - Polyurethane, Polyurea Amine Curatives, Current global leader in this segment.



In 2007, acquired the component lubricant additives business from ExxonMobil. Created a strong product line with a Tier 1 relationship with the largest lubricants producer in the world.



Acquired INTEC Polymers - A Sanmar Division in 2009. This helped Dorf Ketal foray into the Organo Metallic Titanates / Zirconate Space.



Acquired the Tyzor product line from Dupont in 2009. We became the largest market player in the Organo Metallic Titanates / Zirconate space with this acquisition.



Acquired the IP Portfolio of Johnson Matthey's Vertec Business Division for Organo Metallic Titanates in 2011. This IP acquisition positioned us very well in the Ink Treatment with proprietary intellectual property of JM.



Completed the acquisition of Filtra Catalysts & Chemicals based near Mumbai, India in 2016. This enabled us to enter into the Adsorbent Catalyst business space and we have a niche presence amongst key customers.



In the spring of 2016, acquired Flowchem LLC. Specialty Oil Field Chemicals Supplier. This was a small step towards setting up our presence in the world's largest oil field market. The Oil Field Business for Dorf Ketal is one of the fastest growing verticals.



Acquired Khyati Chemicals, Ahmedabad in 2022.



Awards & Accolades



Safety Innovation Award – Chemical Industry by UBM in 2013

National Safety Council Certificate of Appreciation: Taloja – 2014, Mundra – 2016, 2018, Dadra – 2017, 2018

APSEZ Award for highest exports from SEZ unit for the year 2016-17 from Adani Group

Award for best practices in safety in SEZ area by Adani Ports for 2019

Indian Chemical Council Award 2017 for CSR & safety

Indian Chemical Council Award 2018 for excellence of health & safety

“ICC-EPSILON CARBON” Certificate of Merit for Best Compliant Company for the EMPLOYEE HEALTH & SAFETY CODE under Responsible Care for the year 2021

National Safety Awards for 2018, 2021 & 2022

Award for Best Social Responsibility Practices for the year 2019 by ET Now

Best CSR Practices Award from CMO Asia, 2018

Rashtrapita Mahatma Gandhi Vyasana Purashkar by Govt. of Maharashtra in 2016-17

The Clarivate Analytics India Innovation Awards 2019

Ecovadis Sustainability Rating Gold – 2022

The Responsible Manufacturer Award-Silver Medallion from Hansei, 2022

Membership of Associations

Indian Chemical Council (ICC)

American Institute of Chemical Engineering (AIChE)

National Safety Council (NSC)

National Association of Corrosion Engineers (NACE)

American Chemistry Council (ACC)

CHEMTREC

Center for Chemical Process Safety (CCPS)

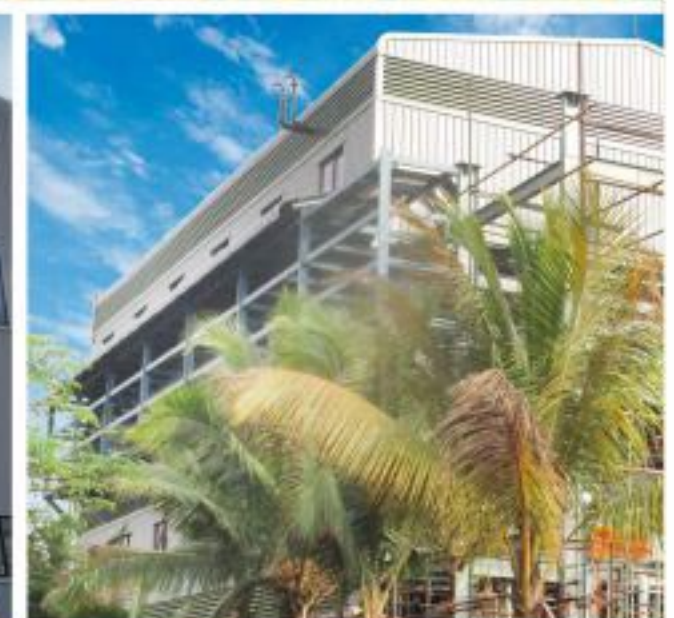
Bombay Chamber of Commerce & Industry

Nicer Globe

Certifications & Standards

ISO 9001:2015 | ISO 14001:2015 | ISO 45001:2018

Responsible Care from ICC



Corporate Governance

At Dorf Ketal, we strive to create new echelons of performance benchmarks and excellence in Environmental, Social, Governance (ESG) practices. The laws & regulations can best define the legal framework and a Company has to operate within the boundaries set by the statute. However, we staunchly believe in sustainability-driven governance, not just the legal compliance. Hence, we focus on ethical practices

and righteous approach across all our global business operations and give utmost importance to accountability towards our stakeholders. The sustainable governance at Dorf Ketal is top-down approach in which our top management spearheads the implementation of ESG values enshrined in our core values, vision and mission.



Our senior management team members engage with the stakeholders and support in strategy formation, risk management, performance, resource planning, setting and overseeing sustainability agenda. Our Top

management periodically reviews our organisation's sustainability performance as well as own performance fairly and systematically and ensures that there is no conflict of interest or non-compliance.

Code of Business Conduct & Ethics

Integrity and respect are core Dorf Ketal responsibilities to our customers, suppliers and employees. Our commitment goes beyond compliance with local applicable laws and regulations to include fair competition and respectful treatment of individuals. We do not tolerate direct or indirect bribery in any form. We expect adherence to international trade regulations and prohibit limiting competition through market sharing and price fixing practices. Furthermore, we do not offer or give any company funds or resources to any political party, candidate or for any particular political campaign.

We expect ethical behaviour from not just our employees, but from everyone with whom we do business. Anyone experiencing less is encouraged to contact us directly by selecting Business Ethics in the Contact Us form on our website. Their concerns are addressed quickly and confidentially by our senior leadership without fear of retaliation.

During the reporting period, no incidents of corruption or anti-competitive behaviour were reported.

Vigil Mechanism Policy

Dorf Ketal has well-structured vigil mechanism policy in place. It provides a channel for all the stakeholders to report any concerns about unethical behaviour, actual

or suspected fraud or violation of the Codes of Conduct or any Policy of the Company to the Company Secretary, who reports it directly to the top management.

Health, Safety & Environment (HSE)

We have a fully functional HSE department with a well-laid HSE policy in place and reporting directly to the top management.



As a specialty and innovative chemical manufacturing company, we monitor the safety of our plants in real time by employing the latest technologies.

Review meetings are being conducted monthly at the plant and group level to assess the performance of every department, unit or plant based on various safety, health and environment parameters. All the issues regarding health, safety and environment related to work culture, raw material as well as final product, internal compliances and permissions etc. are being reviewed. The issues identified are reported immediately to the management as well as concerned stakeholders and necessary actions are taken.

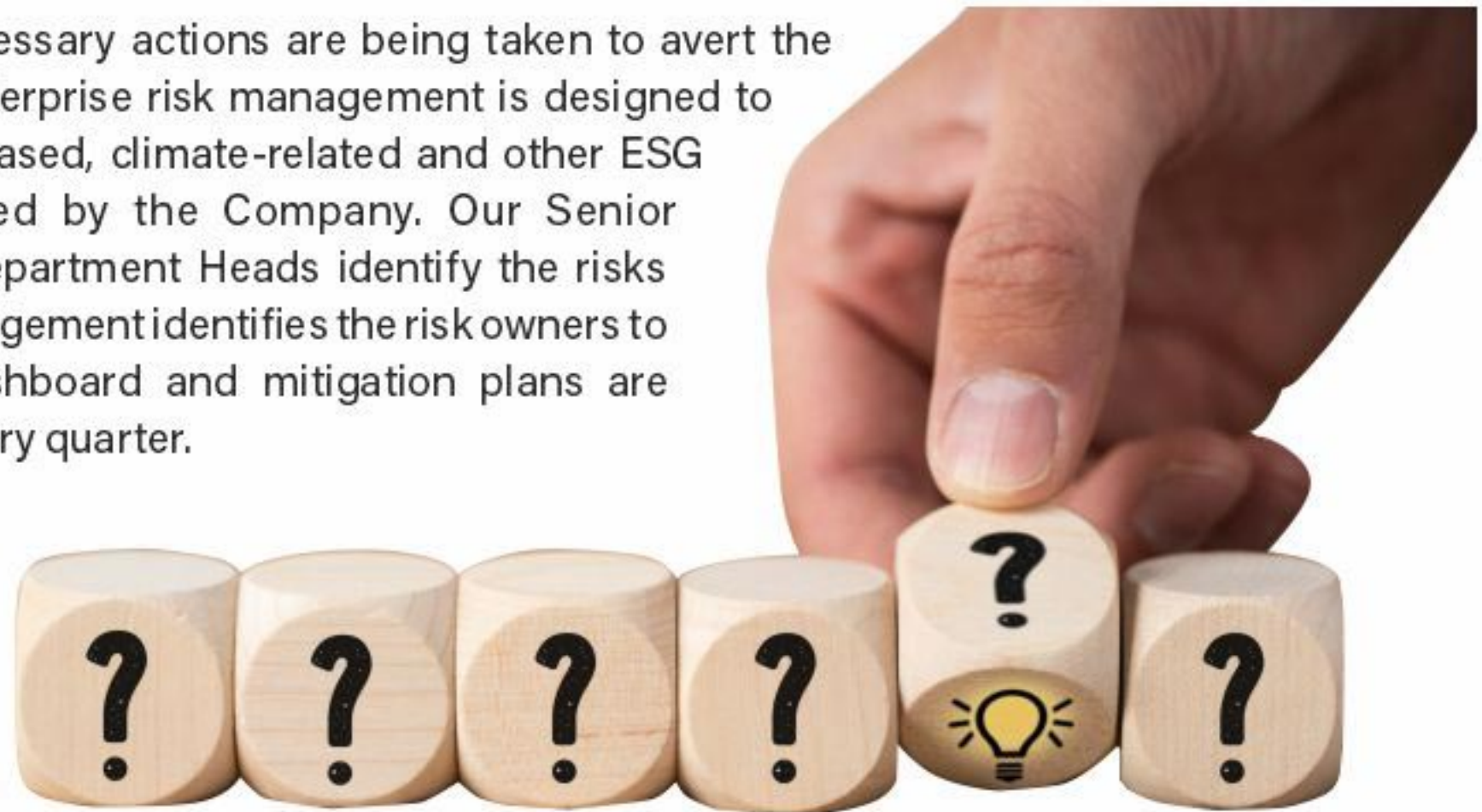
Corporate Social Responsibility (CSR) Policy

We have a three-member Corporate Social Responsibility (CSR) Committee chaired by Mr. Subodh Menon, Founder, Director - Operations and Business Development, that oversees implementation of the CSR policy, programs and monitors the corresponding impact created in the community.

Risk Assessment

We assess risks periodically and necessary actions are being taken to avert the adverse impact of such risks. Our enterprise risk management is designed to identify, assess, and manage event-based, climate-related and other ESG risks as well as opportunities faced by the Company. Our Senior Management Team Members and Department Heads identify the risks impacting the Company. The Top management identifies the risk owners to chart out mitigation strategy. A dashboard and mitigation plans are provided to the top management in every quarter.

During the year, following risks & opportunities were identified, for which necessary risk mitigation and control measures were undertaken.





Innovation & Product Stewardship

Through innovation & product stewardship,
we aim to create an equilibrium
between human and natural systems,
between saving the environment, making profit
and enhancing all stakeholders' quality of life.



Sustainability - An Innovation-Driven Approach

Our Sustainability Framework has been designed by ingraining 5 pillars - Innovation, Product Stewardship, Customer Centricity, Climate Resilience and Stakeholders' Trust. All our values, goals, policies and framework have been aligned with the best practices and standards pursued nationally and globally. Our sustainability framework incorporates the features of National CSR Policy/Guidelines on Social, Environmental and Economic responsibilities of

business, GRI Standards, UNGC Principles, UNEP and UN 2030 Agenda for Sustainable Development (UN SDGs).

Furthermore, it comprises of five Drivers: Driving People Development, Engaging in Superior Customer Experience, Committing to Long-term Sustainable Partnerships, Managing Environmental Impact and Giving back to the community.



Product Stewardship

The product stewardship program at Dorf Ketal ensures that our products are created, manufactured, stored, distributed, used and disposed of in a socially and environmentally responsible manner.

Our products are critical to the efficient

production and use of energy, and in the efficient creation of many products. Supplying chemicals in a responsible manner demonstrates our commitment to sustainable development and protects our competitive advantage in the marketplace.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Our product stewardship guidelines apply throughout the product lifecycle:



Innovation



At Dorf Ketal, we solve challenges faced by customers through our innovative solutions in chemistry and application processes. More importantly, our innovative solutions are aimed at creating sustainable impact by reducing the environmental footprint. We invest in research & development of path-breaking proprietary innovations that not only augment and add value to the customer's product but helps to solve many challenges for which, the industry seeks sustainable solutions. With our state-of-the-art R&D headquartered in Talaja, India, and with parallel programs in Brazil, Singapore and the U.S.A., our global research network has produced industry-leading results for over three decades.



Some of our innovative proprietary solutions that are first of its kind in the world are;

- 01** Opportunity Crude Treatment that Outshine the Competition
- 02** Reactive Adjunct – New Technology in Desalting Chemistry
- 03** Acid Free Options for Amine Removal from Crude Units
- 04** Dorf Ketal's Metals Removal for Desalters
- 05** TANSCIENT™ : High Temperature Corrosion Inhibition
- 06** MAXSCAV™ : New low cost high performance H₂S scavenging chemistry
- 07** Finding New Directions: COMPASS Modeling System
- 08** Taking Process Simulation & Modeling to The Next Level
- 09** Polymer Control Innovations: ACTify®
- 10** Superior Results: Visbreaker Fouling Control
- 11** ACTivate™ PET catalysts produces low cost higher performance PET resins

Customer Centricity

We are a customer-centric organisation with customer first approach. All our solutions are designed and delivered keeping in view the specific requirements of the clients. At Dorf Ketal, we strive to deliver green

experiences built on trusted data to increase customer loyalty, facilitate eco-conscious requirements, and promote sustainable consumption.

Climate Resilience

We invest and employ resources for research & development to tailor-make the solutions and processes through path-breaking chemistry not only to

reduce our impact on the environment but also to enable our customers and their downstream value chain to reduce their environmental impact.

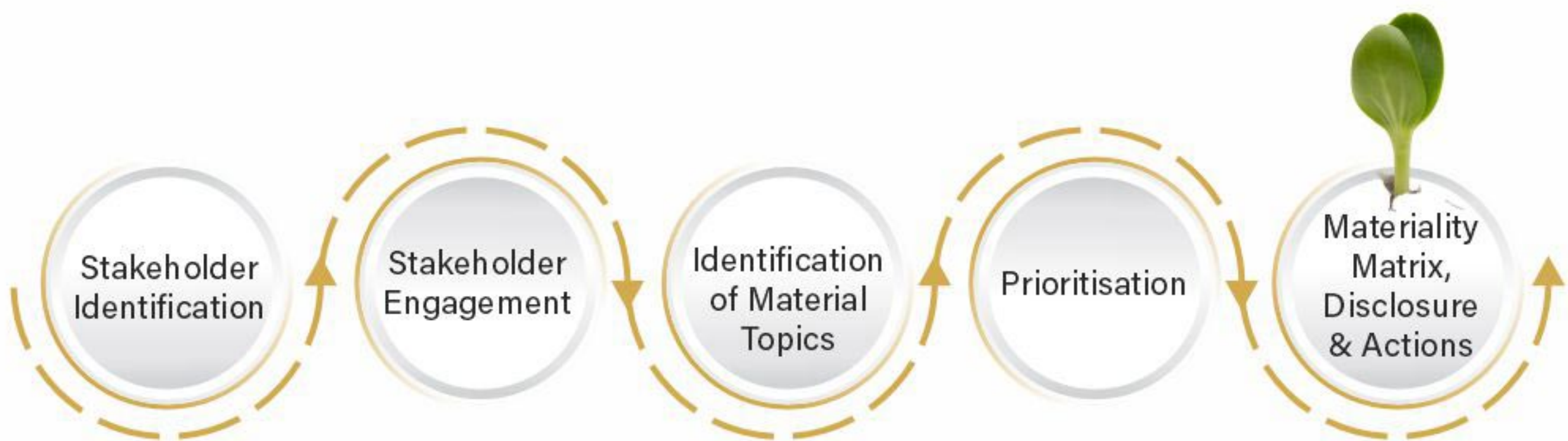
Stakeholders' Trust

We seek to build stakeholder's trust by protecting their rights and provide them the timely and sufficient information. At Dorf Ketal, we have established a formal stakeholder engagement process that is used for periodically engaging with our stakeholders. We engage with our key stakeholders on regular basis and understand their expectations while taking corporate

decisions and provide adequate mechanisms to address stakeholders' grievances. This ensures equitable treatment to all the stakeholders. We ensure timely information dissemination on every significant matter including financial performance, ownership and governance.

Stakeholder Identification

We follow the following structured process for stakeholder engagement and materiality assessment;



Stakeholder Engagement Goals

Policy, Governance & Accountability

We engage with our stakeholders to get their feedbacks for policy design, implementation, follow-up, review within the organisation and for multi-stakeholder processes. This takes place through all multi-stakeholder initiatives like internal engagements,

reviews and meetings. Thus, we provide a platform for stakeholders to infuse more accountability into the organisation's systems by enhancing co-ordination, co-operation, and partnerships across all our plants, offices and countries.

Knowledge Exchange & Collective Action

Dorf Ketal encourages knowledge exchange between the important stakeholders as a part of continuous improvement process and add more value to a product

or service delivered to the customer. This presents an opportunity to learn from each other, and to co-design innovative solutions.



Networking & Advocacy

We engage with various stakeholders globally through networking, associations, partnerships, licencing etc. At the country level, we engage with NGOs, peer

companies, trade bodies, local bodies etc. This enables multi-sectoral collaboration on critical environmental and socio-economic challenges.



Stakeholder Engagement Mechanisms

Stakeholder Group	Engagement Method	Frequency	Key Expectations
Customers	Phone, Emails, Video Conferencing, One-on-one Meetings	Regular / Need based	<ul style="list-style-type: none"> ▪ Business Continuity Plan ▪ Cost Competitiveness
Employees	Group Meetings, One-on-one interactions, Team Video Conferencing, Town halls, Phone Calls	Regular / Need based	<ul style="list-style-type: none"> ▪ Welfare Activities & Events ▪ Team Workshops & Trainings
Communities	Meetings, interactions during various CSR engagement activities	Quarterly / Need based	<ul style="list-style-type: none"> ▪ Development Initiatives
Government Agencies	Online / Written Compliances & submissions, Representations	Regular	<ul style="list-style-type: none"> ▪ Compliances
Vendors / Suppliers	Contract Negotiations, Audits / Performance Reviews	Quarterly / Need based	<ul style="list-style-type: none"> ▪ Vollume Contracts, Knowledge Sharing
NGOs / Civic Bodies	Meetings, Interactions during various CSR Programmes	Regular / Need based	<ul style="list-style-type: none"> ▪ Partnership programs for community development
Trade Bodies / Associations	Phones, Emails, Meetings, Events	Quarterly / Need based	<ul style="list-style-type: none"> ▪ Sharing of best practices and knowledge



Materiality Assessment

During the year, we identified topics material to our organisation by engaging with our stakeholders and based on insights we gained from industry trends. We understand that some of these issues are interconnected and cannot be viewed in isolation. Hence, our actions and interventions are being planned keeping in view the resultant

impact of these interconnected topics. We are steering ahead with a holistic and an integrated approach to managing sustainability, developing innovative chemistry that helps in delivering the path breaking solutions to reduce the impact on planet, drive societal progress and support a sustainable and healthy food system.



Material Topics

	High	Medium	Low
Economic	<ul style="list-style-type: none"> ▪ Risk Management ▪ Market Presence ▪ Direct Economic Performance ▪ International Crude Oil Prices & Edible Oil Prices 	<ul style="list-style-type: none"> ▪ International & Domestic Policies ▪ Business Continuity ▪ Procurement Practice 	<ul style="list-style-type: none"> ▪ Indirect Economic Performance
Environment	<ul style="list-style-type: none"> ▪ Climate Change Risk ▪ Environmental Compliance ▪ Emissions ▪ Recycle Technologies 	<ul style="list-style-type: none"> ▪ Water ▪ Product Stewardship ▪ Effluents 	<ul style="list-style-type: none"> ▪ Material Management
Social	<ul style="list-style-type: none"> ▪ Occupational Health & Safety ▪ Employee Retention ▪ Employee Training & Development 	<ul style="list-style-type: none"> ▪ Diversion & Inclusion ▪ Employee Relationship Management 	<ul style="list-style-type: none"> ▪ Employment Creation ▪ Local Community's Development

Innovation

At Dorf Ketal, innovation is the manifestation of ideas to bring in the paradigm shift in every conventional practice and transforming our products, processes, services, marketing system or management to create a sustainable impact.

An astute and alternative thinking approach, to address every challenge ushers in the innovation at our

company. We always believe that, if there is a challenge, there would be a solution too. Our innovative approach stems from our sustainability-driven processes and techniques in research & development, to minimise adverse impact to the environment and maximise the value delivered to the stakeholders.



Research & Development

Research & Development is at the helm of the quest for innovation in the Company. To leverage and harness the potential of the best

research ideas from across the world and developing them into the path-breaking and best-in-class products or processes, we have set

up R&D centres at Houston in USA, Porto Alegre in Brazil, Taloja in India, and Singapore.



Key Patents



Method of calcium removal from hydrocarbon feedstock



Method of removal of carbonyl compounds along with acid gases from cracked gas in ethylene process



Method for reducing foam in primary fractionator



A new additive for inhibiting high acid corrosion in oil refineries & a method of using the new additive



An effective novel polymeric additive for inhibiting naphthenic acid corrosion and a method of using the same



Additive Composition for control and inhibition of polymerisation of styrene, and method of preparation and use thereof



Improved additive composition for control and inhibition of polymerisation of aromatic vinyl monomers, and method of use.



Hydrogen Sulphide scavenging additive compositions, and methods comprising the same. Catalyst composition



Catalyst composition of metal alkoxides used as polyester (PET, PTT, PBT, PFF) catalysts



Track record of new differentiated technologies

MAXSCAV™
H₂S Scavenger

Non metallic
Antiknock

Multi-functional
emulsion
breaker
technology

TANSCIENT™
high acid corrosion
inhibitor

Anti-foulant for
bottom of the
barrel asphaltenes

Dispersants /
Catalysts /
Corrosion inhibitors
for power plants

COKERMAX™
liquid yield
improver for
coker unit

Metals
Removal
Technology

Non-acidic metals
removal technology

Ester based
lubricity
fuel additives

COMPASS™
predictive
monitoring of
ethylene
CGC systems

Carbonyl
control chemistry
for
caustic towers

Non-acid reactive
adjunct chemistry
for desalting

H₂S scavenger
asphalt / bitumen

Advanced diesel
& gasoline
detergent
technology

Actify™
Styrene inhibitors
and retarders



Current



Latest



Plastic Recycle Technologies



Challenge

Research shows that just 12 percent of plastic waste is currently reused or recycled across the globe. This is because of the fact that the great majority of used plastics goes to incineration, landfills, or dumps. As a result, these materials are lost forever as a resource, despite plastic's potential for reuse and recycling. Plastic production requires substantial capital investment and increased carbon footprint. Reusing plastics not only reduces these investment needs, but can also contribute to reducing total industrial carbon emissions.

Solution

At Dorf Ketal, we are relentlessly striving to develop chemicals and chemical processes to maximise recycling of plastics. We have developed a process, where certain grades of plastics can be directly recycled by blending/mixing it with vacuum residue stream in crude oil refining. Generally, this vacuum residue is further processed in a visbreaker or delayed coker for getting more valuable products.

Impact

By using Dorf Ketal technology, in this process, capital expenditure would be minimised. As per lab studies, conducted on more than 100 different grades of plastics, it has been proved that this process helps in increasing yield of more valuable products as compared to coke & can hence improve additional profitability for end users. Furthermore, it would help reduce the carbon footprint.

Dorf Ketal Technology to improve crude profitability



Challenge

We were posed a challenge at a refinery situated in the ASEAN region, to operate their crude unit efficiently and expand the crude window. The problem resulted in lot of recycling of crude posing operational and scheduling challenges.

Solution

We recommended a developed proprietary model known as "Oil Capability Model". It is a very robust chemical solution that combats undesired deposition in heat exchangers and also implemented.

Impact

The Oil Compatibility Model helped to determine and predict issues with a given crude blend. This helped to proactively suggest chemical treatment rates. The chemical additive reduced the loss of heat energy and greatly enhanced operational reliability and profitability by inhibiting the deposition.



Customer-centric approach in synergy with sustainable thinking & innovation drives product responsibility at Dorf Ketal. Product Stewardship ensures that our products are created, manufactured, stored, distributed, used and disposed in safely and environmentally responsible manner and add value to our customer's business. It helps us in gaining a competitive advantage as our products are critical to the efficient production and use of energy, and in the efficient creation of many products.

Our careful product life cycle analysis enables our customers to achieve better regulatory compliance and use our products in sustainable applications. Our multi-disciplinary product stewardship program aligns with our HSE policies, our global commitment to Responsible Care Guiding Principles and codes of practice. Our customers are fully informed about the properties of our products and conditions of use. The containers used for delivery within the geographies have been designed to reuse them 12 times, for specific products.

We play an active part in ensuring product safety throughout the entire lifecycle – from the acquisition of raw materials to disposal – to minimise potential adverse impacts on people and the environment as mandated by our "Responsible Care Policy".

Redefining Fuel Economy - mileX & mph

Challenge

The global economic growth has increased fuel consumption exponentially, which has posed the risk of faster depletion of fuel reserves, adverse climate impact due to increased emissions and increasing fuel prices due to demand-supply disparities as well as geopolitical economics. It has necessitated the need for the performance measures like fuel economy and consistent engine efficiency.

Solution

The mileX & mph performance fuel additive technology using detergent additives offered by our company considers extra functionalities in addition to standard detergency performance. New innovations in our product development, now allow it to design and customise packages that consider local fuel quality and conditions. Whilst we offer standard detergent chemistries, we have also developed novel chemistries beyond detergents that deliver instantaneous and significant fuel economy and performance benefits.



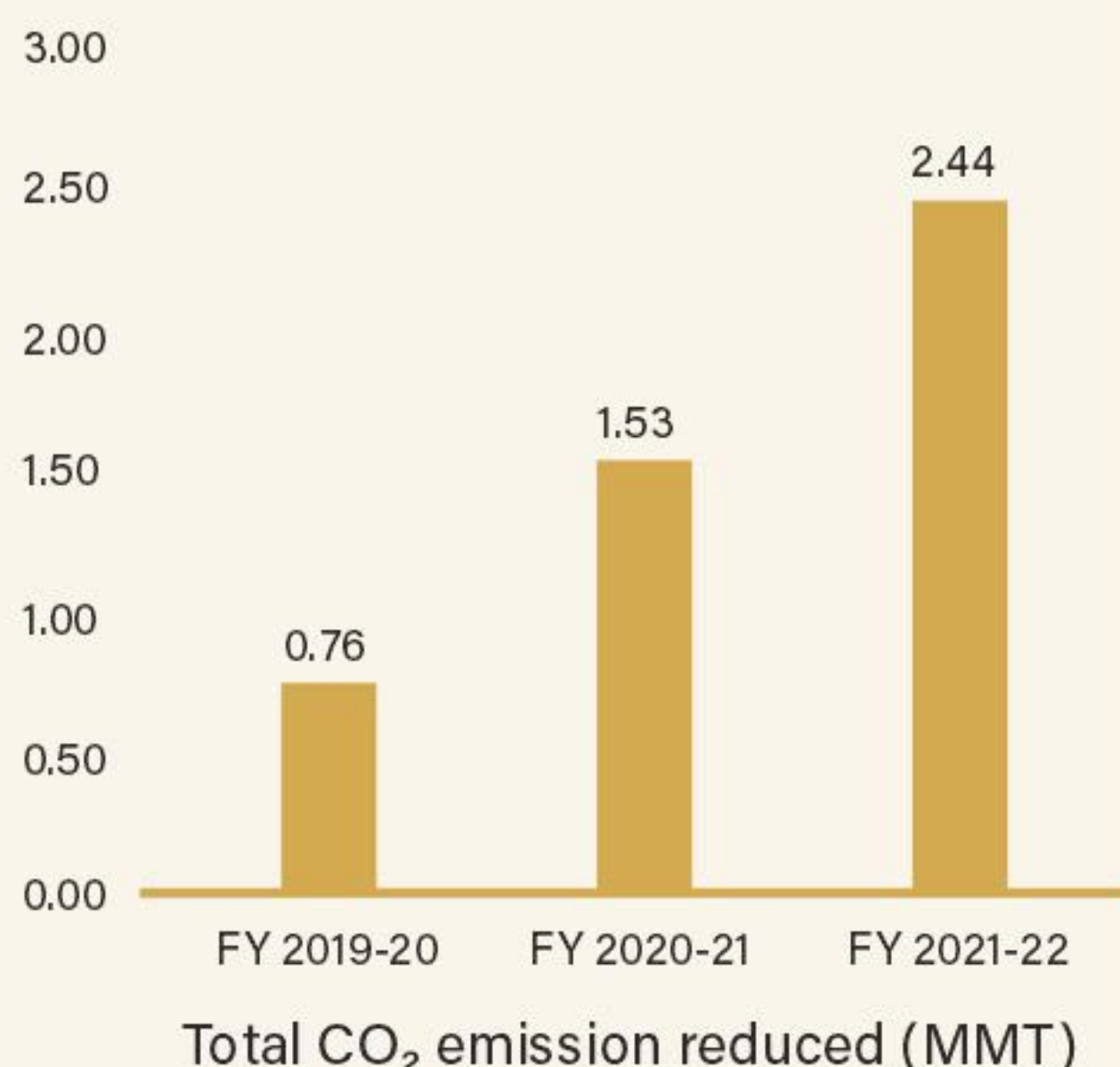
THE ADRENALINE FOR YOUR ENGINE

Impact

mileX & mph offer benefits like cleanliness, microbiological control, real fuel economy, reduced FBT, fast fuelling, emission reduction, corrosion control, more power, better cold properties etc. Furthermore, these additives have the following advantages:

- Controls and removes injector deposits to improve engine driveability, increases fuel economy, prevents and restores power loss, and reduces exhaust emissions.
- Promotes better combustion of diesel leading to instantaneous improvements in fuel efficiency, engine power, and acceleration.

Economic recovery during post-COVID phase has resulted in more fuel consumption reflecting in higher sales of mileX & mph, resulting in further reduction in CO₂ emissions as compared to the previous fiscal year.





People Management

Our excellence is a collective endeavour and we recognise our employees' pro-activeness, passion and perseverance in achieving excellence in all our endeavours.



People Management

Human Resource Management as a strategic lever to create sustainable impact

Our People Development Program aims at attracting, developing, engaging and retaining talent, while focussing on the strengths and abilities of our employees. Our employees are the intellectual capital for us and one of our most important stakeholder groups, who bring on table passion, perseverance and professionalism. Every innovation and excellence we create for making a positive impact on the economy, environment or community is driven by our employees who play a pivotal role in our sustainability strategy. We provide conducive environment and career growth opportunities to attract and retain the best talent. We

recognise potential, target specific areas of strength and employee's interest, giving them opportunity to do what they like and making teams thrive to achieve the common organisational goals. Our training and development programs have been carefully designed to give impetus to the right talent, to chart their career growth path within the organisation. Our global workforce come from diverse backgrounds and our employees are motivated to collaborate with their counterparts from other parts of our global operations to foster the culture of excellence through innovation.

Efficiency

- Workforce Planning
- Selection of Right Talent
- Training & Development
- SOPs
- Empowering People
- Skills Upgradation
- Talent Management

Effectiveness

- Employee Engagement
- Employee Benefits
- Retention
- Competency Levels
- Performance Evaluation & Appraisals
- Career Enhancement Opportunities
- Creating Partnership for achieving organisation goals

Sustainable Impact

- Increase in Productivity & Profitability
- Innovation
- Increase in Market Share
- Augmenting Stakeholder Value
- Increased Product Responsibility and Quality
- Customer Satisfaction
- Building Strong Team

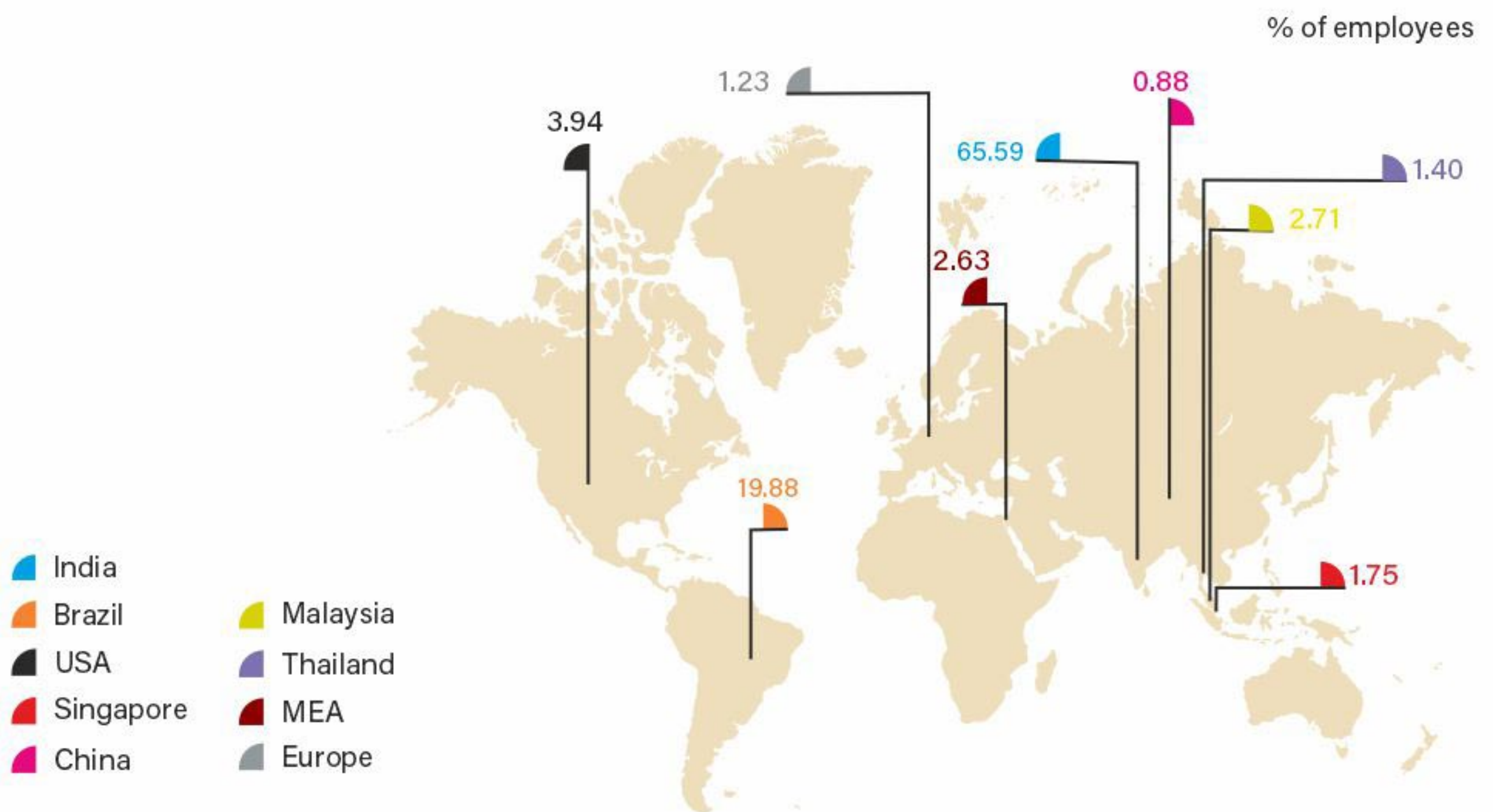


Our Corporate HR Strategy has been formulated by benchmarking with the best practices being followed across the world and aligning our values with the Sustainable Development Goals (SDGs).



Human Resource Dashboard

Region wise employees details





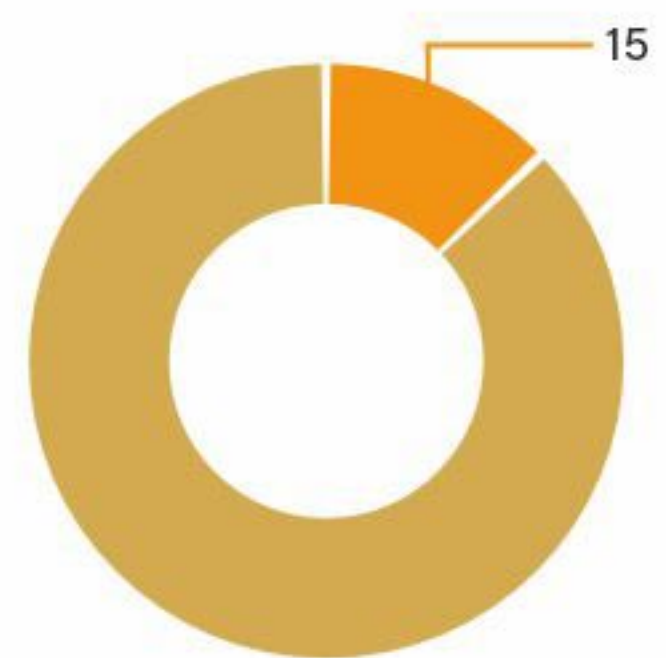
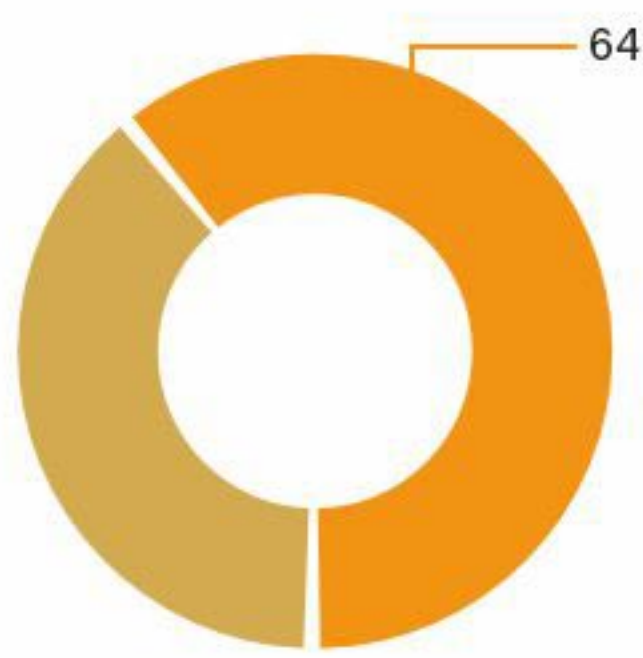
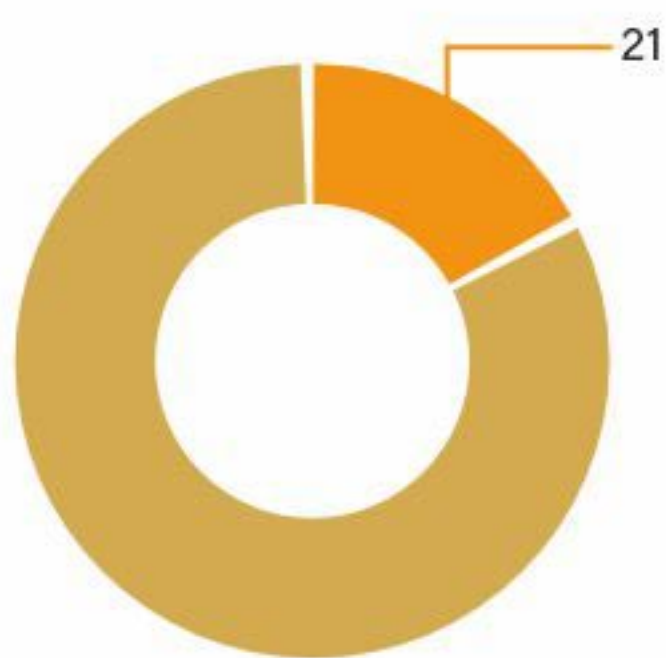
Break-up of Employees

< 30 years

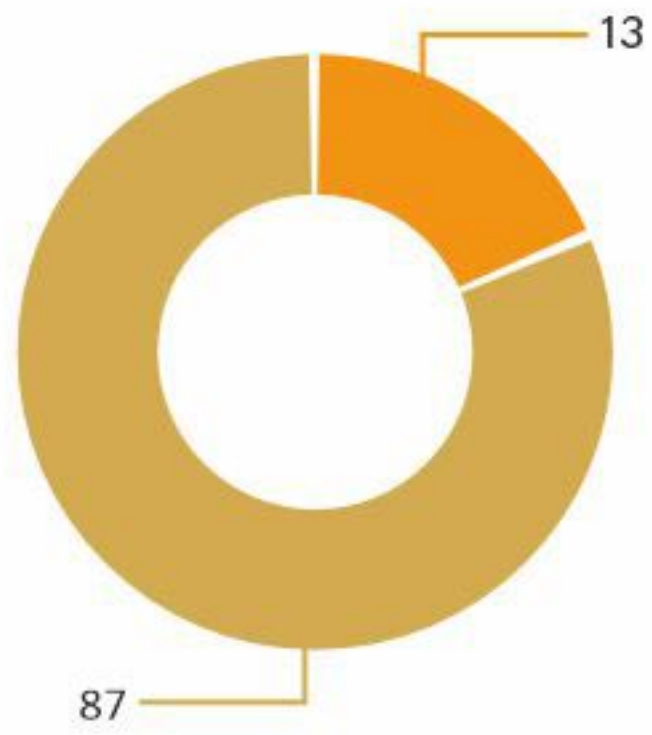
30-50 years

>50 Years

% of employees



Gender wise Break-up (%)

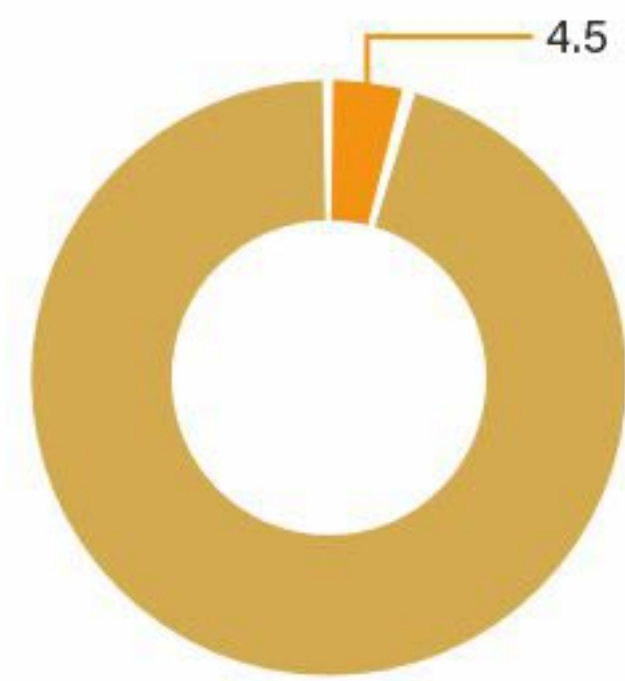
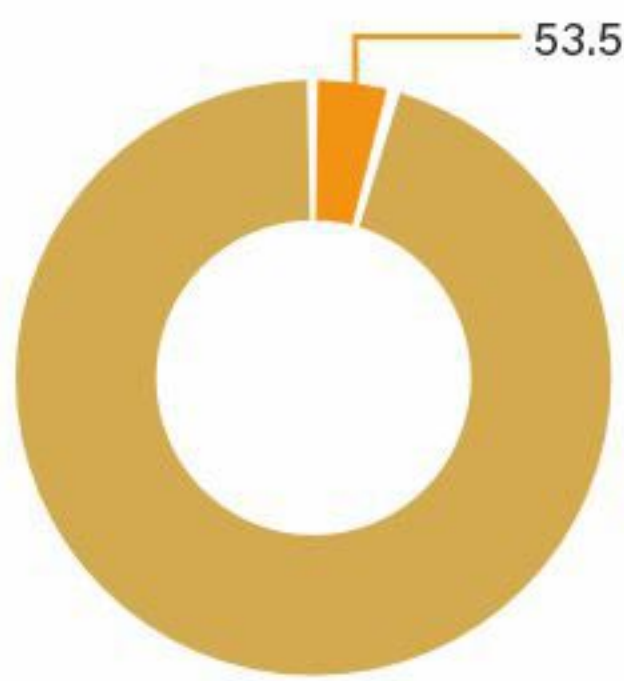
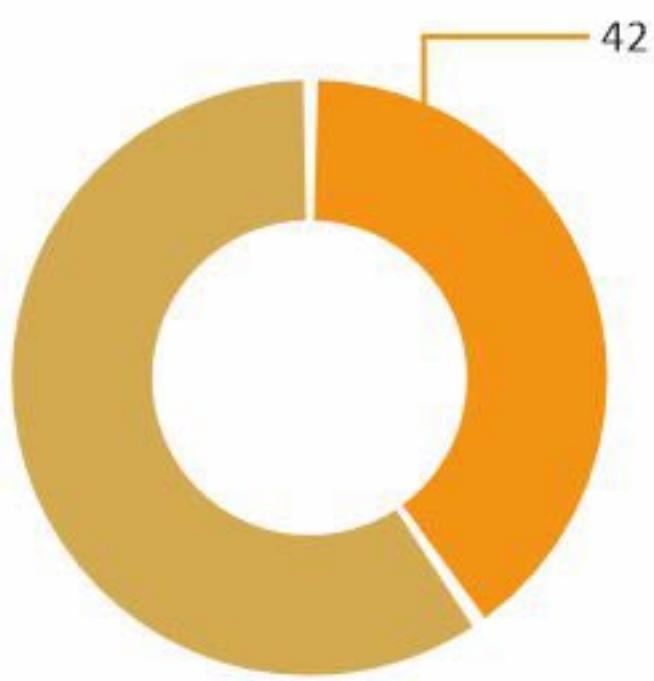


Employees Hired

< 30 years (%)

30-50 years (%)

>50 Years (%)

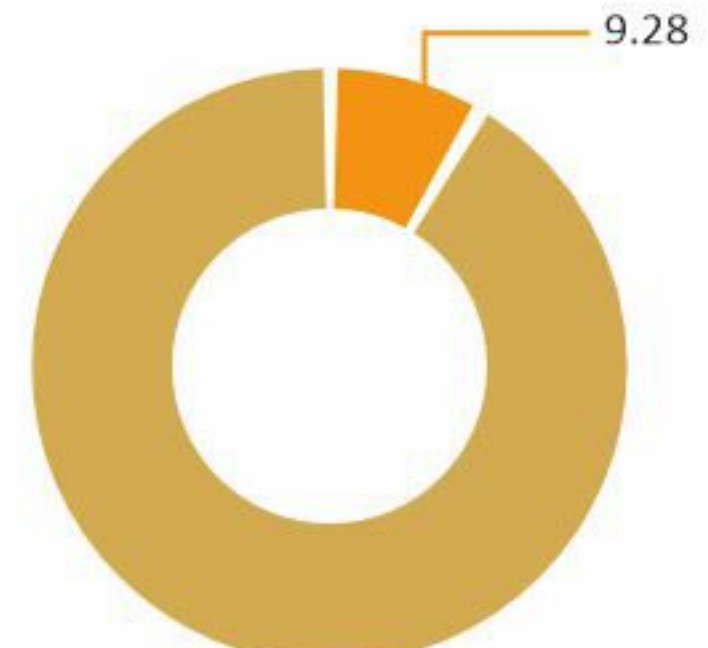
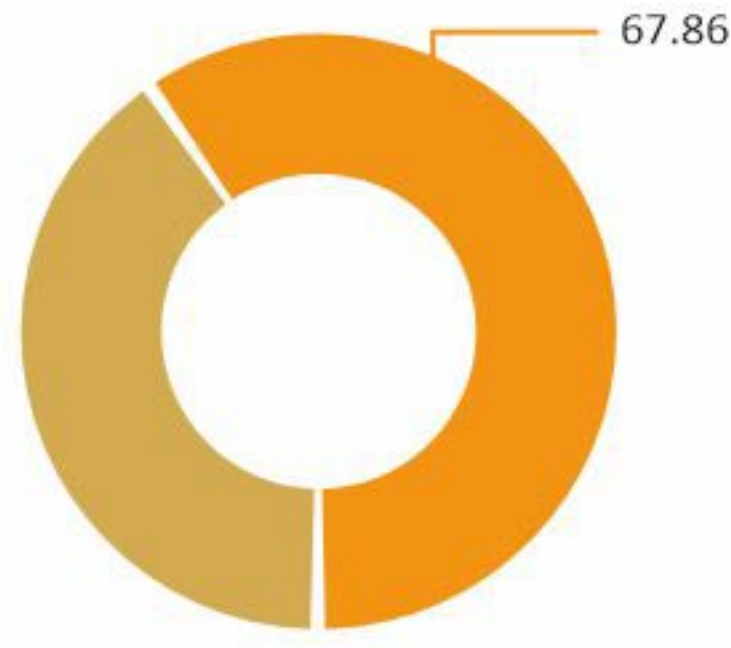
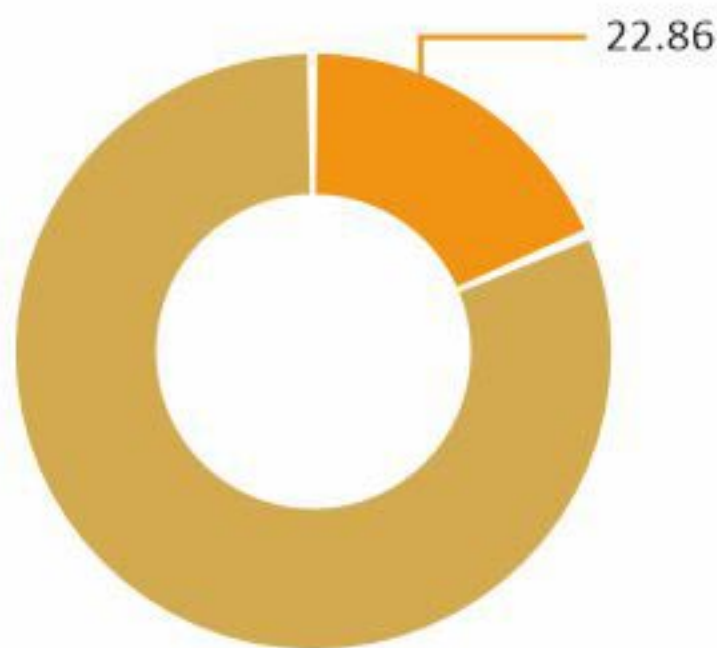


Employee Turnover

< 30 years (%)

30-50 years (%)

>50 Years (%)

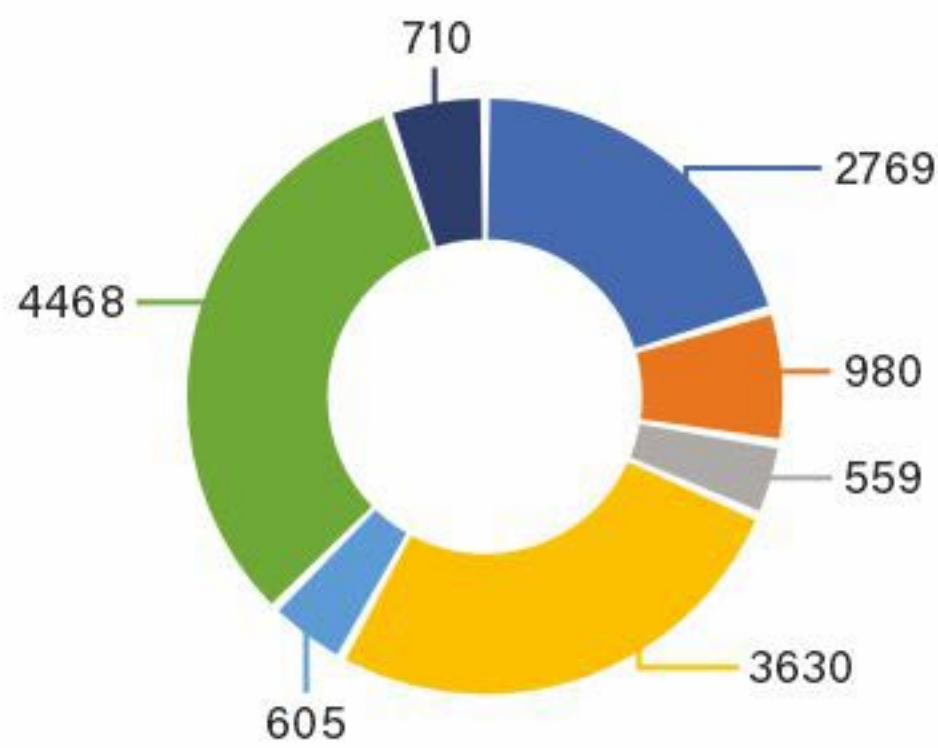


Training (Man Hours)

HSE

Training (General)

POSH & Security



■ Dadra ■ Head Office ■ Lote
■ Mundra ■ Dahej ■ Brazil ■ Taloja

■ Male
■ Female

■ POSH
■ Security

People Practices & Policies

We attach the utmost value to people development and strive to create a congenial environment to attract the best talent. We conduct performance review for all our employees at the level of executive and above, once a year and identify the need for development. We believe that a man is a learner throughout the life and there is always an opportunity for everyone to learn something new. This forms the basis of our innovation-driven culture as we motivate and empower our employees to identify and explore new areas of learning & development. While, training needs are identified during the annual performance review, we also let teams decide, organise



and conduct training workshops collectively for their respective departments and at any location of their choice across the country.

We also have a POSH policy and no cases of violations of the policy were reported during the year. We provide various benefits and amenities like good canteen facilities across operations for both permanent as well as contract employees, transportation, paid leaves, medical and insurance benefits, marriage gift, PF, gratuity and superannuation benefits etc. The company

believes in best employment practices and gives freedom for collective bargaining. Various initiatives taken by us include group activities and events to celebrate festive fervour and bonhomie among team members. During the reporting period, we conducted various events like Dorf Ketal Day, Sports Day, Outbound Events, Town hall, Drawing Competition, Navratri Celebrations, Women's Day Celebration, Fancy Dress Competition etc.

Our HR policy emphasise on gender non-discrimination and does not entertain differentiation based on gender in wages or in human rights.



Employee Benefits

(UoM: INR)

Benefits	Provident fund contribution	Mediclaim Policy	Group personal accident	Bonus	Gratuity
FY 2021-22	1,66,02,579	19,43,529	1,45,033	2,62,60,564	43,88,976



Mussoorie Rishikesh Confluence

To foster a culture of innovation, leadership development and teamwork, every department is empowered to plan their annual confluence at a place of their choice. This year, the Supply Chain Management (SCM) team organised it at Rishikesh. The objective was to inspire the team to inculcate the spirit to enjoy everything they do in their life including their work with full paddles. The key inspiring and sustainability take-

aways that employees took back with them were: 'life is like a river and we have to go with the flow. Life throws challenges like rapids which throw us off-board and we have to get back on-board and resume paddling.' Management believes that such confluences make teams stronger and the teams that enjoy the most off the job contributes more on the job as well.



Life throws challenges like rapids which throw us off-board & we have to get back on-board and resume paddling



Employee Assistance Program

In today's world of hurried lifestyle, managing work-life balance and achieving excellence in all walks of life, becomes a challenge for the employees. Emotional distress, parenting concerns, relationship issues etc. adversely impact careers and performance. The resultant stress not only may cause psychological disorders but sometimes also impact the physical health. As an organisation, managing the team performance and bringing out the best from every individual requires an innovative and proactive approach of holding hands and working cohesively to solve the real-life problems more astutely, as the teams will be as strong as its weakest member is.

To support employees' mental well-being, we launched

an innovative program during FY' 21-22 and named it as Employee Assistance Program (EAP). To promulgate this program, we engaged with a Global EAP service provider "WORKPLACE OPTIONS". This program will extend professional assistance to employees and their family members, to address mental, emotional and physical health related issues. This program is available to all our employees across our global operations through local 'Workplace Options' set up. The individual employee enrolling for counselling help, under this program gets consultation / therapy / goal setting sessions and support from external life coach and experts, while confidentiality is maintained for each member by giving personalised sessions.

Benefits of Employee Assistance Program (EAP)

Professional assistance during difficult times | Better Stress Management with the help of experts | Timely intervention to navigate life challenges, Adverse events, Stress and other issues | Improving Relationships & Parenting | Couples' support | Managing life changes | Career success | Surviving the loss of a loved one | Managing workplace pressure | Manage better work-life balance | Improving self-esteem and confidence | Referrals to local financial or legal resources | Pursuing personal interests | Maintaining physical health | Develop sharper focus & productivity | Higher energy & performance | Belongingness at work place

Long Service Award



Sports Day





Challenge

We believe that employees are the most important stakeholders who take us ahead in our pursuit of excellence and achieving sustainable development goals. Our employees are instrumental in engaging

with all other important stakeholders and hence, team building, meeting aspirations, employee engagement and team work are the key challenges.

Solution

To promulgate Connecting Dots program, cross-functional teams were formed across our pan-India locations. The objective was to make the employee engagement initiatives enthusiastically meaningful, fun filled and lively. With some quick successes, encouraging feedbacks, increased & enthusiastic participation from employees, we had planned

number of such activities in the form of Annual Employee Engagement Calendar. While the threat of pandemic, impacted the plans to organise the physical events for some time, we continued our employee engagement and motivational activities within these limitations through virtual sessions.

Impact

This program has elated employees, increasing their happiness quotient and making them excited to participate in these activities. During the year, we organised Drawing Competition, Sports Day, Picnics and Town halls for our employees. The employees exhibited enthusiasm and participated wholeheartedly making these events a grand success. Connecting Dots has helped us to connect the interpersonal and communication gaps between the employees and helped to build strong and cohesive teams. The program is being implemented across all the locations by organising similar activities to engage with the employees and bring the best in them.





Economic Performance

Generating direct and indirect economic value using innovation as a strategic lever, moves us forward. Nevertheless, our supply chain also enables us to create long-term value for the stakeholders.



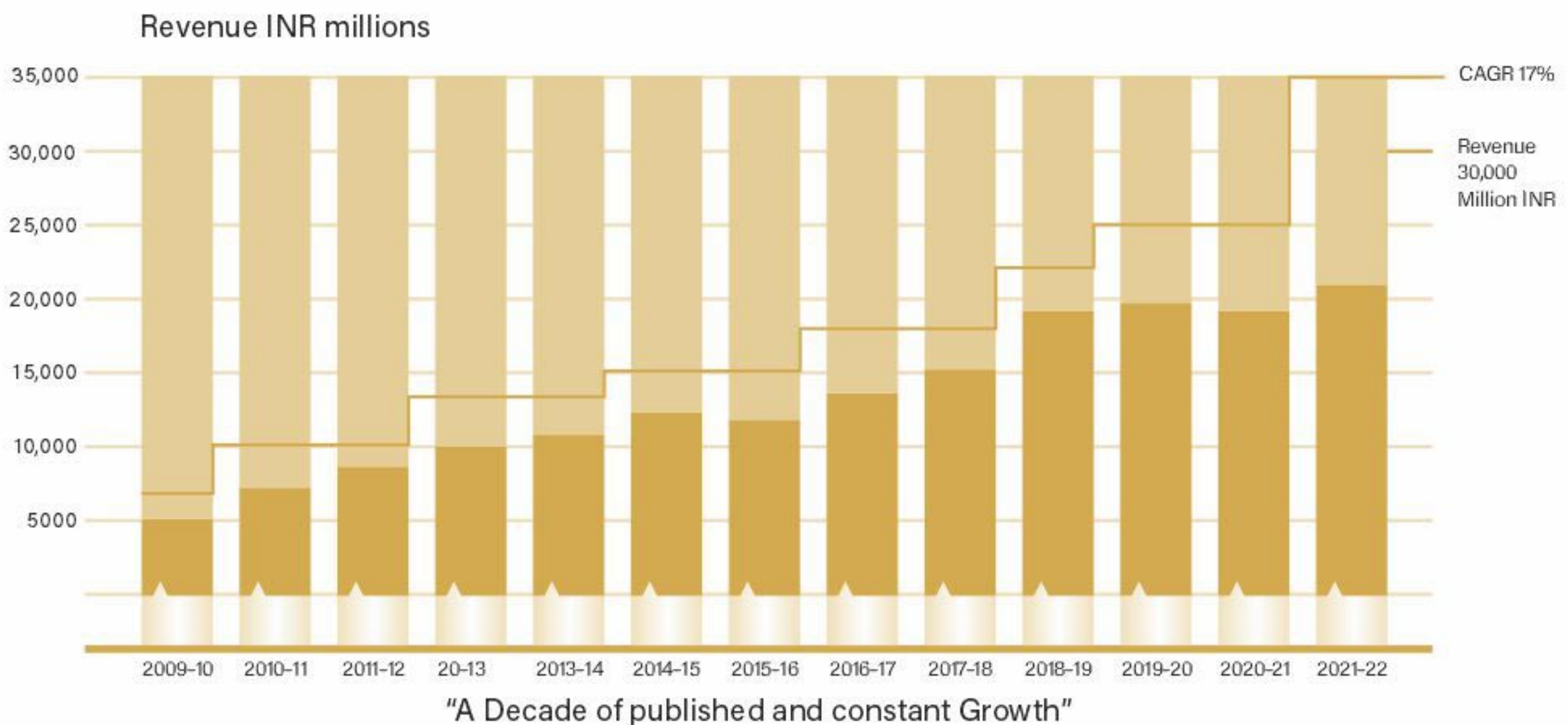
Economic Performance

Innovation helps to achieve excellence and leads to higher productivity, sustainable products and to create direct and indirect positive economic impact on our stakeholders. We are one of the eminent specialty chemical manufacturers in the country with global operating facilities and contributing towards the economic growth & development of the nation. India's sustained and strong economic growth, supported by robust macro fundamentals, are major enablers for the

growth of the chemical sector. During FY'21-22, the pandemic has led to high growth in the consumption of healthcare products and flexible packaging for food and e-commerce goods, leading to rising demand for certain petrochemical products. Economic performance is a material topic prioritised by our stakeholders and it is our continuous endeavour to create superior value for the stakeholders through our value chain.

Direct and Indirect Economic Performance

At Dorf Ketal, well-laid financial processes, rules, systems, best practices and policies have been formed to comply with the regulatory guidelines. The top management governs and oversees our financial performance and makes sure that all the project teams and operations, operate within budgets allocated and resources committed. They ensure that proper records are maintained to comply with external and internal financial audits and safeguard the economic interests of our stakeholders. Most of our plants in India are located in Special Economic Zones or Union Territory and hence the exports from these units are subject to tax exemptions as per the government policies. During the FY'21-22, we posted a growth at 17% CAGR and generated revenue of INR 30,000 Million.



We contribute towards achieving Sustainable development Goals (SDGs) and helping local economies to grow, by providing employment opportunities to the people from local geographies. Most of our employees, workers, contractors and senior management team members are hired locally. Our core values and ethos drive the CSR interventions and enable communities to grow hand in hand with us. We believe in forming long-term partnerships with all our vendors, contractors, and employees and value their contributions to achieve together our objective to create a sustainable impact for the future.



Supply Chain Performance

With manufacturing operations in 3 countries, we have a highly complex supply chain. Maintaining close ties with local, regional and global suppliers is crucial for managing risks throughout our network. We believe that our suppliers are our value chain partners and their behaviour

reflects on our reputation and on that of our customers. We work together with our suppliers to ensure that they meet our high ethical standards and helps to drive improvements in our supply chain. Through our screening process, we ensure that our supply chain comply with the regulatory

compliances. Our supply chain management practices are aimed at upholding environmental and societal values, and address global issues such as climate change, water security, human rights, fair labour practices and corruption.





Building Sustainable Supply Chain

We have identified supply chain disruption as a major risk. Issues in the supply chain such as production slowdowns, inventory shortages, health & safety related hazards, ethical issues or delayed delivery can adversely impact sustainable performance of the organisation. Moreover, customers across the world also map the supply chain and make it mandatory for the suppliers to comply with their ESG guidelines and their supply chain charters.

Being a Responsible Care Company, Dorf Ketal not only adheres to the standards set by the customers but also ensure the compliances in its supply chain down the line. A structured and thorough supplier audit of each supplier is undertaken to ensure compliances with Dorf Ketal's SCM & ESG policies. Supplier evaluation, product evaluation, equipment & plant evaluation, quality process evaluation etc. are carried out to mitigate the risk of supply chain disruption.

Distribution is a critical activity in the entire supply value chain of specialty chemicals. To reduce the risk of harm posed by the distribution to the general public, environment, employees, contractors and emergency responders, emergency preparedness is ensured. Timely and right information to each stakeholder in the distribution supply value chain is being disseminated and necessary infrastructure and equipment like GPS tracking on selective routes helps customers to track the cargo on the move. Selection and training of the right logistic solution provider is also ensured to comply with regulatory as well as internal compliances. The logistics partners are required to comply with documented procedures of loading / unloading, cleaning & disposal criteria, emergency preparedness, adherence to distribution code mandated by the Company.

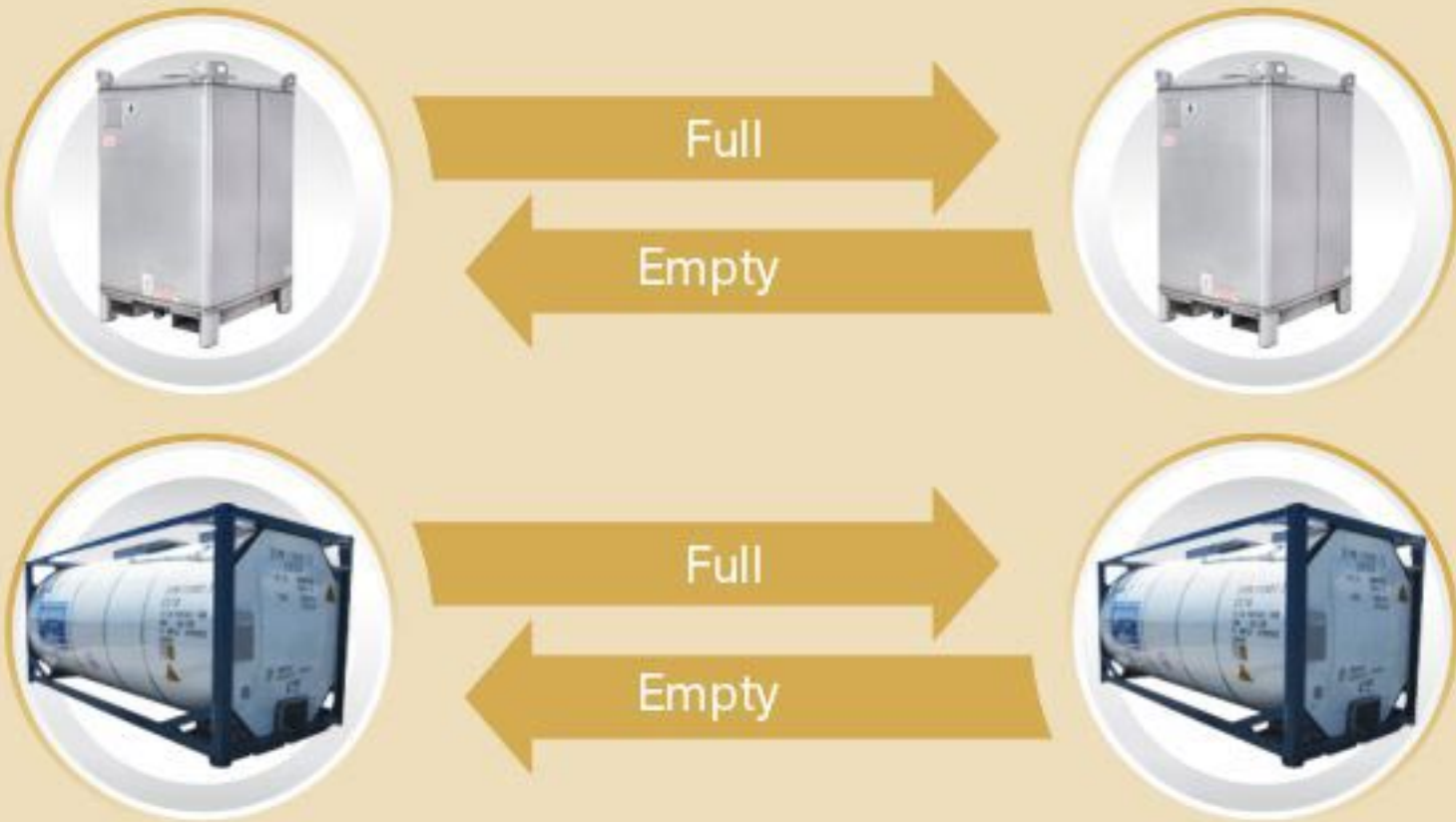
Recycled Packaging to reduce environmental footprint

Challenge

Earlier our products were supplied in drums and conventional containers. As the containers or drums were not being recycled, an increase in costs to customers as well as increase in carbon footprint of the entire supply value chain was seen. For customers, disposal of packaging was also a challenge.

Solution

We have introduced innovation in packaging through the ISO tanks and metal tote, which are recycled again to deliver materials to our customers. The uniqueness of this innovation is that we customise the packaging container for each client depending on the product and client brief. Following are the types of the innovative packaging used by us for our customers;



Cairn Energy : ISO tanks and Metal totes

Reliance : Road tankers and returnable Totes

BPCL : Recycling HDPE drums by using a professional cleaning company

DK Brazil, Malaysia, Europe & USA : Supplies in ISO tank and decanting in Totes

S-oil, Fomrosa, G S Caltex, Morzyr refinery, SRC, KNPC, Satorp, Takreer, Falcor, BAPCO, Adnoc, Petronos, IP, Arkema, Dow, Eastman : ISO tank supplies

Impact

Innovation in Packaging has reduced the packaging costs, packaging waste, environmental footprint and

hassles for customer in disposing packaging material thus resulting in customer delight.

Titanium Tetrachloride Transportation



Challenge

We consume approx. 6000 tons of Titanium tetrachloride per year. Titanium tetrachloride releases hydrochloric acid fumes when in contact with moisture. The reaction is exothermic due to which surface logistics of Titanium tetra chloride is not preferred. Handling the same in drums could lead to generation of approx. 30000 drums and unwanted risk for employees.

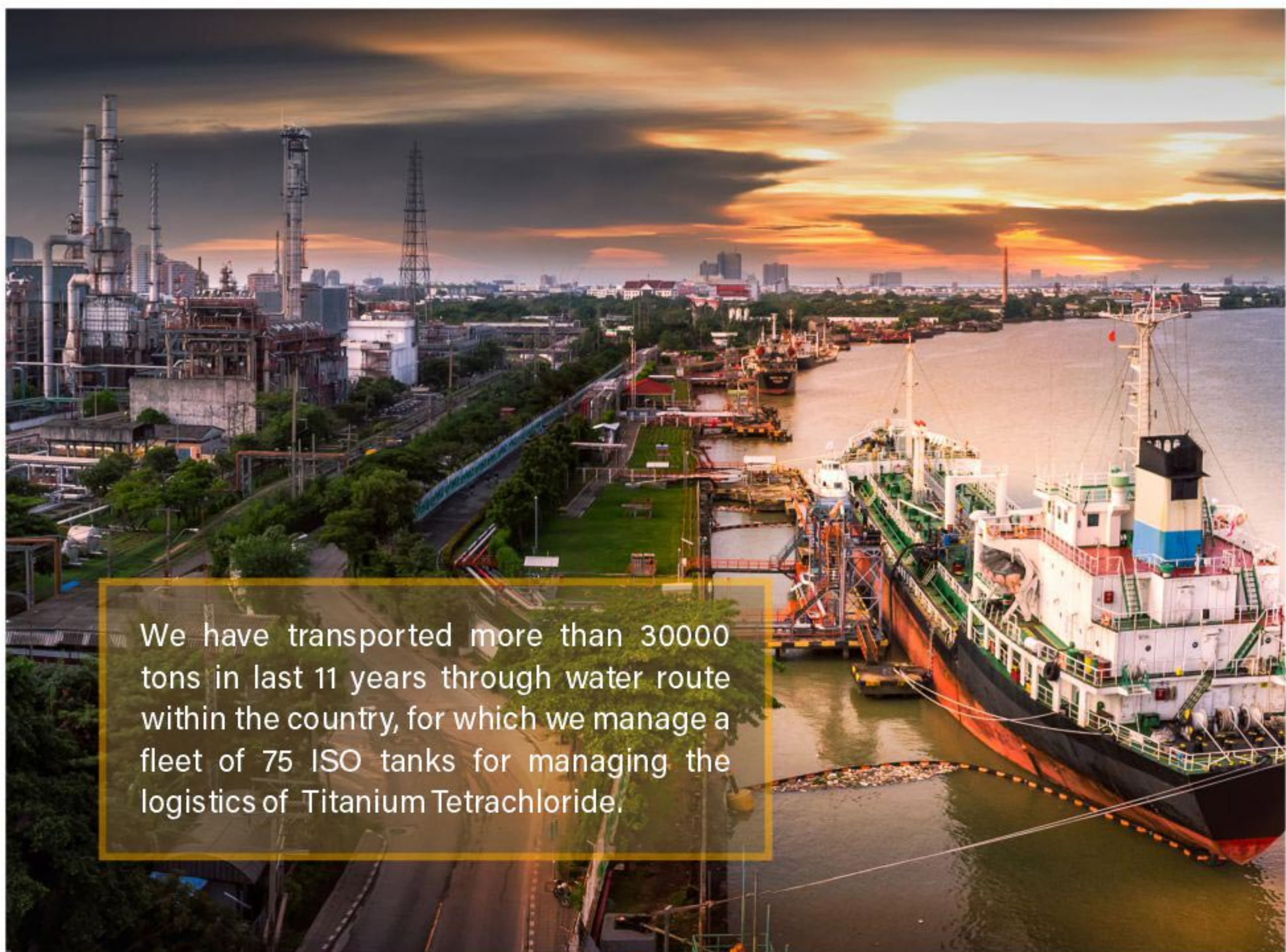
Solution

We started transporting Titanium Tetrachloride from Kochi port to Mundra / Kandla in dedicated ISO tanks, through coastal transport.

We have transported more than 30000 tons in last 11 years through water route within the country, for which we manage a fleet of 75 ISO tanks for managing the logistics of Titanium Tetrachloride.

Impact

The logistics through sea is not only cost-effective, it is safe and sustainable.



We have transported more than 30000 tons in last 11 years through water route within the country, for which we manage a fleet of 75 ISO tanks for managing the logistics of Titanium Tetrachloride.



Health, Safety & Environment

Improvement in HSE performance is the direct upshot of proactive and preventive approach in process, product & people safety and adherence to internal & external ESG compliances.

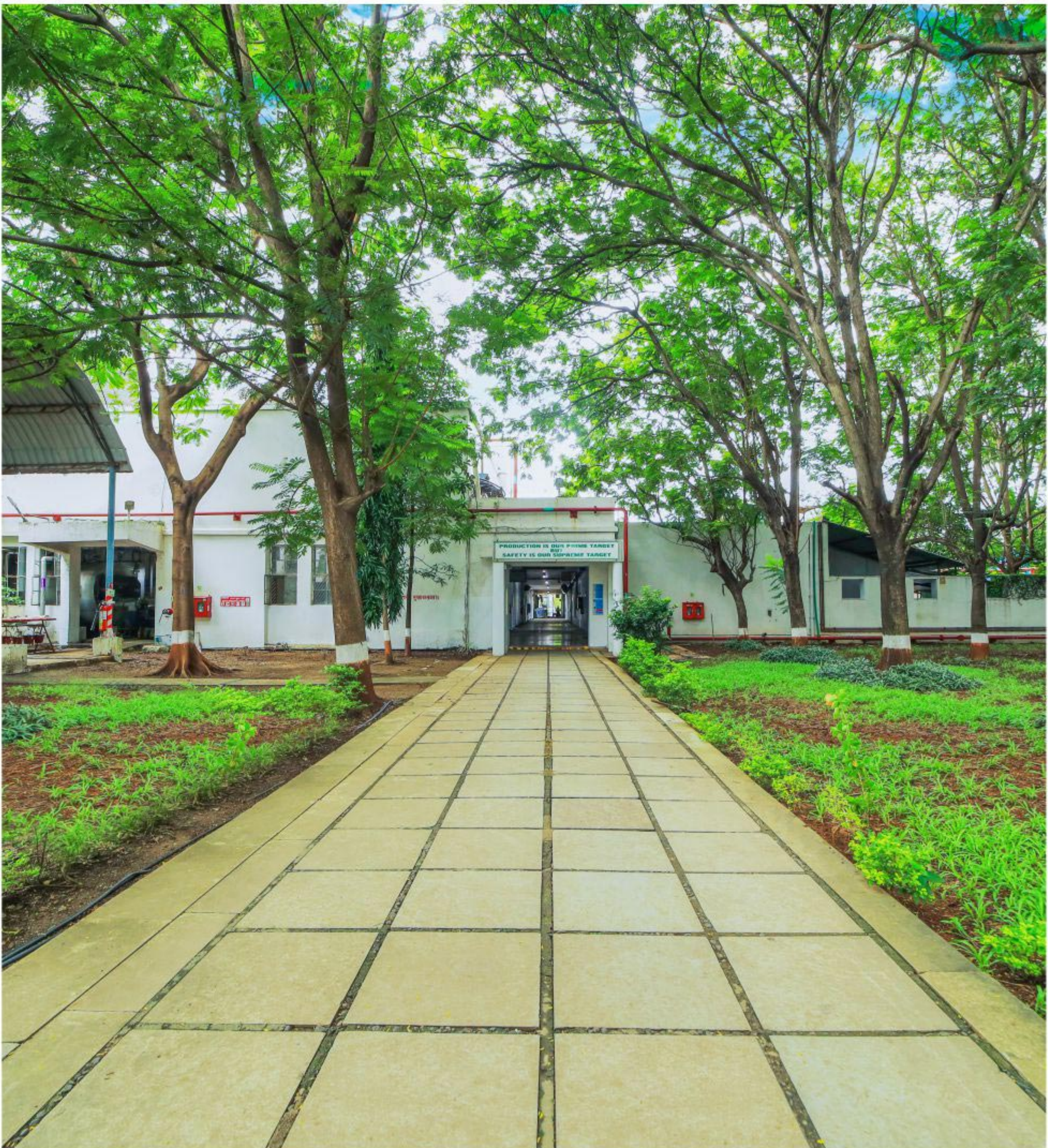


Health, Safety & Environment

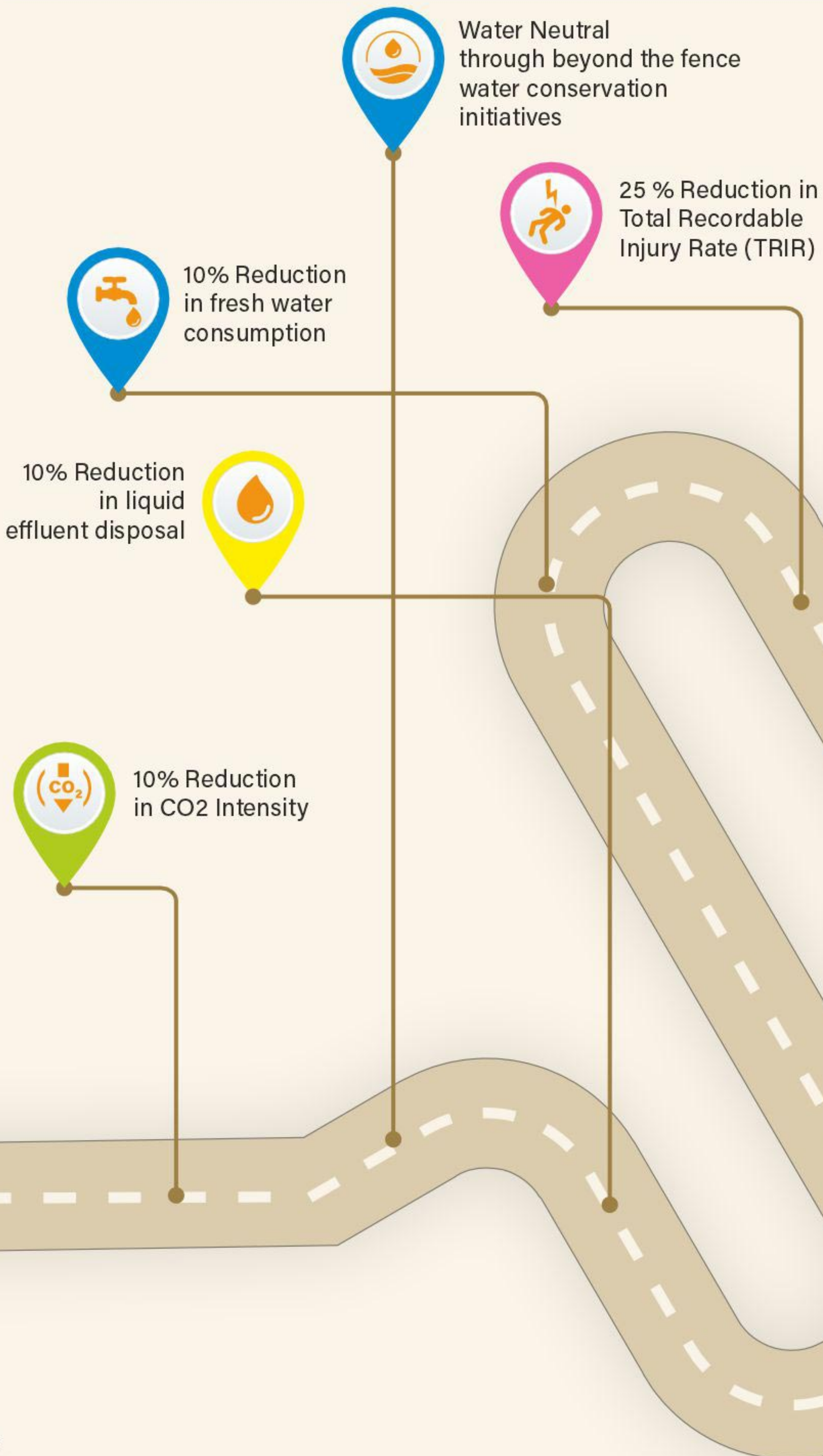
Innovation is an imperative strategic management approach in designing and implementing our Health, Safety and Environment (HSE) Management System. As we have global operations in many countries, we understand our responsibility to contribute towards the global targets of climate change risk mitigation. We strive to create excellence in ensuring safety, health & environment and use the resources more efficiently to reduce the environmental impact.

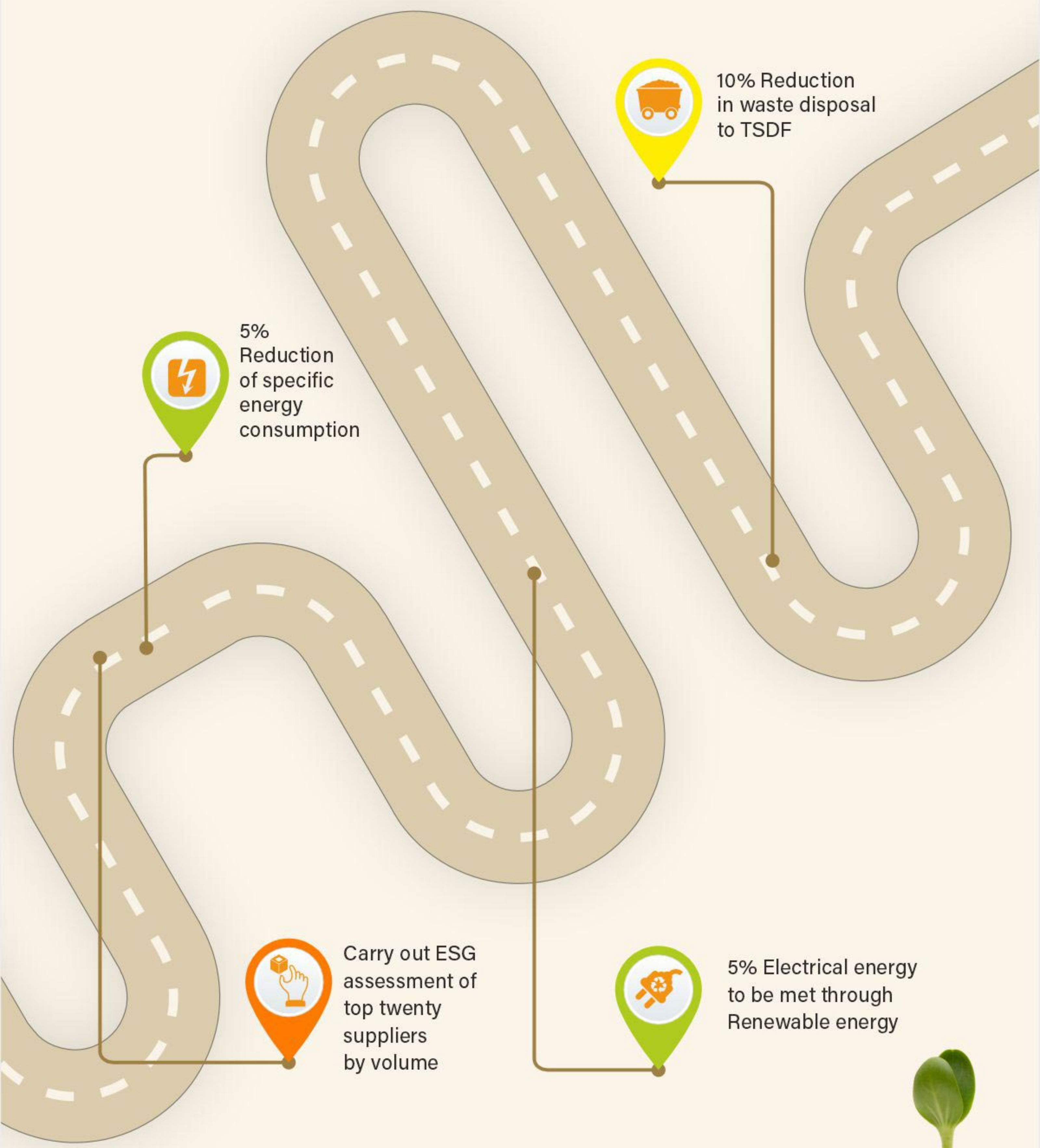
Most of our sites are ISO 45001 & ISO 14001 certified and also meet the Responsible Care® Management System

(RCMS) continuous improvement models. Our HSE management system ensures that our other sites also confirm to ISO 45001, ISO 14001 and we are in process to get them certified soon. By committing to these external standards, we identify potential risks in our systems and processes and take steps to effectively manage these risks. All our sites comply with the health, safety and environment regulations in the country of operations and there were no incidences of non-compliances during the reporting period.



Sustainability - An Innovation-Driven Approach





5% Reduction of specific energy consumption



10% Reduction in waste disposal to TSD



Carry out ESG assessment of top twenty suppliers by volume



5% Electrical energy to be met through Renewable energy

 Water Management	 Waste Management	 Supply Chain
 Climate Change, Energy and Emissions	 Striving For Zero Injury	





Occupational Health

To improve and protect physical, mental, and social health of employees in the workplace through the improvement and maintenance of working conditions

Occupational Safety

Ensure that every individual at every level in the organization takes personal accountability for the safety of each other and our stakeholders



Environment

To reduce the use of natural resources, minimise negative impacts due to our business

Process Safety

To ensure that measures are in place to prevent unwanted release of energy or hazardous chemicals that could expose employees and others to serious harm.



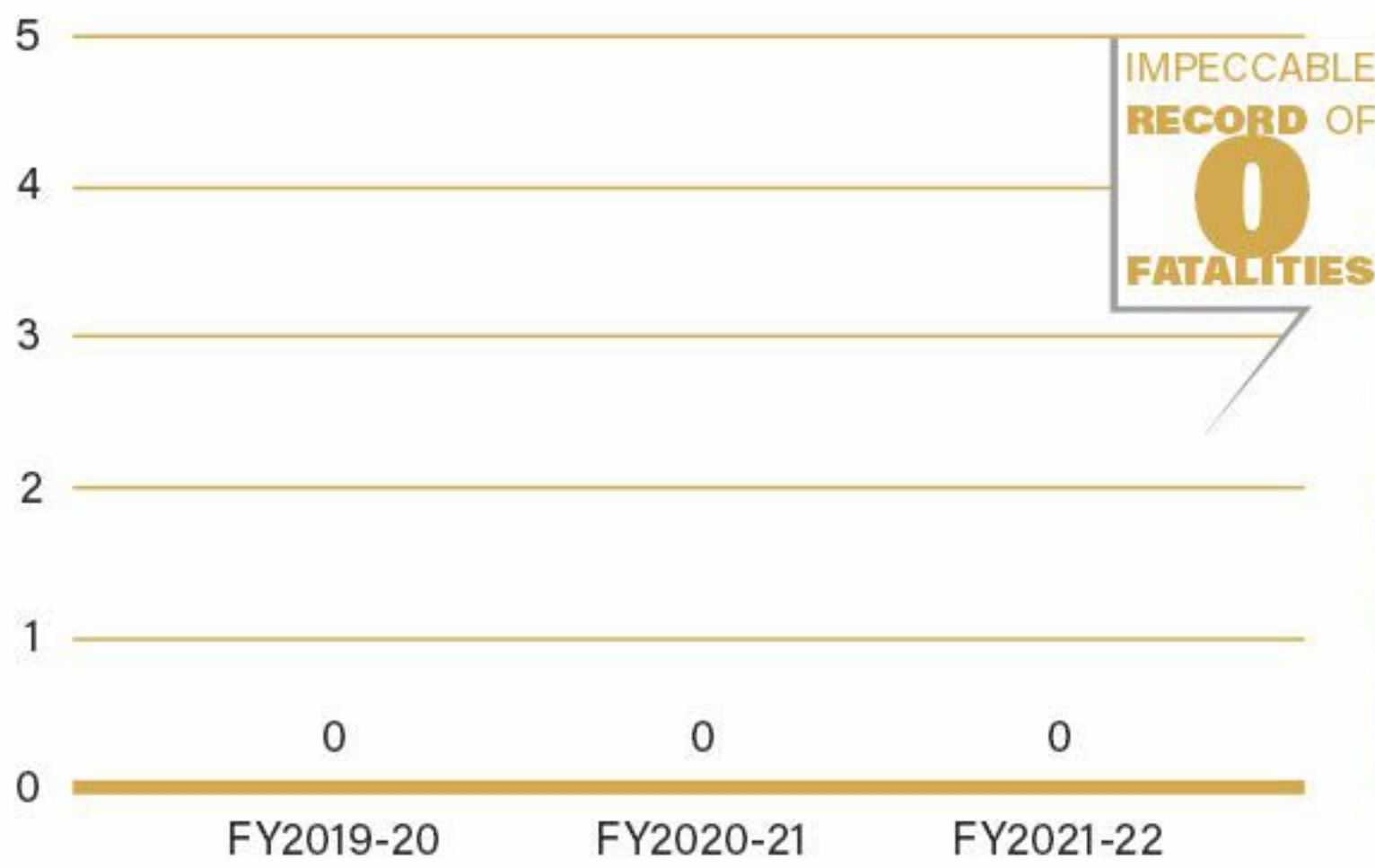
Safety Risk Management

Our HSE Management System provides us with processes to identify and evaluate hazards and risks associated with our product development and manufacturing processes, distribution, and other operations. We then establish goals and objectives to address any significant hazards and risks, taking the feedback and concerns of employees, contractors, communities, customers, suppliers, and other stakeholders into consideration.

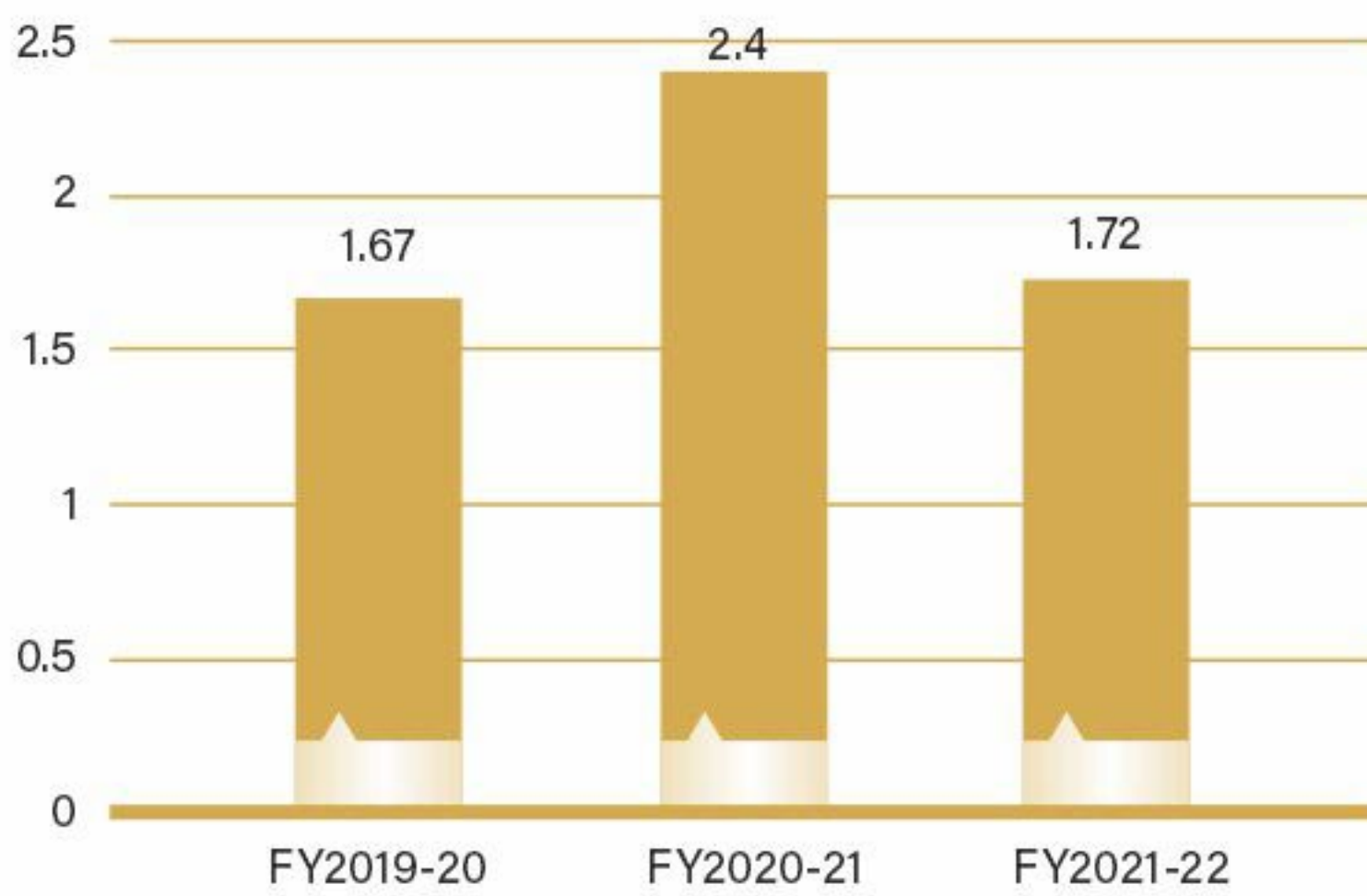
All manufacturing sites as well as non-manufacturing sites maintain the environmental data which is reviewed at the facility level and then at global level before being aggregated for corporate reporting. Dorf Ketal has developed internal HSE standards governing employee and contractor safety. Our corporate HSE Management System Policy states that businesses are required to work with appropriate HSE and site personnel to help ensure hazards and risks associated with work activities and operations are properly managed. This policy requires employees to report any work-related hazards and potentially hazardous situations. To accomplish this, we encourage open and proactive communication between workers and their line management. Our incidents classification, investigation, and reporting policy requires sites, businesses and functions to have procedures and trained personnel to report, classify, and investigate all HSE incidents including near misses. The learnings are shared with senior leaders and all employees.



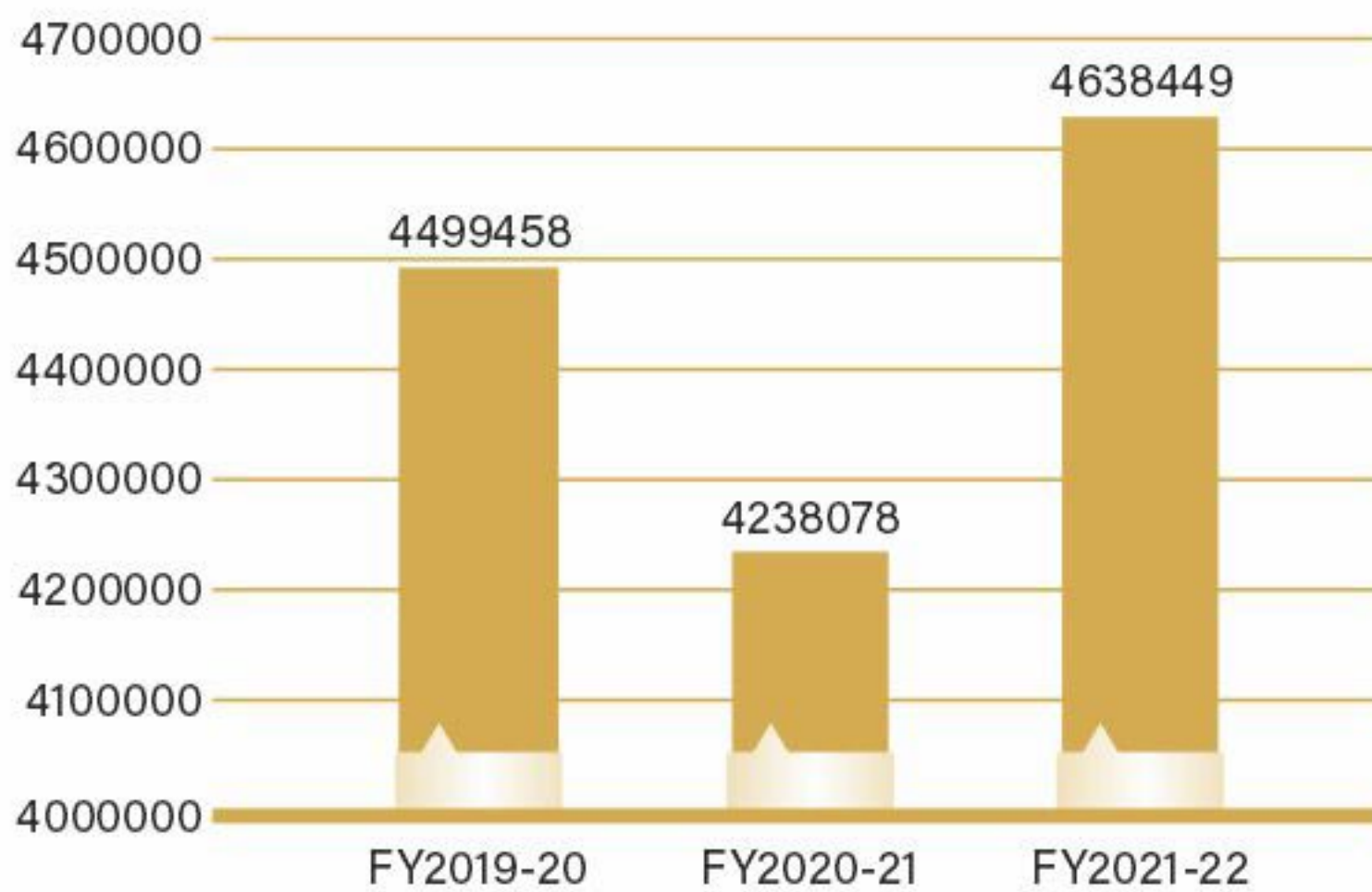
Fatalities



Total Recordable Injury Rate



The number of hours worked.



Contractor safety

We have a seven-step contractor safety management process right from selection of the contractor to demobilisation. Our contractors perform various types of work on behalf of the organisation, both on and off our sites which include construction, repairs, transportation, and other work to support our businesses and products. We ensure consistency with our core values and standards. We screen and pre-qualify prospective contractor companies based on satisfactory HSE performance indicators, including review of their HSE management programs, injury and illness performance and assured compliance with regulatory requirements, and specific skills training.



Audits and Inspections

We have a robust audit system of First Party, Second Party & Third-Party audits and we conduct regular audits on our key activities including health, safety & environmental performance, and compliance with Dorf Ketal standards. Third-party audits are also conducted to review this data as part of our process to certify that our HSE management systems operate in conformance with ISO 14001, ISO 45001 and RCMS, and as per regulatory requirements. Each site conduct periodic first-party audits and the Corporate Team leads the second-party audit for sites. HSE management review meetings are held periodically at both Corporate and site levels, and the outputs lead to systems improvement as applicable.



Process safety management

We understand and stress the importance of process safety management systems to ensure safety of our personnel and plants and of those around us. Process safety involves using systems to identify, understand, and control process hazards to prevent injuries and incidents and the potential releases of hazardous substances or energies at our manufacturing plants. During the year, we further initiated various systems and processes in our Process Safety Management (PSM) program by focusing on managing change, mechanical integrity, alarm management, and operational discipline. We have developed key leading and lagging indicators and metrics system for process safety. In 2021, Dorf Ketal continued to maintain good process safety event performance with no major process safety event reported during the year.



Safety during Pandemic

We place the health, safety, and well-being of our employees, contractors, and their families as our highest priority. It was critical that we keep running our plants and serving our customers while protecting our workers. Dorf Ketal Health & Safety teams provided consultation and services to employees to ensure that our workforce was healthy, educated on the facts of COVID-19 and supported them to do the vital work necessary to meet the needs of our customers around the globe.

We maintained a "Safe Back to the Workplace" playbook to guide sites in implementing operational controls and PPE guidance in line with recommendations from the concerned authorities from time to time so that people could be protected while working at our sites.

We extensively promoted vaccination for all our employees, their family members and contractors and provided all necessary support in ensuring the availability of vaccination. Our goal was to ensure that the maximum number of employees could receive a vaccine, administered

either off-site by local public health agencies or on-site at our facilities wherever feasible and permitted by local government. Throughout the year, we continued to adapt to the impacts of the COVID-19 virus variants as they spread around the globe. We kept our employees updated on the most recent variant

information and mitigation efforts and we adjusted workplace procedures as needed to help keep our employees safe. We are proud to share that we ensured safety of all our employees globally during the pandemic.

Safety Kiosk & Passbook

Challenge

We have identified safety in operations as a critical risk and a key material topic. A smallest deviation or lapse in Safety Operating Procedures by a plant worker or an employee can result into a big hazard. To avert and mitigate health & safety risks, safety has to become a mindset and essential part of work-life culture. This requires continued focus on changing habits and attitude of the workers towards work.



Solution

We have implemented an innovative project of Safety Kiosk & Passbook. Kiosk is an interactive safety training aid which helps to create a self-help safety program by attaching AVIs, images and text. It provides export and import features, aid for hearing

impaired, navigation menu and quiz to test preparedness. A Safety Passbook printed from kiosk educates and makes an employee aware about Safety SOPS, risks & hazards.

Impact

Safety Kiosk has helped to standardise the training and induction process for the new employees and visitors. This training was being done earlier through human interface and hence heterogeneity in providing training had the possibility of different

response to crisis situation from different people. This standardised safety induction procedure helps to avert the safety risks due to lack of knowledge or preparedness on the part of new employee or contract worker or vendor.

Challenge

Transportation of chemicals is a key challenge and risk identified by Indian Chemical Sector. Establishing standards for the transportation safety, enabling emergency response infrastructure services, fostering mutual co-operation and co-ordination within the chemical sector was highly required for creating sustainable value chain. The risk of chemical hazards due to road accidents was also need to be averted keeping the larger interest of environmental conservation and social responsibility in view.

Solution

To avert hazards due to accidents while transporting chemicals, Indian Chemical Council (ICC) has launched a program named - "nicer globe" on Transport Safety, with Dorf Ketal being the stalwart in chemical sector part of this program. This program intends to create awareness, providing training to the transport vendors, crew members, security agencies and the employees of chemical industry, responsible for the chemical logistics function. This program further aims to establish standardised procedures and mandates the use of necessary technologies & instrumentation along with safety operating procedures for the offsite and onsite capacity building. The program further intends to set up SOPs for co-ordination and collaboration between various stakeholders including disaster management authorities.

Impact

This intervention has helped the chemical companies, logistics vendors, crews and agencies to do the risk analysis of their logistics chain, infrastructure, resources and enabled them to take informed decisions before planning the delivery of every consignment. Introduction of technology like GPS has helped manufacturers to track the cargo in real-time. ICC has also created a platform and collaborated with hospitals, fire stations, disaster management authorities etc. across the country and brought them together. The online platform launched for Nicer Globe by ICC provides faster co-ordination and information exchange between various stakeholders for the logistics across the country.



Life Saving Rules

Challenge

Inculcating the right HSE behaviour requires creating awareness, bringing behavioural and habitual changes by making people accountable for their health and safety. This required a process for consistent and fair assignment of accountability in relation to negative HSE behaviours, such as those arising from incidents or life-saving rules violations.

Solution

We promulgated Live Saving Rules clearly defining roles and responsibilities, which is an HSE Accountability Framework awareness program launched during FY' 21-22. This program covers all the workers at all our locations including our employees, contractors and appropriate agencies. It further includes training of line managers to make them accountable for following any incident or observations of risky behaviour and rule violations. Such assessment shall be based on the outcome of a suitable and sufficient investigation. The ultimate purpose is not to tolerate the undesired behaviours that do not comply with HSE practices. Well documented training has been provided at all levels with visual communication material displayed at every touch point to remind them of Life Saving Rules.

Impact

While the program was launched in last quarter of the FY'21-22, the immediate impact was the reduced number of reported incidences of violations and non-compliances of life saving rules. We are further aiming for Zero tolerance for Life Saving Rule violations and make compliance a habit for every employee.

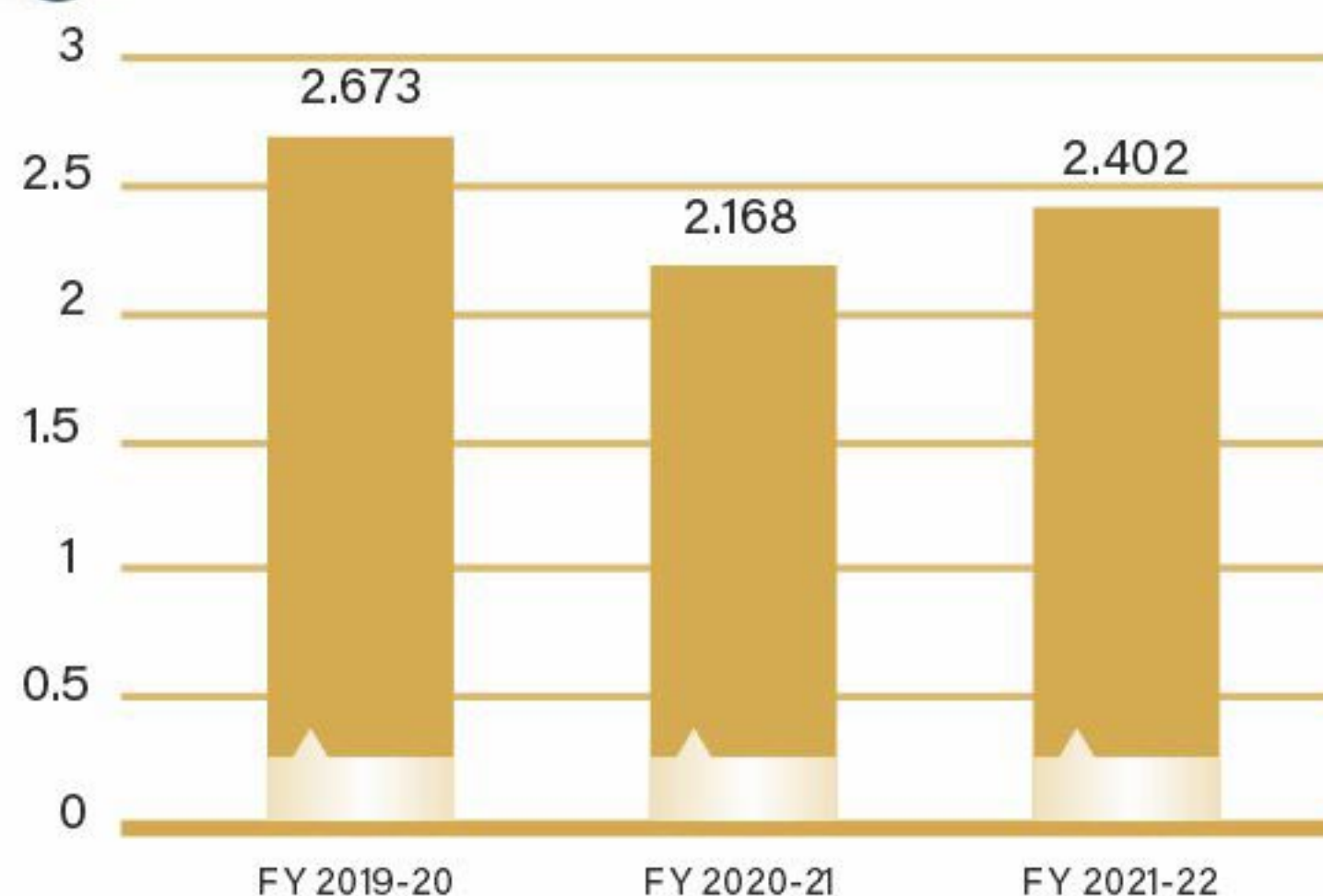


Water Management

Water is a scarce resource globally and is vital for sustainable development. While water is the natural solvent for chemicals, we believe in careful usage of water in our operations as we are committed to the principles of Responsible Care and SDG Goal 6: Clean Water & Sanitation. As a result, we mainly use the surface water supplied by the local authorities or industrial authorities in most of its manufacturing facilities. Ground water is being used partially in 2 of our facilities, but the percentage of usage was insignificant as compared to the total group consumption. We have taken water conservation initiatives like reuse of wash water per batch as intermediate of Gasolene Detergent, reuse of primary treated effluent for decanter washing instead of fresh water, use of high pressure jet system for reactor cleaning, recycling of condensate and flash steam for boiler feed water etc.



Water Consumption (KL) per ton of production



Rain Water Harvesting

Challenge

With increasing population, clean water is becoming a precious resource for the world. As water is an important resource for chemical process plants, conservation and optimisation of usage of the water resources are the key challenges faced by the industries.

Solution

Being Responsible Care Company, we believe in putting the best foot forward to reduce our environmental footprint. As a result, we decided to reduce our dependence on conventional sources of clean water at our Dadra Nagar Haveli facility. Our new warehousing facility has been constructed with green building feature of rain-water harvesting. Rooftop rainwater harvesting system installed is designed to collect the rain water from roof top catchment area of warehouse which is spread in 800 Sq. Meter space.



Impact



FY'2020-21

2442 M³

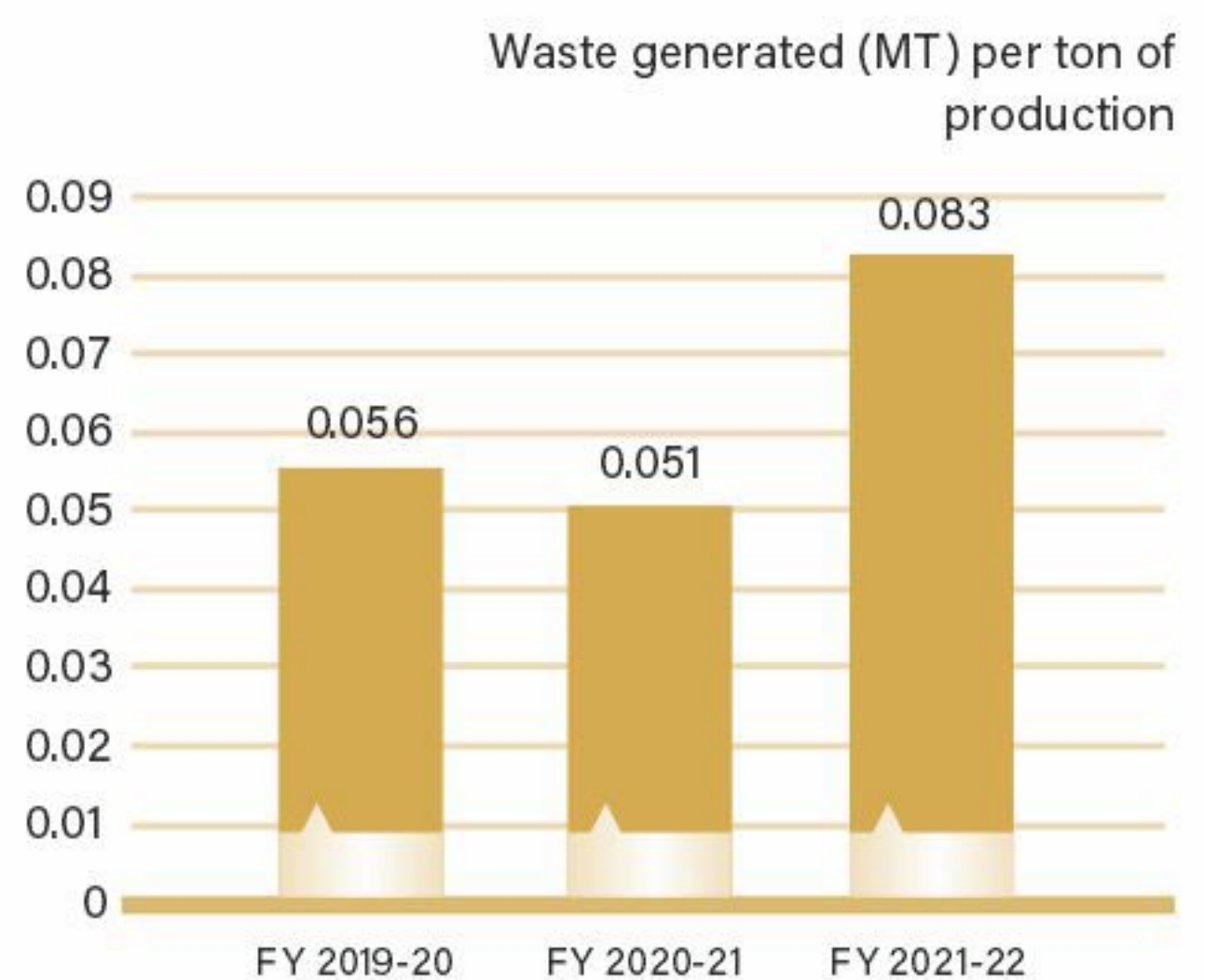
FY'2021-22

3803 M³

Waste Generation

Innovations at Dorf Ketal are aimed at reducing the generation of hazardous waste and recycle technologies to create minimum impact on the environment. We have optimised process unit operations to reduce waste. Furthermore, we are recovering recycled Toluene and in process of eliminating usage of Toluene altogether. All our facilities treat effluents through effluent treatment plants and solid waste through solid waste treatment plants. We recycle the treated water for non-critical operations. For disposal of hazardous waste, we dispose them in responsible manner as directed in the statutes through licensed vendors. Some of the treated waste is also being provided to other industries as an alternative source of raw material. As a responsible care company, we are not just innovating to optimise our process waste, but our patented recycle technologies also help customers to reuse waste like plastic waste. Thus, we also help customers to reduce their environmental footprint through our innovative solutions. Waste

Generation during FY 2021-22, show a rise because by-products have been reported in the waste due to change in consent during the reporting period.





Sewage Treatment Plant



Effluent Treatment Plant

Food Waste Management

Challenge

We provide canteen facilities to all our permanent and contract employees working in all the 3 shifts. Fresh, hygienic and nutritious meals prepared by the catering staff in the kitchen are served during lunch and dinner breaks. The company having facilities located in designated special economic zones and industrial belts, faced challenge of disposing the canteen waste in responsible manner.

Solution

We launched a pilot project at our Dadra facility to process the canteen waste and produce organic compost. A compost machine has been installed, which converts compost from the canteen waste that is being used to maintain green and clean environment in the factory premises.

Impact

Compost generation has not only helped to reduce the costs of hiring a vendor to dispose the canteen waste in responsible manner, but has also enabled to maintain green and clean environment at a very low cost.



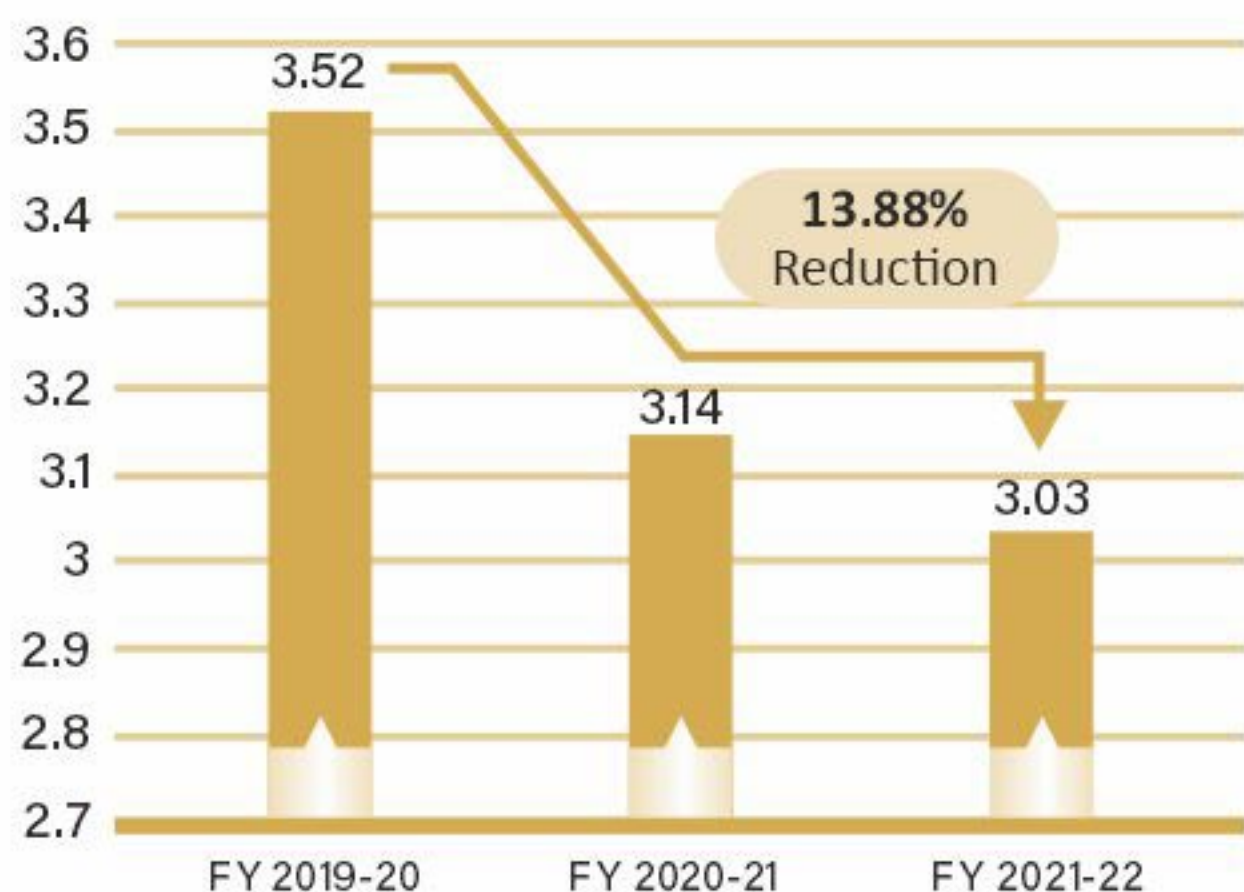
617 KG of organic compost in FY 2021-22



Energy Management

Energy is a precious resource and we support the global initiatives for energy conservation in line with SDG 7: Clean & Affordable Energy. We are receiving electricity from the power grids of local industrial authorities or companies designated by the respective local governments. In all our plant operations, we maintain electrical power factor below 0.99, recover & reuse steam condensate, optimise high energy consuming equipment like HVAC, pumps etc. and use VFDs to optimise the consumption of energy. We also keep on continuously exploring and introducing innovations in our processes to reduce the energy consumption during the plant processes. We are also harnessing the potential of alternative energy generation across our manufacturing facilities.

Energy Consumption (GJ) per ton of production



Solar Panel Installation

Challenge

Energy conservation is an important intervention to create positive impact and contribute towards sustainable development goals. It is imperative to switch over to clean, green source of energy to reduce carbon footprint and avert the cost pressures due to rising energy costs.

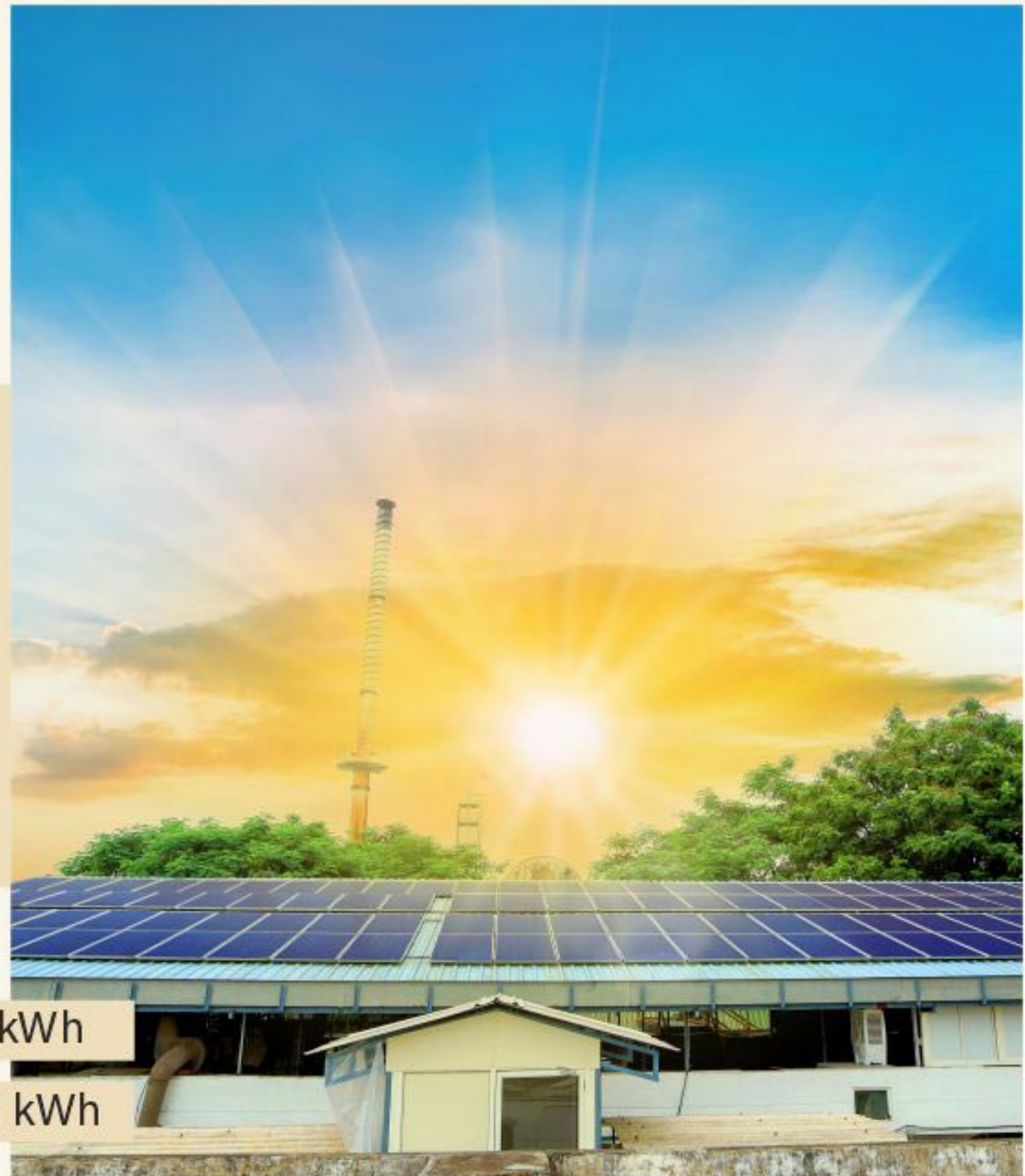
Solution

In order to reduce dependence on conventional sources of energy and start utilisation of the on-site renewable energy sources, Solar Photovoltaic Cell of capacity of 36 kWp & 99.45 kWp have been designed and installed at Dadra & Brazil sites respectively.

Impact



FY'20-21	9067 kWh
FY'21-22	159520 kWh

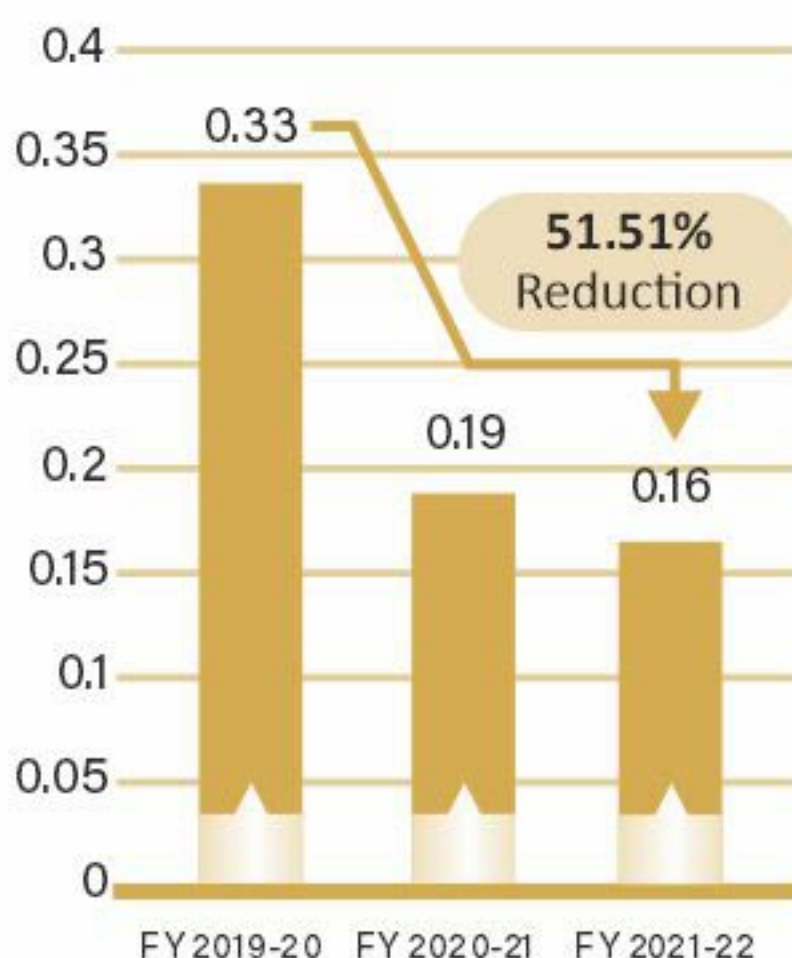


Emission Management

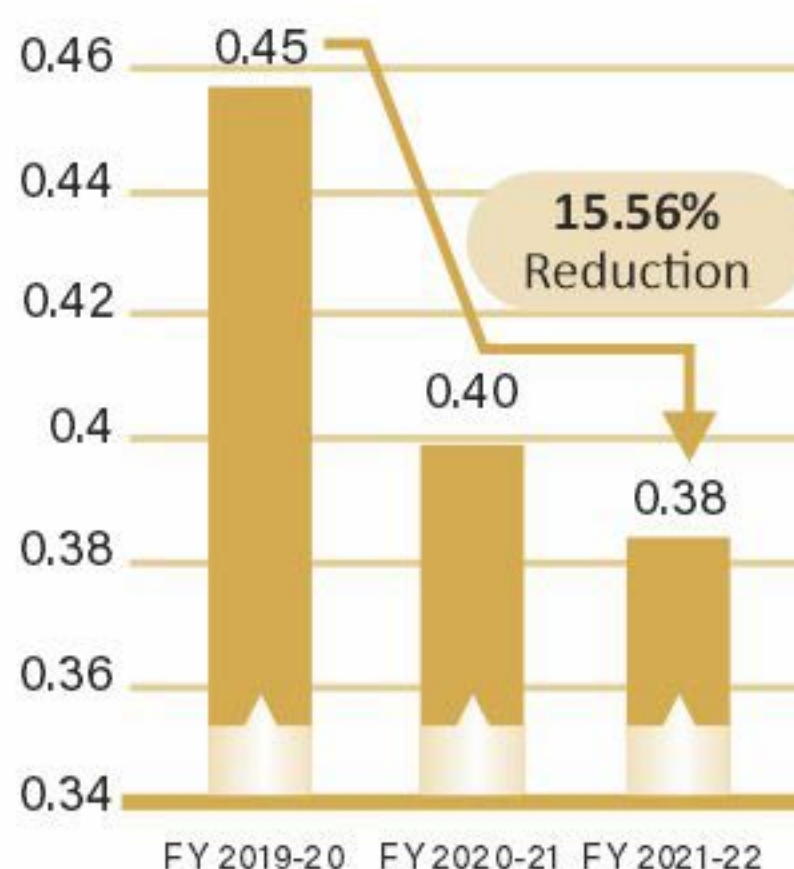
The commitments in reduction of emissions made by India at the Glasgow COP26 summit of achieving net zero target by 2070 and reducing Greenhouse gas (GHG) emissions by 1 billion MT by 2030 is expected to benefit the country in the long-term with new technologies in energy efficiency, carbon reduction, and

green fuels etc. We are conscious about our responsibility as a global entity and due to our innovative measures to curb emissions, we have started observing decreasing trend in NO₂, SO₂ and carbon emissions from our operations.

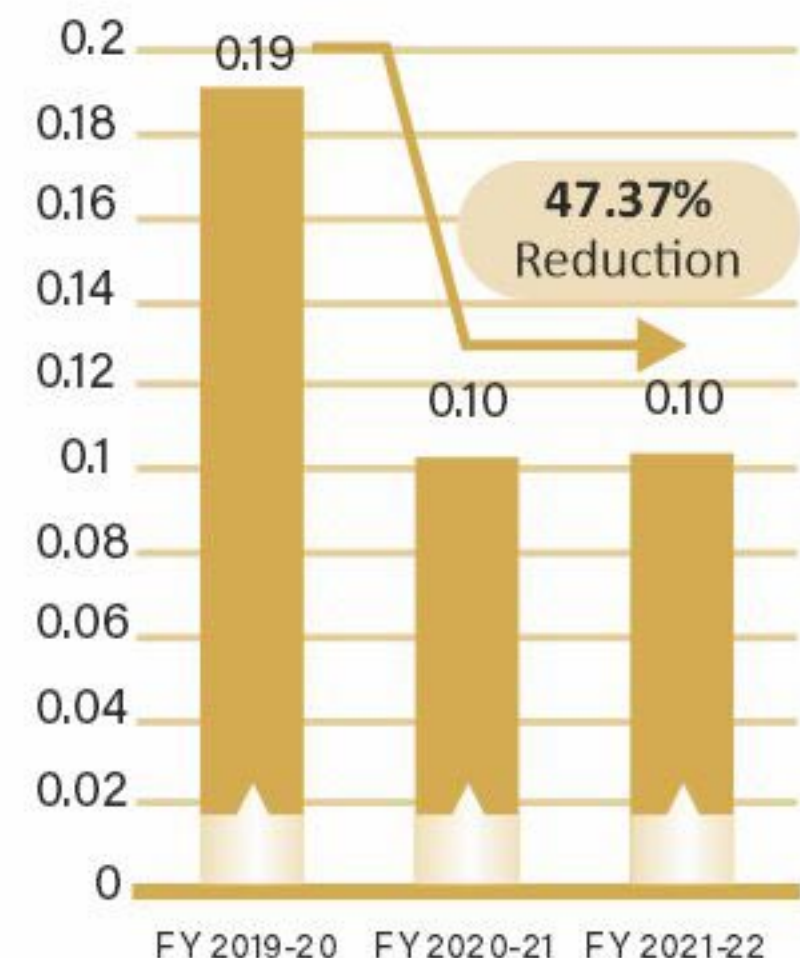
SO₂ (kg) per ton of production



Carbon Emissions (Ton) per ton of production



NO₂ (kg) per ton of production



¹<https://pib.gov.in/PressReleasePage.aspx?PRID=1795071#:~:text=50%20per%20cent%20of%20its,by%202030%2C%20over%202005%20levels.>



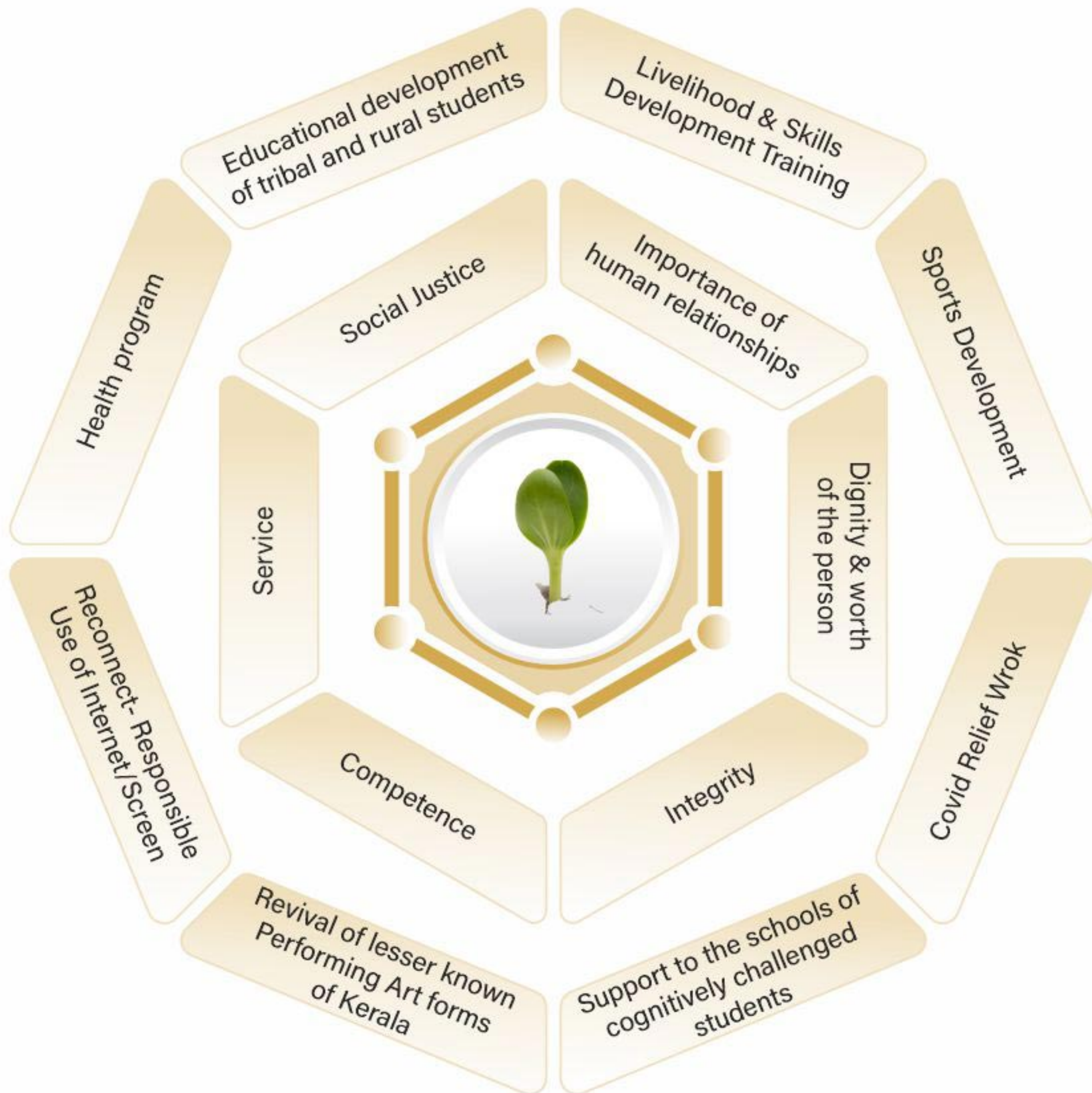
Community Development

Responsible Care at Dorf Ketal encompasses holistic growth and development of the underprivileged communities.

Our CSR programs recognise, respond and reach out to fulfil the needs of economically weaker sections



Community Development



Giving Back to Communities is an important driver in our sustainability framework. Being a Responsible Care company, we support the Sustainable Development Goals (SDGs) to promote prosperity for people and the planet.

Our core philosophy is to play the role of a catalyst to usher in a positive change. Hence, we provide resources for the skills development as well as community empowerment to make people self-reliant to earn their own livelihood. We believe that financial assistance can last for short time, but skills and knowledge imparted can sustain throughout the life.

The values enshrined in our CSR policy are aimed to help people in need, challenge social injustice, inculcate the respect and indignity for the fellow citizens, inculcate the integrity and build competence.

Entrenched upon these values, our key focus areas are aimed at breaking a vicious cycle of poverty, hunger, gender inequality and a culture of silence prevailing in the economically weaker sections.



Our CSR Expenses

FY: 2021-22	FY: 2020-21	FY: 2019-20
Rs. 1,56,28,767/-	Rs. 1,15,43,700/-	Rs. 2,88,94,031/-

Scripting The Future of Rural India

Education aids & support to Ashramshala in Tribal region

We have provided education aids & support to Government Ashramshala located at Dabheri village in Palghar, Maharashtra. Being a remote tribal region, roads, electricity & infrastructure is not good, with the situation becoming worse during the monsoon. The education facilities in the village were also not at par with those in cities due to scarcity of resources. This resulted in higher school drop-out rate and increased illiteracy.

We decided to provide the well-equipped digital classroom, modern computer lab with qualified full time

computer teacher, library for teachers & students, safe drinking water facility, separate toilet blocks & bathrooms for boys & girls, full time teacher for physical education etc.

Our educational support program has benefited 800 students in the vicinity and reduced the school drop-out rate.

 CSR Expense
Rs. 2.17 Crore

 Beneficiaries
1250 Students



Adoption of Rural CBSE School

Sumitra Public School (SPS) managed by Kabir Trust located in Makhan Nagar village in the district Narmadpuram, MP is the only CBSE School in the Babai Block educating the kids of the farmers as per the guidelines of National Curriculum Framework (NCF). The school was facing scarcity of resources to impart quality education.

We adopted Sumitra Public School under our CSR program and are providing the necessary support and aids, to benchmark it with other CBSE schools in cities.

As a result of our educational support, significant progress has been seen in the academic development of the students. As students are able to access latest learning aids, they have started participating in competitive exams like Science Olympiad, sports activities at different levels and have started bringing many laurels for their school.

Support to the schools of cognitively challenged students

With an objective to support the education of cognitively challenged students, we are providing support to 2 NGOs namely, Inclusive Centre of Education, Mumbai and Social Aspiration for Participatory Reforms by Evolved Manpower (SAPREM).

We are supporting following educational activities of both the NGOs;



Livelihood & Skills Development Training Programs

India being one of the fastest growing economies, requires large skilled workforce in each sector. On the other hand, there is a big skill gap as large population of youth are unskilled and hence do not get livelihood. To bridge this gap and foster growth, Dorf Ketal has partnered with Mukhtangan, Mumbai.

We support Early Childhood Development (ECD) Teachers Training Program launched by Mukhtangan which is an initiative of Paragon Education Trust. Under this program, each batch of 30 young women from

economically underprivileged strata is provided intensive training since its inception in 2014-15. The girls who successfully complete this program are either placed in the surrounding English medium schools or being employed by Mukhtangan as trained teachers. As on date, 112 young women have benefited from this Dorf Ketal intervention who are now earning their livelihood and supporting their families with dignity.



Providing Quality Healthcare for Tuberculosis Patients

Despite the brief decline in TB notifications observed around the months corresponding to India's two major COVID-19 waves, the National Tuberculosis Elimination Programme (NTEP) reclaimed these numbers. The total number of incident TB patients (new and relapse) notified during 2021 were 19,33,381 as opposed to that of 16,28,161 in 2020. A momentum in TB prevention & awareness needs to be created to avert the spread and increase in the cases of TB.

As a Responsible Care Company, we joined hands with the Maharashtra State Anti-TB Association (MSATBA) and DefeatTB, Mumbai to improve access to quality care and support for Tuberculosis and lung diseases' patients in Mumbai.

We have initiated the program in the H/East ward of the MCGM at the Tuberculosis Unit (TU) located at the V N Desai Municipal General Hospital. The program is run under the leadership of Dr. Yatin Dholakia, MD.



Appointment of Chest Physician

The visiting Consultant Chest Physician attends the OPD thrice in a week to provide expert care and advise. TB patients with varied complications and adverse impact of tuberculosis needing special attention for adverse drug reactions are examined by the expert. Management of drug resistant tuberculosis along with the associated complications have been treated by the program significantly. This has further relieved patients from agonies of travelling to the group of TB hospitals in Sewri. This has also reduced the risk of transmission to commuters. During the reporting period, approximately 4,146 patients have been examined and treated.

TB Awareness

There is lack of awareness about the spread of TB, its causes, socio-economic impact on person, family and society. People from all walks of life have been found suffering from TB. Moreover, an availability of resources to create door to door awareness are not enough with Public Health institutions to yield the desirable results, which necessitates the intervention by Corporates like us.

To create an awareness among the patients about TB during their waiting outside Doctors' chambers in government hospitals, we promulgated audio visual clips for TB awareness as a pilot project at V. N. Desai Hospital, Mumbai. Every day, approximately 500 patients were exposed to the AV campaign aimed at changing their behaviour and habits. Success of this program has led MCGM to replicate it across other hospitals.



Appointment of Counsellor

The presence of a counsellor at the OPD along with the Consultant Chest Physician has enabled TB patients and their family members to cope up with their psycho-social issues and helped them in taking continued treatment, with counselling being provided from beginning to the end of treatment. Cough hygiene, nutrition guidance and many other issues are being addressed through these sessions.

Sports Development

Sports is very important activity in our life as it makes us healthy, active, courageous, strong and builds character. Government also promotes sports at all levels for the holistic development of the country. As a responsible care company, we also promote sports activities and support promising players who are from economically weaker sections, so that they can focus and prepare for the national and international championships and win accolades for the nation.



We are providing sponsorship to the following sports persons:

Present Beneficiaries



Ms. Nandini Salokhe
Wrestling, Silver Medallist
National Games and International player

Ms. Swati Shinde
Wrestling, Silver Medallist - National Games,
Gold Medallist - Jr. National Wrestling Championship

Past Beneficiaries



Mr. Pravin Jadhav
Archery, International player,
Qualified for Rio Olympic Trial

Mr. Tanmaya Malusare
Archery, International player,
Qualified for Rio Olympic Trial

Mr. Adil Ansari, Paraplegic
Archery, International Player

Mr. Dhananjay Sutar
Archery, National Player

Mr. Sanket Pashte
Archery, National Player

Ms. Snehal Mandhare
Archery, Bronze Medallist-National Games, 7th Ranked in World Archery Championship



Ms. Reshma Mane
Wrestling, International Player

Ms. S. Nengneihat Kom
Boxing, MKRBF, Manipur

Mr. Md. Etash Khan
Boxing, MKRBF, Manipur

Mr. Akshay Mare
Boxing, National Bronze medallist,
now employed with Indian Air Force

Mary Kom Regional Boxing Foundation (MKRBF)
A physiotherapy unit with a physiotherapist &
two boxing coaches



Mr. Haresh Kamble
Shooting, National Plyer



Ms. Nandini Salokhe
Wrestling, Silver Medallist
National Games and International player



CSR Expense
Rs.15 Lakhs



Beneficiaries
2 Sports Persons

Reconnect- Responsible Use of Internet and Screen

The newest challenges for the millennial and their parents include controlling strong urge to use social media, gaming and safety from cybercrimes. Approximately, half of the teens and pre-teens in India's urban areas now own a mobile phone. As per one study, 21 percent of kids of age group 11 years or lesser are hooked on to mobile internet in India. Same study also found that a total of 58 per cent of this young generation is now willing to give up watching TV to browse internet on a mobile phone.

This has necessitated a need to create an awareness among young children against the addictive potential of mobile phones. We decided to launch a project for a tenure of 2 years and aimed at students of class 6th, 7th & 8th, teachers and parents to bring in a sustainable change.

Programs will ensure higher levels of awareness, time to develop and maintain new habits and availability of experts to seek help and guidance at regular intervals, if needed. Through this project, a lot of empirical data can be generated which can be used to test efficacy of project and to replicate the model elsewhere.

As a part of this program, we developed a Manual of Training with the help of Institute for Psychological Health. This manual includes 18 modules for the Students, Teachers and Parents. It has been tested with online platform during the COVID-19 Pandemic in various schools. We are now working on making interactive Audio-Visuals with E-Learning platforms and intensively promulgating it in all the schools to scale it up.



Revival of lesser-known Performing Art forms of Kerala

The state of Kerala is a historically significant, ecologically rich, socially distinct and culturally diverse region, but rural areas still lack prosperity. Deterioration of cultural heritage is a major issue that the state is facing mainly due to the insignificant patronage compared to earlier times. As the present generation is being attracted to the white-collar jobs, performing arts is neglected form of cultural heritage. Insufficient remuneration, limited days of performance and low status make situation worse. Gender biased nature towards the performing arts has also contributed to the

deterioration to a large extent.

To foster sustainable development through cultural practices and inculcate enthusiasm for protecting cultural heritage among performing communities, we launched various projects in the state of Kerala. The core purpose was to cultivate cultural sensitivity among the members of society at large and make it more resilient to protect the culture of the state against all antagonist influences.



The program is aimed at creating awareness among the artist community regarding the heritage issues and train them so that they can sustain themselves with their traditional art forms. Traditional art forms have proved to be the effective communication tools for creating awareness among students. It also helps to create social awareness through performances across the villages. The project aims to create a pool of people who can act as advocates for their cultural heritage.

As a part of this program intended at attitude change, the project team conducts quiz, seminars, workshops, demonstration classes, exhibitions, heritage clubs, stage shows, summer camps for children, poster making competitions, drawing competitions etc.

Training is imparted through workshops, training classes and seminars. Thousands of women have been receiving training in Shinkarimelam and Mural painting under the different phases of the project. The performances organised across Kerala by the Program team include stage shows, arangettams, (first stage performance) inaugural ceremonies, mega shows, temple festivals etc. and have empowered artists to start organising their own performances.



Women Empowerment and Participation

One of the objectives of this project is to empower and train women. Under the first stage of the project, Shinkarimelam & Mural painting training have benefited 3,605 women who have already started earning due to this art. The women have started receiving good orders during wedding and festive seasons. This has improved their self-esteem to a great extent. Mural painting training to over 3000 women has been given through 15 centres across Kasaragod,

Kannur, Kozhikode, Palakkad, Ernakulam and Idukki districts with our support. Women who received Shinkarimelam training have started taking up stage and earn up to Rs.1,000/- per performance. 17 centres were opened across Kerala to provide training to women and 1,360 women received Shinkarimelam training through this project with our support.

Creating a Sustainable Impact during COVID Outbreak



COVID-19 outbreak severely impacted the world and many people lost their lives or lost the earning members of the family due to pandemic. Furthermore, lockdown multiplied the adversities for the economically weaker sections and the workers who earn their livelihood as daily wagers. This section of the society started facing starvation as meeting their basic needs became a major challenge.

With the vision to help, support and sustain the

lives of workers and craftsmen as well as ensuring that they get enough money to fulfil their needs in these difficult times, we tied up with an NGO, SAPREM located at Mumbai. We volunteered to adopt 250 families for three months by giving them Rs. 5,000/- per month through NEFT. Following data shows our engagement with the beneficiaries and benefits provided.

Dorf Ketal Support to the Beneficiaries through SAPREM NGO;

PPE Kits | Monthly | AID | Food Packets

Total Expense :INR 1,59,20000

No. of Beneficiaries

250

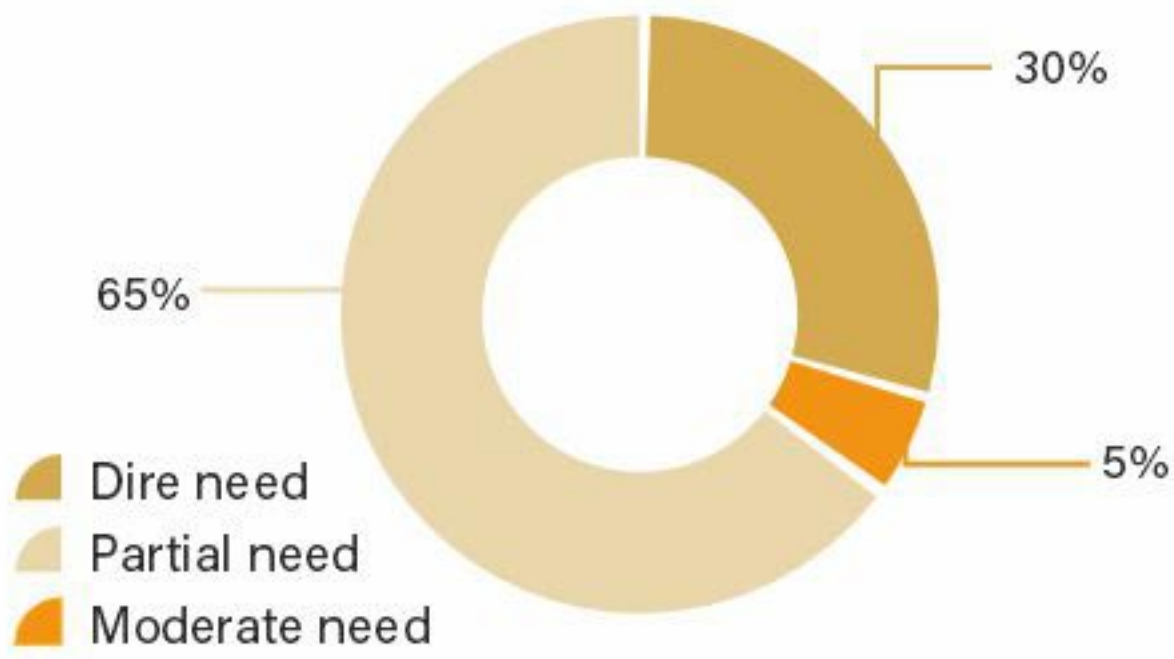
Furthermore, along with SAPREM we also engaged with the beneficiaries and counselled them to learn skills like making masks, tailoring, selling vegetables and fruits including coconuts, making cloth bags,

selling eggs and fish etc. to earn their livelihood. This intervention empowered and supported the beneficiaries to sustain during the pandemic. The company also distributed 20,000 food packets.

"Hello, I am Suresh Gaikwad, from Palghar. I am a driver but don't have my own car. Also, I am leaving on rent. Due to lockdown and other source of income, the shopkeeper also stopped lending and said that we would have to pay for ration in cash. Help from Dorf Ketal and SAPREM is the ray of hope for us in these hard times."

Mr. Suresh Gaikwad, Palghar

Category wise distribution of beneficiaries



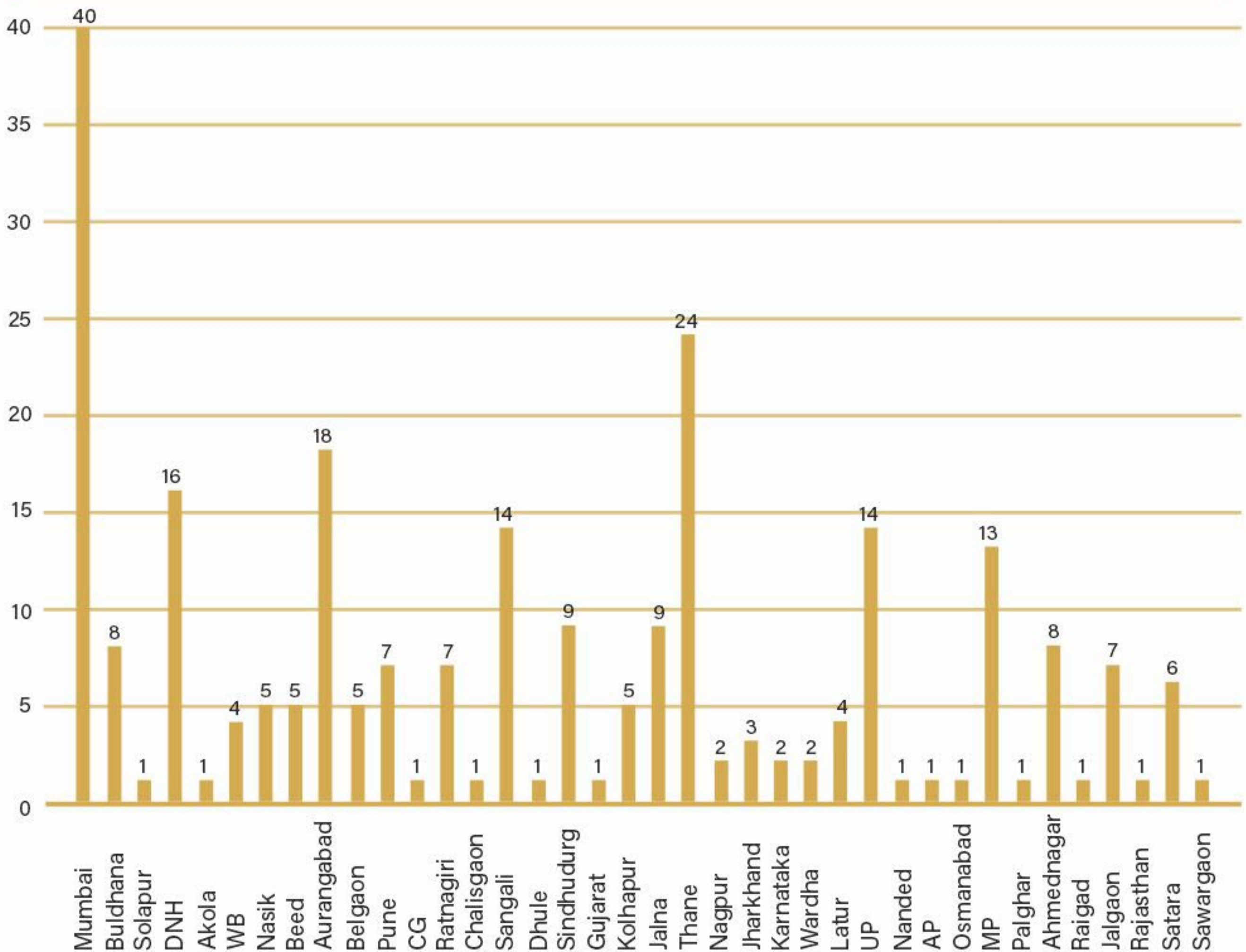
Gender wise Representation




Occupation of Beneficiaries







Location wise Breakup of Beneficiaries




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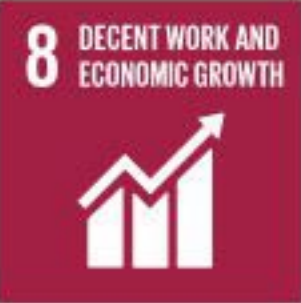





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SDG Mapping

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	Community Development	Creating a Sustainable Impact during COVID Outbreak	72
	Membership & Associations, Community Development	Knowledge Exchange & Collaborative Actions, Education aids & support to Ashramshala in Tribal region	16, 23, 65
	Innovation & Product Responsibility	Plastic Recycling Technologies	30
	Health, Safety & Environment	Sustainability Roadmap, Emission Management, Energy Management	51,52,60,62

Abbreviations

APSEZ	Adani Ports and Special Economic Zone
BAPCO	Bahrain Petroleum Company
CAGR	Compounded Annual Growth Rate
CBSE	Central Board of Secondary Education
CO ₂	Carbon Dioxide
COVID	Coronavirus Disease
CSR	Corporate Social Responsibility
DKC	Dorf Ketal Chemicals
ESG	Environmental Social Governance
ET	Economic Times
FY	Financial Year

GHG	Greenhouse Gas
GJ	Gigajoule
GRI	Global Reporting Initiative
H ₂ S	Hydrogen Sulfide
HQ	Headquarters
HSE	Health, Safety & Environment
INR	Indian Rupee
IP	Intellectual Property
ISO	International Organisation of Standardisation
Kg	Kilogram
KL	Kilo Liter
M ³	Meter Cube
MMT	Million Metric Ton
MT	Metric Ton
NO ₂	Nitrogen Dioxide
POSH	Prevention of Sexual Harassment
PPE	Personal Protective Equipment
R&D	Research & Development
SCM	Supply Chain Management
SEZ	Special Economic Zone
Sq	Square
SO ₂	Sulphur Dioxide
TB	Tuberculosis
TM	Trademark
TSDf	Treatment, Storage, Disposal Facilities
TX	Texas
UAE	United Arab Emirates
UNSDG	United Nation's Sustainable Development Goals
UoM	Unit of Measurement
USA	United States of America



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