

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redressal policy)*	FY 2022			FY 2021		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes https://vedantametalbazaar.moglix.com/	46	0	All are quality related complaints	46	2	All are quality related complaints All the complaints are closed at present.
Value Chain Partners	Yes SupplierCode-of-Conduct-16-07-2018.pdf (hzlindia.com) Microsoft Word - HZL WHISTLE BLOWER POLICY-19 10 2015 (hzlindia.com)	Nil	Nil	-	Nil	Nil	-
Other (please specify)	-	-	-	-	-	-	-

24. Overview of the entity's material responsible business conduct issues

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Water Management	Risk	<p>Our operational activities involve processes in which water is an indispensable input, both for extraction and processing & smelting.</p> <p>Thus, it is even more important for us to strive to reduce water use and increase reutilisation throughout the value chain.</p> <p>According to our climate change assessment, climate change may result in increase in extreme weather events and subsequent resource shortages. Our operations are located in Rajasthan, which is one of the designated water stressed regions in the country based on WRI's Aqueduct tool. There is a high probability of experiencing situations of drought and extreme heat waves. Since water is a critical input to our business, these factors have the potential to disrupt operations, to impact productivity of staff as well as our revenues and logistics</p>	<p>Water conservation is particularly important for us as we operate in a water-stressed region. We are 2.41 times water positive and are well on the path to be 5 times Water Positive Company and reducing the water consumption by 25% by 2025 from base year 2020. Company has taken several initiatives to reduce its dependencies on fresh water and greater availability of water for the communities surrounding our sites;</p> <ul style="list-style-type: none"> Increasing efficiency in water usage and exploring less water-intensive technologies Strengthening water recycling and installation of ZLD across all plants Using alternative water sources to reduce dependency on freshwater Replenish water within local watersheds and rainwater harvesting Water risk assessment using WBCSD's India Water Tool, WRI Aqueduct and GEMI local water tools. 	Negative