

## INTRODUCTION

Corporate Social Responsibility (CSR) is a crucial element of HPCL-Mittal Energy Limited's (HMEL) corporate strategy, reflecting its dedication to societal and community development. In the wake of the COVID-19 pandemic, when regular CSR activities were disrupted by periodic lockdowns and shutdowns, HMEL adopted a humanitarian approach and initiated several CSR initiatives in Fy 2020-21 to contain the pandemic in its surrounding villages and support workers during these challenging times. HMEL's initiatives included Ex-Gratia grants for temporary, casual, and daily wage workers, RT-PCR test availability, a quarantine center, and a 100-bed makeshift hospital.

### 1. Exgratia grant for temporary/Casual Worker/Daily Wage workers during COVID-19 pandemic.

- During the COVID-19 nationwide lockdown, HPCL-Mittal Energy Limited (HMEL) undertook a thorough impact assessment of their CSR initiatives aimed at supporting temporary, casual, and daily wage workers.
- The Ex-Gratia grant provided by HMEL had a significant positive impact on the workers' morale, with 91.84% stating that it boosted their spirits during the lockdown. Emotionally, 91.9% felt uplifted, and 88.7% reported that their families also experienced emotional benefits.
- The grant was mainly used for purchasing basic amenities like food (71%) and for health check-ups (75.3%). However, only a minority used it for COVID-19 specific health needs. Additionally, 65% spent the grant on routine medications for their families.
- In summary, the Ex-Gratia grant significantly contributed to the well-being and stability of temporary, casual, and daily wage workers during the COVID-19 lockdown, addressing their basic needs, health, and emotional support.

### 2. RT-PCR test availability for temporary & Casual workers/Daily wage labours

- HMEL also extended RT PCR diagnostic test facilities to the workers and the at their doorsteps during the COVID-19 wave
- The findings revealed high satisfaction, with 94.2% of respondents appreciating the doorstep RT-PCR test facility. A significant majority, 90.8%, believed the RT-PCR tests helped prevent COVID-19 infection, and 90.4% felt it facilitated early detection.
- Additionally, 89.8% agreed that the testing helped protect their families. The tests also reportedly reduced exposure to the virus in residential areas (91.8%) and saved travel costs for 82% of the workers. Furthermore, 87.7% expressed that traveling to health centers would have increased their risk of infection.
- Overall, the RT-PCR test availability at their doorsteps had a significant positive impact on the workers' health and financial well-being during the pandemic.

### **3. Quarantine centre for temporary/Casual workers/Daily wage workers**

- The third objective of the research focused on evaluating the facilities at the quarantine center established by the refinery for workers during the COVID-19 wave in India.
- The findings line, a majority (84.6%) were satisfied with the overall facilities, and 96.9% were happy with the food quality and availability. Clean water availability was appreciated by 98.6% of respondents, and 97.3% were satisfied with the provision of toiletries.
- Hygiene facilities, including hand wash, were acknowledged by 95% of the workers. However, there was a notable deviation regarding bedding, with 56% stating bedding was available, while 44.9% reported otherwise, often bringing their own bedding for better comfort and hygiene.
- Medicines were available to 94.9% of the respondents, and 94.6% received medical advice. Telephonic contact with relatives was provided to 84.8% of the workers. Overall, 86.7% were satisfied with the quarantine center facilities

### **4. 100-bedded Make Shift hospital**

- During the COVID-19 pandemic, the Government of Punjab set up a COVID-19 care 100 bedded makeshift hospital near the refinery's boundary wall and HPCL Mittal Energy Limited supported this initiative by providing medically suitable oxygen (1000 NM<sup>3</sup>/Hr) from its existing plant and contributing monetarily.
- The 100-bed hospital, featuring four parallel air-conditioned wards, includes provisions for doctors' and nurses' stations, a pantry, changing rooms, and toilets with hot water. Constructed with prefabricated panels designed by CBRI, Roorkee, the erection work was supervised by PWD, Punjab
- Amidst the COVID-19 pandemic, this makeshift hospital provided oxygen concentrator and level-3 facilities to patients. This initiative, completed within a stipulated time, significantly bolstered the district's health infrastructure amidst rising infection rates and oxygen demand.
- The Punjab Department of Public Relations issued a statement in which Chief Minister Captain Amarinder Singh expressed gratitude and satisfaction with the collaborative efforts