



HINDUSTAN ZINC

Policy on business partner grievance redressal

1. Objective:

The objective of this policy is to create and promote culture of trust and fairness in organizational operations with external stakeholders and establish a mechanism for prompt, efficient and effective redressal of grievances. HZL's Management believes in the philosophy of an open-door policy in the matter of redressal of Business Partners' grievances. An aggrieved Business Partner can address his grievance under this policy. This Policy should be read in conjunction with the Technical Standard Grievance Mechanism and other Policies of HZL.

2. Scope:

This Grievance Redressal Policy shall apply to all HZL Business Partners. The Company believes in being fair and unbiased to any Business Partners dealing with it. The Company's aim is to ensure that Business Partners associated with it have the right to respectful and responsive services and in case there happens to be any incident by which the Business Partners are aggrieved, then in such a case the same needs to be addressed in a fair manner and corrective steps are to be taken when necessitated.

3. Definitions:

Grievance: Any concern, complaint, clarification, objection raised by HZL's Business Partners either affected by or interested in the company's operations, whether resulting from real or perceived impacts of the Company's operations and which they want to be addressed by the Company in a formal manner.

Complainant/Aggrieved Person: Shall include all the suppliers and service providers whether registered with HZL or otherwise, who engage with HZL for any commercial transaction including such suppliers and service providers with whom the RFQ (Request for Quotation) is shared.

4. Procedure:

The Complainant shall submit the Full name, Name of the organization, contact details (phone/fax/email address), Description of the grievance in detail, Evidence to support and substantiate the grievance raised for raising any Grievance for its redressal. Refer Annexure-1 Guidance Document on Procedure for raising Grievance

5. Grievance Response Committee & Timelines:

The grievance response committee includes three level of escalation for each vertical. The Grievance Verticals include Commercial – Supply/Mine Services/Smelter Service/Logistics/Commodity and Coal, Operations – Mines/Smelters, Finance, HR, ESG. If the current level of respondent goes unsuccessful to address the grievance, the query will be escalated to the superior level of respondent.

6. Transparency & Confidentiality:

HZL is committed to the objective of undertaking the grievance redressal process in a fair, impartial, and transparent manner. The Grievance Redressal team upon receiving the Grievance shall update the Complainant with the status of the same with respect to the date of registration of the Grievance, actions taken towards redressal of the Grievance and the resolution of the same.

The Complainant can also contact the Grievance Response Committee via e-mail in writing to enquire regarding the status of the complaint. The Complaint shall also have the option of choosing their grievance and its redressal to be maintained confidential at the time of submitting their grievance.

7. Feedback:

After every grievance redressal, a feedback form link will be shared with the vendor for their feedback on the grievance redressal. This feedback will be tracked by the grievance redressal committee to ensure and improve the timely resolution of Grievances.

8. Conflict:

In case where the Grievance reported forms or is likely to form the basis of any Contractual Dispute between the Parties, HZL shall try to resolve the grievance in all efficient manner however, without prejudice to its rights towards resorting to any legal recourse as applicable under the Contract and under law.

Arun Misra

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CEO & Whole Time Director, HZL

Date: 05th June, 2025

