

Business Responsibility Report

SECTION A: GENERAL INFORMATION

1. Corporate Identity Number (CIN) of the Company	L27204RJ1966PLC001208
2. Name of the Company	Hindustan Zinc Limited
3. Registered address	Yashad Bhawan, Udaipur – 313 004 (Rajasthan) India
4. Website	www.hzlindia.com
5. E-mail ID	hzl.cosecy@vedanta.co.in
6. Financial Year reported	April 1, 2019 – March 31, 2020
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Mining and Smelting of Non-Ferrous metal National Industrial Classification Code: Zinc – 27204 Lead – 27209 Silver – 27205
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Zinc, Lead and Silver
9. Total number of locations where business activity is undertaken by the Company	
i. Number of International Locations	Nil
ii. Number of National Locations	9 operating units (excluding wind farms, captive power plants and administrative offices)
10. Markets served by the Company – Local/ State/ National/ International	Our products are sold almost in all the states in India. We also export, primarily to Asia & Middle East

SECTION B: FINANCIAL DETAILS

1. Paid up Capital	₹845 Crore
2. Total Turnover	₹18,561 Crore
3. Total profit after taxes	₹6,805 Crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	₹131.65 Crore, equivalent to 1.93% of the profit after tax
5. List of activities in which expenditure in 4 above has been incurred	Education; Sustainable Livelihoods; Women's Empowerment; Health, Water & Sanitation; Sports & Culture; Environment; and Community Development

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies?	No
2. Do the subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes then indicate the number of such subsidiary Company(s)	NA
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	No

SECTION D: BR INFORMATION

1. DETAILS OF DIRECTOR/DIRECTORS RESPONSIBLE FOR BR

a) Details of the Director/Director(s) responsible for implementation of the BR Policy

Sl. No.	Particulars	Details
1.	DIN Number (if applicable)	07291685
2.	Name	Mr. Sunil Duggal
3.	Designation	Chief Executive Officer & Whole-time Director
4.	Telephone number	0294 6604000
5.	E-mail ID	hzl.cosecy@vedanta.co.in

b) Details of the BR head

same as above

2. PRINCIPLES OF BUSINESS RESPONSIBILITY (BR) POLICY AS PER NATIONAL VOLUNTARY GUIDELINES (NVG)

Principle 1 (P1): Conduct, Governance, Ethics, Transparency and Accountability

Principle 2 (P2): Safety and Optimal Resource Utilisation across Product Lifecycle

Principle 3 (P3): Employee Well-being

Principle 4 (P4): Engaging Stakeholders

Principle 5 (P5): Respecting and Promoting Human Rights

Principle 6 (P6): Nurturing the Environment

Principle 7 (P7): Responsible Policy Advocacy

Principle 8 (P8): Supporting Inclusive Development

Principle 9 (P9): Providing Customer Value

Principle-wise (as per NVGs) BR Policy/policies

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Do you have a policy/policies* for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Does the policy conform to any national /international standards? If yes, specify? (50 words) Please refer footnote * below	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Has the policy been approved by the Board*? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5. Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Indicate the link for the policy to be viewed online?	https://www.hzllindia.com/about-hzl/code-of-conduct/								
7. Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to the key internal stakeholders and are in the Company website.								
8. Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9. Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes, any grievances or the feed-back relevant to the policies can be sent to hzl.cosecy@vedanta.co.in or hzl.whistleblower@vedanta.co.in								
10. Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	The policies have been evaluated internally. Several of the policies are also included in third party audits.								

* All the policies of the Company emanate from Vedanta Sustainability Governance Standards, which are aligned with International Finance Corporation and meet the requirement of IMS Standards. Most of these policies are enshrined in the Company's Business Ethics & Code of Conduct, which has been approved by the Board.

2a. If answer to Sl. No. 1 against any principle, is 'No', please explain why

Not Applicable

3. Governance related to BR

I. Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.
CEO & Whole-time Director and Senior Management assess the BR performance on an on-going basis, at least annually.

II. Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Separate Sustainability report was published in FY 19 and same is hosted on the Company website. Same is being finalised for FY 20 and will also be hosted on the Company website.

Business Responsibility Report continued

SECTION E: PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1: CONDUCT, GOVERNANCE, ETHICS, TRANSPARENCY AND ACCOUNTABILITY

- 1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?**

All our policies on ethics, bribery and corruption extends to all our suppliers, customers, NGOs and anyone who has dealings with the Company. We expect and ensure that all stakeholders are complying with the Business Ethics and Code of Conduct. There is a separate Supplier and Contractor Management Policy that ensures that our supplier and business partner relationships are maintained in a fair, proper and transparent manner. All the policy documents are available on the Company website.

- 2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

19 investor complaints were received during FY 2020 and all were resolved. Other complaints are received by different functionaries in the Company and are suitably addressed. In addition, customer complaints and whistle-blower complaints are monitored separately and all have been satisfactorily resolved.

PRINCIPLE 2: SAFETY AND OPTIMAL RESOURCE UTILISATION ACROSS PRODUCT LIFECYCLE

- 1. List up to three of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

Our three major products are zinc, lead and silver metal. We make all efforts to ensure that we produce in a safe and environmentally responsible manner. Over the year, we have constantly improved our recoveries, reduced hazardous waste generation, improved energy consumption and adopted new technologies to optimally use available natural resources to improve our environment footprint. Below are three illustrations:

- Zinc in Jumbo shape helps in lesser zinc wastage, ease of handling, cost efficiency and better safety in customer's operations. The smaller surface area to weight ratio of zinc jumbos compared to small ingot means less turbulence during galvanizing bath and therefore less ash is produced.

- Continuous Galvanizing Grade (CGG) zinc alloy as per customer requirement removes the need to alloy at customer's premises and thus saves energy, cost and improves bath management during galvanizing.
- PW zinc is a pre-alloyed zinc lead combination and with its use there is no need to add lead separately in zinc galvanizing bath reducing occupational hazards of operators in dealing with lead in galvanizing plant.

We are in the process of initiating studies in collaboration with professors from premier institutes of the country to establish the benefits of our product like CGG & EPG.

- 2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

Energy Conservation:

We recognise our operation as an energy-intensive business. We endeavour to use energy efficiently across all our sites and diversifying our energy portfolio to the extent possible. Continuing to improve the efficiency of our operations, reduce energy use and associated costs, and lower our greenhouse gas (GHG) emissions are top priorities for our business.

We are committed to optimise our energy consumption and investing in newer technologies and developing processes to enhance our energy efficiency. Our energy management approach aligned with our Energy and Climate change management policy and standard that helps us to achieve a balanced Energy-Carbon cycle at Hindustan Zinc. We periodically monitor progress in energy and climate change management and guide implementation of best practices to maximise our offsets and achieving the Science based targets (Company is committed to reduce absolute Scope 1 and 2 GHG emissions by 14% by 2026 and absolute Scope 3 GHG emissions by 20% by 2026 from a 2016 base-year.). Switching from High speed Diesel to Pipe Natural Gas, Installation of shaft at mines, Installation of VFDs to reduce Auxiliary Power Consumption, Cell house Efficiency improvement etc. are efforts towards reduction of energy consumption during the year.

To reduce our dependency on non-renewable energy sources we are optimising renewable energy through solar power and wind power plant. The Company has 273.5 MW wind farms

in five states across India which are registered under Clean Development Mechanism (CDM) programme by United Nations Framework Convention on Climate Change (UNFCCC) as well as under Gold Standard. For its captive use, the Company have solar power capacity of 39.64 MW. We have waste heat recovery power plants installed at each roaster with a combined capacity of 35.4 MW that are registered under the Rajasthan Renewable Energy Corporation as a source of renewable energy.

Water use efficiency:

Water being one of the key natural resource and is of the utmost importance for our operations as our operating units are in Rajasthan which is water scarce state. Hence, we understand its importance and adopt best practices for making the judicious use of water and conserve it. We constantly look to improve our performance through improvement of water use efficiency, using less water-intensive technologies and maximisation of water recycling opportunities to help minimise use of fresh water and maintaining Zero discharge.

During the year, India's first dry tailing plant was commissioned at Zawar Mine which is reducing the fresh water consumption by improving the recovery of process water up to 90%, improve tailing dam structural stability and reduce water footprint.

We have Integrated effluent treatment plant at all smelters to ensure maximum recycling of process water and reusing the water back into the process to reduce the dependency on fresh water. Further, technological upgradation by installation of Multiple Effective evaporator/Mechanical Vapour Recompression (MVR) at all Smelters in place of conventional evaporators will strengthen zero discharge with improved water recovery.

Under beyond the fence initiatives for water management, 15 MLD of STP capacity is under commissioning in Udaipur city, taking the total to 60 MLD. Additionally, we adopt rainwater harvesting not only at our operations but at nearby communities as well.

i. Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?

	2018-19		2019-20	
	Sp. Energy Consumption	Sp. Water Consumption*	Sp. Energy Consumption	Sp. Water Consumption*
HZL	20.47	15.73	20.39	14.51

Energy (GJ/MT of Metal)

Water (m3/MT of Metal)

* Including Udaipur STP treated water

ii. There is reduction in energy consumption by 0.39% and 7.76% in water consumption

iii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Our product like Die-casting alloy provides energy savings to the customers as it is an alloy. Hence the customer doesn't needs re-melt the zinc ingot to make an alloy.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

i. If yes, what percentage of your inputs was sourced sustainably?

The Company sources its primary raw-material from captive mines. Beneficiation is generally carried on within the mine premises to minimise transportation. For the past several years, the Company has added more to its mining reserves and resources than it has depleted, through systematic exploration efforts.

The Company has now developed in conjunction with transporters and third parties, mechanised shutter vehicles for movement of concentrate. This has been introduced during the year and thereby reducing spillage, pilferage and dust pollution on the roads. We are increasing transportation of raw material and finished goods through Rail which will help in reduction in carbon emission. The Company also encourages Vendors to set up local manufacturing units in vicinity of our operations to reduce transportation.

Business Responsibility Report continued

Few such initiatives like setting up manufacturing unit for ground support items, Fly ash grinding unit etc are in advance stage of commissioning.

Please also refer to our Environment section of this Annual Report for details about our water, waste and energy conservation initiatives.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company sources its major inputs from OEMs and large national and international manufacturers. There is limited industrial activity around our operations. We are actively promoting 'Make in India' concept and based on our request some of our major suppliers had set up manufacturing facility in proximity of our operations which had led to local employment and technology development in India. Our direct & indirect employment as also our CSR activities are largely focused on the communities surrounding our operations.

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Our production process is based on principles of optimal use of the raw material and natural resources. Our primary activities are in the extraction, processing and smelting of various minerals as well as power generation using well-established processes and technologies. Our focus on best available technology helps us to produce these products using efficient energy consumption and maximum mineral recovery. We have in place a Resource Use and Waste Management Technical Standard and the supporting guidance notes which augment us to mitigate the environmental impacts of our products and process.

Hindustan Zinc believes in Zero Waste and has aligned waste management practices to '4-R Policy' Reduce, Reuse, Recycle, and Reclaim in our operations. HZL is taking various initiatives and has adopted state of the art technologies to reduce the waste generation, reuse of waste, recovery, recycling of metal from waste and

disposal of remaining waste in environmentally sound manner. There is significant reduction in waste generation by adopting the eco-friendly mining methodology and switching from open cast to underground mining, with the commissioning of Fumer plant there will be complete elimination of Jarosite generation from one of the Hydro Zinc Smelter and generated slag will be 100% utilised in cement industries, for effective metal recovery, a second ancillary plant commissioned for treatment of process residues at Chanderia Lead-Zinc Smelter; a project to recover sodium sulphate crystal from RO Reject commissioned at Dariba Zinc Smelter; gainfully utilised waste such as Jarosite, Jarofix, slag and fly ash in cement manufacturing and road construction also tailings used in back-filling voids in mines through Paste fill/Hydrofill.

The business continued to improve its performance in conservation and recycling. During the reporting year, the water recycling rate was 39.36% (FY 2019: 36%) and 31% of the waste generated during the year recycled. (FY 2019: 28%)

PRINCIPLE 3: EMPLOYEE WELL-BEING

1. Please indicate the total number of employees.

We have a total of 4198 employees categorised under executives & non-executives as on March 31, 2020

2. Please indicate the total number of employees hired on temporary/ contractual/ casual basis.

We have a total of 14,954 employees as our contractors as on March 31, 2020

3. Please indicate the number of permanent women employees.

We have a total of 427 women employees (Executive and Non-Executives) as on March 31, 2020

4. Please indicate the number of permanent employees with disabilities

As an organisation we follow Equal Opportunity Policy hence we do not track disabilities number Separately

5. Do you have an employee association that is recognised by the management?

Yes, we have recognised trade unions at Hindustan Zinc

6. What percentage of your permanent employees are members of this recognised employee association?

100% of all non-executives are a part of this association

7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Nil

Sl. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child labour/ forced labour/ involuntary labour	Nil. The Company does not hire child labour, forced labour or involuntary labour	Nil
2	Sexual Harassments	4	Nil
3	Discriminatory employment	We follow equal opportunity policy and not discriminate in the employment process. No such reported case.	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

Category	Safety Training	Total (as on March 31, 2020)	%	Skill Upgradation Training	%
Permanent Executives*	1178	4198	NA	2388	NA
Permanent Women Employees	188	427	NA	382	NA
Contractual Employees	105606	14954	NA	28644	NA
Employees with Disability	Separate list not available				

* Includes executives and non-executives

PRINCIPLE 4: ENGAGING STAKEHOLDERS – SUSTAINING VALUE

1. Has the Company mapped its internal and external stakeholders? Yes/No

Yes. Our primary stakeholders are our employees, vendors, customers, governments, shareholders and the communities around our operations. We continuously engage with each of our stakeholder groups on a pro-active basis and have different grievance redressal mechanisms and stakeholder engagement methodologies in place.

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders.

Identification of the disadvantaged, vulnerable and marginalised stakeholders is an on-going process. In particular, for any new proposed project or expansion, we map and engage with all such stakeholders on a proactive basis, particularly through our CSR activities. Further, we have stakeholder management and grievance mechanism in place at all our locations.

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders. If so, provide details thereof, in about 50 words or so.

Yes, we engage with the disadvantaged, vulnerable and marginalised stakeholders. Under our project 'Jeevan Tarang Zinc Ke Sang' our vision is to create a more equal world for Persons with Disabilities (PwDs) and strengthen the efficacies of special needs schools in Rajasthan. We have joined hands with the institutions & working with them near our locations in Ajmer, Bhilwara and Udaipur district and reached about 700 PwDs. We have also engaged Noida Deaf Society through which we have been able to carry out following major activities in the institutions:

- Indian Sign Language training has been integrated for hearing impaired students and their teachers
- Pre-vocational training in computer and English for the hearing impaired students for senior classes.

Business Responsibility Report continued

Our intervention for the visually impaired (VI) involves Technology based learning for students by giving android smart phones to access books through Bookshare, world's largest online library for visually impaired.

Awareness sessions were an important part of the programme. Two such sessions were -

- Workshops on menstrual hygiene & prevention of sexual violence for hearing impaired girls
- Sensitisation session for parents of deaf; awareness on career prospects, gender equality and issue of child marriage

Please refer to the CSR section of this annual report for more details.

PRINCIPLE 5: RESPECTING AND PROMOTING HUMAN RIGHTS

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?

Protecting and respecting Human Rights is an essential part of our organisation. The Human Rights policy is oriented along the United Nations Declaration on Human Rights and Modern Slavery Act. The policy also covers all suppliers, contractors and NGOs. The Company conducts its businesses in a fair and equitable manner, meeting social responsibilities as a direct and indirect employer and respect human rights of all stakeholders.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

There have been no stakeholder complaints related to human rights. Please also refer to principle 1, point 2.

PRINCIPLE 6: NURTURING THE ENVIRONMENT

1. Does the policy cover only the Company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?

All our Sustainability policies (HSE, Biodiversity, Energy & Climate change, Water Management, HIV/ AIDs, Human Rights and Supplier & Contractor Sustainability Management and CSR Policy) is applicable and extended to Suppliers/ Contractors/ NGOs/ Others. We aim to propagate the principles of Sustainability throughout our

Value chain and to all stakeholders. The Policy on 'Supplier & Contractor Sustainability Management' encourages resource efficiency in the supply chain which together with the 'Code of Conduct for Vendors and Service Providers' provide guidance to supply chain members and partners to adopt sustainable practices. Also, induction and refresher trainings are imparted to our contract employees and others to raise awareness on sustainability policies and standards.

2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming etc.? Y/N. If yes, please give details.

All operational units of HZL are certified as per ISO: 14001 Environment Management System and OSHAS 18001. Our Sindesar Khurd Mines, Pantnagar metal plant and Rajpura Dariba mines have been certified as per ISO: 50001 Energy Management System and we are targeting ISO: 50001 Energy Management System certification for all units. There are several innovative technologies which have been implemented to reduce the energy consumption, to reduce our dependency on non-renewable energy sources we are optimising renewable energy through solar power and wind power plant (39.64 MW of Solar power for captive use). We are also conducting energy audits and taking the measures to improve the energy efficiency continuously.

Energy & Climate Change Management policy and HSE policy guides the organisation to proactively address the impact of climate change and other global environment issues through adopting and maintaining global best practices in Energy and Climate Change management, Water Management and to minimise greenhouse gas emissions. We are publically disclosing our Scope 1, Scope 2 and Scope 3 GHG emissions through climate change CDP disclosure.

We become signatory to Science Based Target initiative (SBTi) and committed to reduce absolute Scopes 1 and 2 GHG emissions 14% by 2026 from a 2016 base year and committed to reduce absolute Scope 3 GHG emissions 20% by 2026 from a base year 2016.

Most of our operations are in state of Rajasthan which is water scare region and we see a climate change as a material concern for our business and stakeholders. Our focus is on both climate mitigation and adaption measures.

This includes the diversifying water and energy resources, securing alternative water source for the business, public private partnership for municipal water reuse/recycling, energy use optimisation, efficiency improvement, alternative source of energy use etc. We planted ₹1.57 Lakh saplings during the year to increase flora density in the surrounding areas of our operations.

We continuously monitor our greenhouse gas emission intensity for reduction and endeavour to minimise our carbon footprint and voluntarily participate in Carbon Disclosure Project programme since 2011. We are also signatory of UNGC and FIMI and submit the communication of progress every year. We are also reporting our sustainability performance as per the GRI Standard. The Company is also computing its Greenhouse Gas inventory in line with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, which is being assured as per the ISAE 3000 standard, by a third-party assurance provider.

This year was significant with recognition at Global level as ranked 5th globally in Dow Jones Sustainability Index in metal and mining industries for our Sustainability Performance and ranked 1st in Asia Pacific region.

3. Does the Company identify and assess potential environmental risks? Y/N

Yes, Environmental risks are regularly identified and assessed through the following:

- Environment & Social Impact Assessment (ESIA) studies carried out by recognised and approved third parties to identify risks and based on that mitigation plan is prepared in the form of Environmental & Social Management Plan, which is integral part of ESIA document.
- Environmental risks are being identified and assessed as part of Integrate Management system ISO: 14001.
- Risk register is maintained by all units under the guidance of Risk Management policy and major risks are reviewed periodically at corporate level.
- Hazard Identification and Risk assessment are also conducted as part of safety management system to identify potential environmental hazards and risks.

- Environment incidents are being captured through online module. Root cause analysis is being done through why-why analysis and learnings are being shared to all units to avoid the reoccurrence.

To effectively manage each of environmental risks, we have a set of Sustainability policies and management and technical standards. An integrated sustainability database management system implemented across the Company ensures monitoring and reviewing of sustainability performance through defined key performance indicators. We have Vedanta Sustainability Assurance process in place for ensuring accuracy and verifiability of sustainability performance against the four pillars of our Sustainability Framework.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company has 273.5 MW wind farms in five states across India which are registered under Clean Development Mechanism (CDM) programme by United Nations Framework Convention on Climate Change (UNFCCC) and Verified Carbon Standard programme by VEERA. These projects also registered as Gold Standard. This year solar project at Dariba and Debari registered under CDM and now our 12 projects are registered under CDM.

For its captive use, the Company have solar power projects of 39.64 MW. The green power generated from it have reduced carbon footprint by 73780 MT of CO₂ emission per annum. In addition, there is 35.4 MW of power capacity through waste heat recovery from roasters and steam turbo generator, out of which 9.4 MW is registered under CDM along with 21 TPH Low Calorific Value boilers for steam generation project. Company also planning to enhance its WHRB capacity by addition of 5.58 MW STG project at Dariba lead smelter and 8.6 MW in fumer plant at Chanderia plant in this year.

During FY 2020, 674.91 million units of green power was generated as compared to 677 million units in FY 2019.

The 12 UNFCCC registered projects have the potential to reduce the Company's carbon

Business Responsibility Report continued

footprint by 649914 MT of CO₂ emission per annum while unregistered projects provide reduction of 131178 tonnes CO₂ emissions per annum.

5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give details.

HZL has been working on climate change issues by improving its process efficiency and taking initiatives in energy efficiency, developing green zones at units and water conservation etc. We have installed 273.5 MW of wind power and 35.4 MW of waste heat recovery power plants to give an impetus to green energy. We are also having 39.64 MW captive solar plants. Wherever feasible we have introduced the solar or energy efficient lights. We focus on energy consumption reduction through various in-process innovations and adoption of best practices like machine productivity and improving throughput to reduce specific energy consumption.

The Corporate Office in Udaipur is a certified Platinum rated Green Building. Several green features are implemented to enhance the building performance.

6. Is the Emissions/Waste generated by the Company within the permissible limits given by CPCB / SPCB for the financial year being reported?

Yes, we are well within the prescribed limits by the relevant pollution control authorities. The Company continues to invest in reducing air emission levels through adoption of cleaner technologies/fuels, monitoring of combustion efficiencies and investments in state-of-the-art pollution control equipment, such as bag filters, electrostatic precipitators, etc. Regular monitoring of significant air emission parameters, such as Particulate Matter, Nitrogen Oxide and Sulphur Dioxide to ensure compliance with regulatory requirement.

All hazardous wastes are being stored at earmarked places and timely disposed through the approved registered recyclers as per the Hazardous Waste Rule. The Company has laid down comprehensive guidelines on waste management for all its units, which cover hazardous as well as non-hazardous waste and monitoring for each waste is being carried out on a regular basis. The Company has measures

across units to ensure waste minimisation, segregation at source and recycling.

7. Number of show cause/legal notices received from CPCB / SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Nil

PRINCIPLE 7: RESPONSIBLE POLICY ADVOCACY

1. Is your Company a member of any trade and chamber or association? If Yes, name only those major ones that your business deals with:

Yes, the Company is a member of the following organisations:

- Federation of Indian Mineral Industries
- Confederation of Indian Industry
- Federation of Indian Chambers of Commerce & Industry
- Indian Chamber of Commerce
- Associated Chambers of Commerce and Industry of India
- India Lead Zinc Development Association

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Yes, for economic and mining reforms.

PRINCIPLE 8: SUPPORTING INCLUSIVE DEVELOPMENT

1. Does the Company have specified programmes/ initiatives/ projects in pursuit of this policy? If yes details thereof

As a responsible corporate citizen, the Company focuses on community development through its CSR activities. Please refer to the CSR section of this annual report for more details.

2. Are the programmes/ projects undertaken through in-house team/ own foundation/ external NGO/ Government structures/ any other organisation?

We undertake our CSR activities through all of the above routes.

3. Have you done any impact assessment of your initiative?

Yes, the same is done internally and also at times with external agencies once in 3 years.

4. What is your Company's direct contribution to community development projects – Amount in INR and the details of the projects undertaken.

The total amount spent on all CSR activities and projects during the FY 2020 was ₹131.65. Please refer to the CSR section of this annual report for more details

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Please refer to the CSR section of this annual report for details

PRINCIPLE 9: PROVIDING CUSTOMER VALUE

1. What percentage of customer complaints/ consumer cases are pending as on the end of financial year.

Out of 33 complaints received during FY 2020, 31 complaints have been resolved as of March 31, 2020, while 2 complaints are pending for closure.

Note- The above number is of formal complaints logged by customers in the Company's portal.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/ N.A./ Remarks (additional information)

The label carries information of the date of the production, production unit, Grade of material, LME brand name, Net weight and gross weight, Batch number and Bar code.

The Company adheres the LME guidelines.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

No.

4. Did your Company carry out any consumer survey/consumer satisfaction trends?

Yes, the Company carries out customer satisfaction survey in every two years. This year we have conducted the survey, where we engaged with 214 customers (both domestic and export customers, for all the three metals). The survey has adopted cluster approach and HZL performed better in Domestic Zinc Market in all business parameters compared to FY 2018 survey.