Castrol India Limited Annual Report 2016

Journey to BRILLIANCE

IT'S MORE THAN JUST OIL. IT'S LIQUID ENGINEERING.



JOURNEY TO BRILLIANCE



Dear shareholders,

"A journey of a thousand miles begins with a single step." ~ Lao Tzu

Castrol India's journey in India started way back in 1910 when certain Castrol products started appearing in the country. And what an exciting journey it has been. Over the last one hundred years, Castrol has been at the forefront of the Indian lubricant industry, recognized as a pioneer, innovator and leader, besides being the only lubricant company which has an uninterrupted presence in the country over this period.

As in every journey, Castrol India has had its ups and downs but with its strong brands, pioneering technology, enduring relationships, passionate people and foresight and resilience of its leadership over the years, your Company has maintained its position as one of the leading lubricant companies in the country.

At the end of 2015, the Castrol India Management team launched a new vision with an intent to take your Company to a new level of prosperity and brilliance for all stakeholders – customers, consumers, employees, partners, shareholders – indeed everyone who is associated with the Company in any way. Thus was born the Castrol India Shining Vision – a road map to 2020, with clear goals and milestones, declaring a new extraordinary intent focusing on employees, brands, customers, environment, financial performance and good governance.

It's been just over a year since the launch of the new Vision and I am delighted to inform you that we are well on course for this new phase of our journey and have already achieved some exciting milestones ahead of target. The extremely positive response of Castrol India employees to these changes and their inspiring passion to deliver the strategy have increased our confidence that Castrol India is well set on its Journey to Brilliance.

I would like to take this opportunity to thank all our key stakeholders, especially our shareholders for their continuous support and encouragement; our distributors and customers for their loyalty and co-operation and our employees for their dedication and hard work.

Omer Dormen Managing Director

CORPORATE INFORMATION

Board of Directors

Mr. S. M. Datta *Chairman*

Mr. R. Gopalakrishnan Independent Director

Mr. Uday Khanna Independent Director

Mr. Ralph Hewins Nominee Director (upto 31 August 2016)

Mr. Peter Weidner Nominee Director

Mr. Sashi Mukundan Nominee Director

Mr. Omer Dormen Managing Director

Ms. Rashmi Joshi Director - Finance & Chief Financial Officer

Mr. Jayanta Chatterjee Director - Supply Chain

Mr. Sandeep Deshmukh Company Secretary (upto 14 March 2016)

Auditors

M/s. SRBC & Co. LLP Chartered Accountants

Bankers

Deutsche Bank HDFC Bank Ltd. The Hong Kong & Shanghai Banking Corporation Ltd. State Bank of India Citibank N.A. DBS Bank Ltd. J P Morgan Chase Bank N.A.

Registered Office

Technopolis Knowledge Park Mahakali Caves Road, Chakala, Andheri (East), Mumbai 400 093, India. CIN: L23200MH1979PLC021359 Telephone: 022-6698 4100 Website: www.castrol.co.in

Registrar and Transfer Agents

TSR Darashaw Limited Unit: Castrol India Limited 6-10, Haji Moosa Patrawala Industrial Estate, 20, Dr. E. Moses Road, Mahalaxmi, Mumbai 400 011, India. Telephone: 022-6656 8484 Website: www.tsrdarashaw.com

CONTENTS

Management Discussion and Analysis Report 11

Financial Highlights 21

Board's Report 23

Corporate Governance Report 55

Business Responsibility Report 69

Auditors' Report 81 Balance Sheet 88 Statement of Profit and Loss 89 Cash Flow Statement 90 Notes to Financial Statements 92

BOARD OF DIRECTORS















LEADERSHIP TEAM



Mandhir Singh, Chief Operating Officer, BP Lubricants (third from left, front row) and AS Ramchander, Vice President - Global Marketing, BP Lubricants, (fifth from left, front row), seen with the Castrol India Country Leadership Team during a visit to India.

Front row (from left)

- 1. Rajeev Govil Vice President - Workshop & OEM Sales
- 2. Pankaj Singh General Manager - HSSE
- 3. Mandhir Singh COO, BP Lubricants
- 4. Rashmi Joshi Director - Finance & Chief Financial Officer
- 5. A S Ramchander Vice President - Global Marketing, BP Lubricants
- 6. Maria P Valles Vice President - Human Resources
- 7. Jayanta Chatterjee Director - Supply Chain
- 8. Omer Dormen Managing Director

Back row (from left)

- 1. Pawan Sabharwal Vice President - Industrial & Heavy Duty (outgoing)
- 2. Ashish Gondal Technology Manager (Interim)
- 3. Dilnaz Anklesaria Associate Vice President -Corporate Communications
- 4. Vikram Garga Vice President - Industrial & Heavy Duty

- 5. Siddharth Shetty Managing Counsel
- 6. Sunil Aima Vice President - Indirect Sales
- 7. Kedar Apte Vice President - Marketing
- 8. Sagar Vira Vice President - Customer Excellence & Operations

STRONG BRANDS



Castrol Activ SCOOTER celebrated Raksha Bandhan through a digital video titled 'Chal Udte Hain', depicting the independence and confidence of modern women



Castrol POWER1 sponsored 'SQUADRANN' - a web series which had a strong brand connect with the biking community



Castrol Bike Points and Castrol Pit Stops in the four metros are now just a click away and can be found easily on Google Maps



Castrol Activ's 'Cling on to protect' campaign was brought alive through digital, television and on ground activations



Castrol Activ SCOOTER sponsored 'Girl in the City' - a web series built around stories about a girl and her scooter, which became one of the most watched web series globally



Castrol Activ's innovative association with the Pro Kabaddi League was a perfect fit to bring alive the Castrol Activ brand proposition of 'Cling on to protect'

STRONG BRANDS



The launch of Castrol GTX ECO in India marked a pioneering first step in eco-engineered lubricant technology



Leading car OEMs choose Castrol EDGE PROFESSIONAL boosted with TITANIUM FST[™] - Castrol's strongest ever oil



Castrol MAGNATEC STOP-START has been specially formulated to protect engines during heavy stop-start driving conditions



Nurturing independent workshop channel for cars through branding, skill building and differentiated consumer offerings

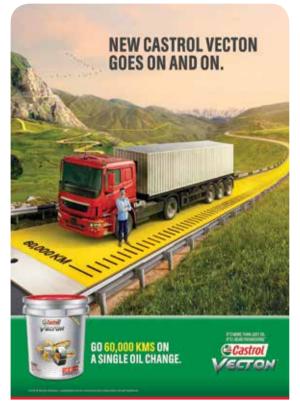


Castrol GTX ULTRACLEAN with synthetic technology delivers superior performance and longer engine life whilst its double action formula provides 50% superior sludge protection (as compared to API SN limit)

STRONG BRANDS



Launch of improved Castrol CRB PLUS with a superior claim of 400 hours of protection for tractor consumers



Castrol VECTON with System 5 technology goes upto 60,000 kilometres on a single oil change



Castrol CRB MINI-TRUCK with specially designed Heatshield Booster Technology is engineered to fight the enhanced heat in Mini-Truck engines and delivers three times better heat protection



Castrol UDAAN - an integrated onground activation campaign for commercial vehicle oils reached out to 75,000 consumers and influencers using innovative technology to demonstrate various brand propositions

WINNING PARTNERSHIPS



Castrol and Maruti Suzuki team held a joint workshop on BS VI emission norms



Castrol and Tata Motors passenger car division signed a new strategic agreement which will see the two companies working even closer together. Photograph shows Omer Dormen, Managing Director, Castrol India (on left) with Mayank Pareek, President, Passenger Vehicle Business, Tata Motors Limited



Castrol Royals – a partnership programme for key OEM customers provided a great opportunity for networking and learning through innovative programmes and events. Photograph on left shows prize winners at Castrol Royals Asamblea - a networking event held in Mumbai, while photograph on right shows some Castrol Royals at a programme held at IIM Ahmedabad



Castrol partnered Maruti Suzuki in SUPRA SAE INDIA 2016 to develop skills of innovation and design excellence among engineering students



GLOBAL SKILLFEST - a skill development initiative and international competition for Service Advisors of Tata Motors CVBU, held jointly by Castrol and Tata Motors

OUR SOCIAL RESPONSIBILITY



Photographs on left and centre show computerized embroidery stitching courses for underprivileged women while photograph on right shows two and four wheeler technician course being run for unemployed youth living around our plants under the Ekjut programme



Sarathi Mitra – a programme promoting road safety and financial literacy for truck drivers, was launched under the Ehtiyat programme



'Two Wheels One Life' road safety campaign was run across 100 Mumbai colleges under the Ehtiyat programme to promote safe two wheeler riding



Convocation ceremony for automotive service technician course held under the Eklavya programme



Castrol provided humanitarian relief to around 3,000 drought affected families in Marathwada under the Ehsaas programme