

**Hindustan Copper Limited**  
**Business Responsibility Report for Financial Year 2014-15**

## Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company:** L27201WB1967GO1028825
2. **Name of the Company:** Hindustan Copper Limited
3. **Registered Address:**  
 "Tamra Bhavan"  
 1 Ashutosh Chowdhury Avenue  
 Kolkata 700019  
 Tel. No.: 033-2283 2226/2529  
 Fax no.: 033-2283 2478/2640
4. **Website:** [www.hindustancopper.com](http://www.hindustancopper.com)
5. **E-mail:** [hcl\\_ho@hindustancopper.com](mailto:hcl_ho@hindustancopper.com), [singhi\\_cs@hindustancopper.com](mailto:singhi_cs@hindustancopper.com)
6. **Financial Year Period:** 2014-2015
7. **Sector(s) that company is engaged in (industrial activity code-wise):**

Industrial Group	Description
07291	Mining of copper ore
24201	Manufacture of Copper from ore, and other copper products and alloys
24320	Casting of non-ferrous metals

As per National Industrial Classification – Ministry of Statistics and Programme Implementation

8. **List three key products/services that the Company manufactures/ provides (as in balance sheet):**

Hindustan Copper Limited (HCL) is the only vertically integrated copper mining company in India having its own captive mines. Following are the key products manufactured by the Company:

- Copper Cathode
- Continuous Cast Copper Wire Rod
- Metal in Concentrate

9. **Total number of locations where business activity is undertaken by the Company:**

- a) Number of International locations: None
- b) Number of National locations: 14

Offices
Corporate and Eastern Regional Sales Office, Kolkata
Western Regional Sales Office, Mumbai
Southern Regional Sales Office, Bangalore
Northern Regional Sales Office, Delhi

Plants
Khetri Copper Complex (KCC), Khetrinagar, Rajasthan
Indian Copper Complex (ICC), Ghatsila, Jharkhand
Malanjkhand Copper Project (MCP), Malanjkhand, Madhya Pradesh
Taloja Copper Project (TCP), Taloja, Maharashtra
Gujarat Copper Project, Gujarat

<b>Godowns</b>
Jaipur, Rajasthan
Sahibabad, Uttar Pradesh
Faridabad, Haryana
Bangalore, Karnataka
Kolkata, West Bengal
Hyderabad, Andhra Pradesh

**10. Markets served by the Company (Local / State / National / International):** National

## Section B: Financial Details of the Company

1. **Paid up Capital:** Rs. 462.61 crore
2. **Total Turnover:** Rs. 1127.49 crore
3. **Total Profit after Taxes:** Rs. 67.60 crore
4. **Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):** 10.75 %
5. **List of activities in which expenditure in 4 above has been incurred:**
  - a. Creating capacities to conserve water
  - b. Health & Hygiene
  - c. Enhancing livelihoods through educational support and vocational training
  - d. Ensuring environmental sustainability and ecological balance
  - e. Rural Development through promotion of sports and infrastructural development to improve the quality of life of the community
  - f. Centralized Activities like CSR&S Trainings, Third-Party Assessments, etc.

## 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).**

Not Applicable

**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%]**

Yes, currently less than 30%.

## Section D: BR Information

### 1. Details of Director / Directors responsible for BR:

a) Details of the Director / Directors responsible for implementation of the BR policy / policies:

<b>DIN</b>	02752767
<b>Name</b>	Anupam Anand
<b>Designation</b>	Director(Personnel)
<b>Phone</b>	033-2281 6221
<b>Mail Id</b>	anupamanand@hindustancopper.com
<b>DIN</b>	06608867
<b>Name</b>	Subhendra Nanda
<b>Designation</b>	Director (Operations)
<b>Phone</b>	033-2283 2432
<b>Mail Id</b>	snanda@hindustancopper.com
<b>DIN</b>	02950920
<b>Name</b>	V V Venugopal Rao
<b>Designation</b>	Director (Finance)
<b>Phone</b>	033-22832741
<b>Mail Id</b>	vvvenugopalrao@hindustancopper.com

b) Detail of the BR head

<b>DIN</b>	01829545
<b>Name</b>	Kailash Dhar Diwan
<b>Designation</b>	Chairman –cum-Managing Director
<b>Phone</b>	033-2283 2725
<b>Mail Id</b>	diwan_kd@hindustancopper.com

### 2. Principle-wise (as per NVGs) BR Policy / policies (Reply in Y / N)

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

P1 – Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2 – Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3 – Businesses should promote the well-being of all employees.

P4 – Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5 – Businesses should respect and promote human rights.

P6 – Businesses should respect, protect, and make efforts to restore the environment.

P7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8 – Businesses should support inclusive growth and equitable development.

P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Sr. No.	Questions	Business Ethics	Product Responsibility	Welfare of Employees	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Value to customers
		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?	Y	Y	Y	Y	Y	Y	N	Y	N
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	N	Y	N	Y	Y	N	Y	N
5	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	N	Y	N	N	N	N	Y	N
6	Indicate the link for the policy to be viewed online?	Y**	Y**	Y**	N	N	N	N	Y**	Y**
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Communicated to key stakeholders of HCL. The communication is an on-going process to cover all internal and external stakeholders.								
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?	Y	Y	Y	Y	Y	Y	N	Y	Y
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	Y	N	Y	N

\*The Company follows DPE, other applicable Government guidelines/ laws and the policies approved by the Board.

\*\*Company's Website: [www.hindustancopper.com](http://www.hindustancopper.com)

2a. If answer to Sr. No 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Questions	Business Ethics	Product Responsibility	Welfare of Employees	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Value to customers
		P1	P2	P3	P4	P5	P6	P7	P8	P9

1	The Company has not understood the Principles	Not Applicable
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	
3	The Company does not have financial or manpower resources available for the task	
4	It is planned to be done within next 6 months	
5	It is planned to be done within the next 1 year	
6	Any other reason (please specify)	

### 3. Governance related to BR:

- 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.

The BR performance of the Company is assessed on a need basis and in accordance with statutory requirements.

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

The Company publishes annually its BR report as per SEBI guidelines and it can be viewed at the Company's website [www.hindustancopper.com](http://www.hindustancopper.com).

## Section E: Section Wise Performance

### Principle 1: Ethics, Transparency and Accountability

#### ***Businesses should conduct and govern themselves with Ethics, Transparency and Accountability***

#### 1. Does the policy relating to ethics, bribery and corruption cover only the Company?

No. The Company is making continuous efforts in improving the systems and procedures so that they are transparent and in conformity with the extant rules & procedures, thereby ensuring that the working atmosphere and Company's dealings / transactions with other entities are relatively free from corruption. The Company has developed its Code of Ethics and Whistle Blower Policy which pertain to ethics, bribery and corruption. Its Code of Business Ethics governs the manner in which the Company carries out its activities and interacts with its stakeholders.

#### 2. Does it extend to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?

Yes. It extends to the Suppliers, Contractors, Business Partners and all other associated entities. The Company is a signatory of 'Integrity Pact' with Transparency International India wherein the Integrity Pact is signed between the bidders and the Company for all service contracts valuing Rs.20 crore and above and for all purchase contracts valuing Rs.10 crore and above.

**3. 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.**

- i) Investor Grievances: 4 Investors grievances were received and resolved during 2014-15 and there was no outstanding complaint as on 31.3.2015;
- ii) Public Grievances: 21 cases received during FY2014-15. All the cases were redressed.
- iii) Customer Grievance: 5 complaints were received. All were systematically resolved.
- iv) Stakeholder grievances pertaining to any other issue are forwarded to the respective department for redressal.

The stakeholders may address their complaints via platforms given below:

Employee Grievance	<ul style="list-style-type: none"> <li>• Grievance Redressal System</li> <li>• Whistle Blower Policy</li> </ul>
Shareholder Grievance	At dedicated email id- investors_cs@hindustancopper.com
Trade Union Grievance	Bipartite Forum at Unit/National level for the Company
Consumers/Customers Grievance	Grievance Redressal through Marketing Department
Public in General	Public Grievance System of the Ministry

**Principle 2: Products contributing to sustainability**

*Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.*

**1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and / or opportunities.**

The Company operates and manufactures its products (e.g. refined copper cathode, continuous cast wire rods) in such a manner as to protect the environment, interests of employees and general public.

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

- i. Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain
- ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year

The Company is committed to increased levels of recovery and recycling, as well as to making investments in primary production to reduce energy intensity, toxicity and waste.

Energy Conservation: Energy consumption is constantly monitored at the mines, plants and townships with a view to achieve overall reduction. The power factor in all four units is currently being maintained above 0.95. Further, in order to conserve energy HCL has taken many initiatives like replacement of old high pressure burner with low pressure burner at Smelter plant, VVF drive motors were installed in place of conventional motors and LED lights are being progressively used in units and offices in place of conventional lights etc.

Water use efficiency: Used water is reclaimed and re-used in order to conserve water. Water is treated before discharging via treatment plants. The processes are also reviewed and modified so as to reduce the requirement of water from time to time. Partial recycling of treated effluent water is carried for horticultural purposes.

- 3. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

Sustainable sourcing: Before registering / approving any party, the Company scrutinizes carefully relevant documents to verify compliances of all pre-set norms including the environmental norms by the party. In case of major items, Company Officials visits their premises to evaluate all their capabilities including the environmental and social issues.

Logistics improvements: The Company has continued to follow multi-modal transportation which is not only efficient & cost effective, but also environmental friendly. Further, improvements over the years through sealing of containers has successfully reduced the amount of dust emitted thus reducing the pollution level.

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

Yes, the Company procures products and services from local producers and communities surrounding its operations.

Suppliers, vendors participate in awareness creation programs, capacity building workshops that include sharing technical expertise, skill up-gradation and shop floor visits.

- 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.**

Currently, the Company recycles less than 5% of its waste generated internally.

A good amount of copper bearing waste generated in TCP unit is recycled to HCL smelter plant. The copper waste of refinery and electrical workshop is also recycled back to smelter. The tailing of concentrator plant is partly backfilled in the mines. The Company sells the used oil, rubber scrap to the Government approved recyclers and these recyclers address environmental concerns while recycling or disposing the waste. A good amount of granulated copper slag (i.e. a waste of smelter plant) is sold for using as an alternative of sand blasting. The Company has taken initiative to recover valuable metals from the ore tailing, a waste generated from the concentrator plant.

### Principle 3: Welfare of Employees

*Businesses should promote the well-being of all employees.*

**1. Please indicate the total number of employees.**

3676 as on 31<sup>st</sup> March, 2015.

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

The number of employees hired on contract during FY 2014-15 was 17. There was no employee hired on temporary / casual basis.

**3. Please indicate the number of permanent women employees.**

230 as on 31<sup>st</sup> March, 2015.

**4. Please indicate the number of permanent employees with disabilities.**

36 as on 31<sup>st</sup> March, 2015.

**5. Do you have an employee association that is recognized by Management?**

Yes, there are recognised Trade Unions of workmen and an Officer's Association of executives.

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

Almost all the workmen are members of the different registered Trade Unions operating in the Units / Offices

**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.**

S No	Category	Complaints filed during the FY	Complaints pending at the end of FY
1	Child labour/forced labour/involuntary labour	Nil	Nil
2	Sexual harassment	Nil	Nil
3	Discriminatory Employment	Nil	Nil

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

- i. Permanent Employees
- ii. Permanent Women Employees
- iii. Casual/Temporary/Contractual Employees
- iv. Employees with Disabilities

Category	%
Permanent Employees	75
Permanent Women Employees	19
Casual/Temporary/Contractual Employees	20
Employees with Disabilities	58

Based on identified needs of employees, training and development, at all levels, is given due priority, by the Company for growth of individual as well as company effectiveness. The Company selectively nominates its employees for specialized training Programmes / Workshops / Seminars / Conferences organized by reputed professional organizations and Institutes.

#### Principle 4: Stakeholder Engagement

***Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.***

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

Yes

**2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalized stakeholders?**

Yes

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

Yes, the Company takes various initiatives to engage with disadvantaged or marginalised stakeholders such as employees with special needs, employees from disadvantaged sections of society. All decisions that impact such stakeholders are taken only post deliberations. The needs of the vulnerable and marginalized stakeholders of the community are considered while designing community development initiatives. This is carried out through continuous interaction and engagement with the stakeholders through appropriate channels and platforms, such as public hearings, surveys, and most importantly through regular interactions during the course of implementation of social programmes.

#### Principle 5: Human Rights

***Businesses should respect and promote human rights.***

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

HCL does not have a Policy on Human Rights. However, the Company respects human rights and addresses human rights through its own codes and procedures and compliance with applicable laws (like Factories Act, Mines Act and other labour legislations) and through HR practices, which embody some of human rights principles such as prevention of child labour, forced labour, etc.

The Company has a structured mechanism in place to address the human rights issues such as equal opportunity to all, non-discrimination, removing pay anomaly, etc. Adequate efforts are undertaken to eliminate discrimination and harassment such as workers' participation from shop floor to

corporate level, concessions to persons with disability, prohibition of sexual harassment of women at workplace, etc.

HCL is an equal opportunity employer and does not discriminate among employees based on colour, caste, race, region, religion, sex etc. The Company implements directives of Government of India for reservation for SC/ST/OBC/ PWD/Ex-Servicemen in Recruitment.

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

Nil

#### Principle 6: Environment

*Businesses should respect, protect, and make efforts to restore the environment.*

- 1. Does the policy related to Principle 6 cover only the Company or extends to the Group / Joint Ventures / Suppliers / Contractors / NGOs / Others?**

Yes, the Company expects its suppliers and contractors to be compliant with all applicable laws, including those related to environment.

- 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 hyperlink for webpage etc.**

The Company does not have a process in place yet, to map its Green House Gas (GHG) emissions and mitigate such emissions. However, its technology up gradation and energy efficiency initiatives contribute to mitigation of GHG emissions. The Company understands the importance of climate change risk mitigation by adapting to likely climate changes and its impact on business operations.

- 3. Does the company identify and assess potential environmental risks? Y/N**

Yes

- 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 does not have any project related to the Clean Development Mechanism.

- 5. Has the Company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy etc.? Y / N. If yes, please give hyperlink to web page etc.**

Yes, the Company has taken following initiatives:

#### Energy Conservation:

- Gradual introduction of Variable Frequency Drive in place of conventional drive.
- Replacement initiatives of conventional lights with LED lights in all units and offices.
- Electrical water heater was replaced by solar water heater in few places.
- Large capacity equipments are commissioned in mines for energy conservation besides high productivity.

- Scheduled replacement and preventive maintenance of mining equipment and Plants for efficient use of energy.

#### New Technologies:

- Replacement with Dust Bloc: Dust bloc (synthetic liquid) has been experimentally used thus reducing the consumption of water.
- Recovery of valuable metals from Copper ore tailing- a pilot plant will be installed at KCC to assess the project viability.

#### R&D projects:

- Nickel salts are recovered from the spent electrolyte of ICC Refinery plant
- Bench scale study has been initiated to extract copper from concentrate by hydrometallurgical route.
- EOI was floated to identify new technology to recover copper, acid and nickel from the spent electrolyte of ICC Refinery.

#### Environment:

The Company has an Environment Management Plan, approved by the Board and it covers prevention, mitigation and control of environmental damages and disasters. An external party was engaged to conduct environmental audit and adherence to the recommendations are implemented and monitored by environmental cells on a periodic basis. The Company has resorted to extensive plantation around the mining and township areas at the units to maintain the green environment.

#### Waste management:

The Company sells its scrap/obsolete/surplus items through e-auction from time to time. Solid waste like granulated slag, waste bricks and boiler ash are sold to the intended party whereas tailings and waste rock are safely stored. The waste thus stored is reused, recycled or disposed in an environmentally acceptable manner.

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

The ambient air quality is regularly monitored at mines, all process plants and residential areas at all the units. The air quality levels are well within the standards and limits prescribed by the Pollution Control Boards.

Effluent treatment facilities installed at the Units of the Company have been working satisfactorily and meeting regulatory norms as prescribed by the Pollution Control Boards. Discharged process water is being recycled after treatment thus conserving the water.

Solid waste from plants and hospitals is also safely disposed-off or stored as per guidelines prescribed by the Pollution Control Boards.

### **7. Number of show cause / legal notices received from CPCB / SPCB which are pending (i.e. not resolved to satisfaction) as of end of financial year.**

Nil

### Principle 7: Public Advocacy

***Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.***

- 1. Is your Company a member of any trade and chambers or association? If yes, name only those major ones that your business deals with.**

Yes, e.g. the Standing Conference of Public Enterprises (SCOPE), Indian Society of Training & Development (ISTD), Indian Copper Development Centre(ICDC), All India Management Association (AIMA), National Institute of Personnel Management (NIPM), Confederation of Indian Industry (CII) , Federation of Indian Mineral Industries(FIMI), Quality Circle Forum of India(QCFI) and Indian National Suggestion Scheme Association(INSAN).

- 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 Polices, Energy Security, Water, Food Security, Sustainable Business Principles, Others)**

No

### Principle 8: Inclusive Growth

***Businesses should support inclusive growth and equitable development.***

- 1. Does the Company have specified programmes / initiatives / projects in pursuit of the policy related to Principle 8? If yes, details thereof.**

Yes. The Company is committed to social, economic and environmental development of communities at all its operations and is committed to long term, mutually beneficial partnership between communities, Government & stake holders. It focuses on responsible business practices with community-centric interventions. The corporate social responsibility (CSR) plan of the Company approved by the Board has considered the above and is prepared based on Need Assessment Survey. The CSR initiatives are taken up primarily in and around areas of HCL Units, within a radius of 15-20 Km.

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

All programmes and projects are undertaken through both in-house teams and external Government structures and implemented both in-house as well as with the assistance of NGOs and consultants with requisite sector expertise wherever necessary.

- 3. Have you done impact assessment of your initiative?**

Yes, the Company has got impact assessment of its CSR initiatives conducted by M/S Management Development Institute, Gurgaon in FY 2012-13 and M/s Dexter Consultancy Private Limited, Ahmadabad in FY 2014-15.

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

Rs 7.26 crores during the year 2014-15, the details of the project undertaken are given as follows:

- Drinking Water, Health and sanitation: Installation of Borewell including soak pit, Health Camps, Support to e-health centre, Drinking water services by mobile tankers for nearby villagers.
- Education, Vocational skills and Livelihood: Diversified Agriculture (SRI/SWI), Female Literacy Center, Computer Training Center, Exposure visit of SHG member and farmers, Capacity building of SHG members, imparting vocational skills in trades i.e. Motor winding & starter training and Training on TV/ VCD.
- Environment and animal welfare: Veterinary Camps, Maintenance of existing plantation done in 2012-13 and in 2013-14, covering by top soil & Plantation at the waste rock dump in MCP.
- Sports: Training of Youth, provision of Sports Items and Organising Tournaments
- Swachh Bharat Abhiyaan and Swachh Vidyalaya Abhiyaan: Developing awareness to keep our workplace and surrounding villages/area clean, Developing awareness on safe sanitation and the need to build and use toilets, Prabhat Pheri/ walkathons by employees and their families, Rallies by students with banners/placards in local languages and construction/ repair of toilets in schools under Swachh Vidyalaya Abhiyaan.

**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.**

Yes. The Company follows participatory approach in selection of CSR initiatives. The Company conducts base-line studies and need assessment surveys before initiating any CSR intervention. It adopts a collaborative and participatory approach towards delivering the community development initiatives. Majority of the community development initiatives are planned to have a defined exit strategy wherein the Company hands over the project to communities for sustainably carrying forward the initiatives. The Company continues to support these initiatives as deemed appropriate. Training and capacity building of communities to successfully adopt these initiatives is also planned as part of the overall project plan.

The continuation of the CSR initiatives, i.e., Systematic Rice Intensification (SRI), Solar Street Lights or the livelihood programs, e.g., Handloom weaving Units indicate that the community has adopted them whole-heartedly. Self Help Groups are formed amongst the villagers who look after the routine maintenance of the installed Solar Street Lights and Hand-Pumps. Similarly the Self Help Groups have been formed in respect of the livelihood initiatives, i.e., Handloom weaving, etc.

HCL has been conferred with the SKOCH Order of Merit for the CSR project namely 'Systematic Rice Intensification' and has been selected as amongst the best projects in the Country in November 2014. HCL was also endorsed the '50 Most Caring Companies of India' by the World CSR Day.

**Principle 9: Value to Customers**

***Businesses should engage with and provide value to their customers and consumers in a responsible manner.***

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

Nil

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)

Yes

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 of end of financial year? If so, provide details thereof, in about 50 words or so.

Nil

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

Yes. Consumer satisfaction survey is an integral part of the Company in line with ISO 9001:2008 QMS certification with effect from January, 2014.