

Business Responsibility Report

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company: L27201WB1967GOI028825
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
5. E-mail: investors_cs@hindustancopper.com
6. Financial Year Period: 2019-2020
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:
 - Refined 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 : 13

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 (GCP), Gujarat

Godowns
Jaipur, Rajasthan
Sahibabad, Uttar Pradesh
Bangalore, Karnataka
Kolkata, West Bengal

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

Section B: Financial Details of the Company

1. Paid up Capital: Rs. 462.61 crore
2. Total Turnover: Rs. 803.17 crore
3. Total Profit/(Loss) after taxes from continuing & discontinuing operations: Rs. (569.35) crore
4. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): NA
5. List of activities in which expenditure in 4 above has been incurred:
 - a. Drinking Water, Health and Sanitation
 - b. Vocational Skills and Livelihood
 - c. Environment
 - d. Promotion of sports in rural areas
 - e. Promotion of Culture and Heritage
 - f. Administrative and Training Cost

Section C: Other Details

1. Does the Company have any Subsidiary Company / Companies?

Yes

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).

Subsidiary Company namely, Chhattisgarh Copper Ltd was incorporated on 21.5.2018. At present it is not contributing to the BR initiative.

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:

DIN	08173882
Name	Sukhen Kumar Bandyopadhyay
Designation	Director (Finance)
Phone	033-2282 0702
Mail Id	sukhenb@hindustancopper.com

b) Detail of the BR head

DIN	03324672
Name	Arun Kumar Shukla
Designation	Chairman and Managing Director
Phone	033-2287 0325
Mail Id	cmd@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.

2 (a) Details of compliance (Reply in Y/N)

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? If 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

2 (b). 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.

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 contracts valuing Rs.10 crore and above and for all purchase valuing Rs.20 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.

- Investor Grievances: During 2019-20 the Company received and resolved one complaint and there was no complaint pending as on 31.3.2020.
- Public Grievances: 92 cases were received during FY2019-20 and 13 were carried forward from FY 2018-19. 99 grievances were redressed in the year.
- Customer Grievance: 1 Customer grievance was received and resolved during 2019-20 and there was no outstanding grievance as on 31.3.2020
- 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:

Employees	<ul style="list-style-type: none"> Grievance Redressal System Whistle Blower Policy
Trade Unions	Bipartite Forum at Unit/National level for the Company
Shareholders	At dedicated email id- investors_cs@hindustancopper.com
Consumers/Customers	Grievance Redressal through Marketing Department
Public in General	Public Grievance System of the Ministry. Centralized Public Grievance Redress and Monitoring System (CPGRAMS) developed and monitored by Department of Administrative Reforms and <i>Public Grievances for online receipt and disposal of public grievances</i>

Principle 2: Products contributing to sustainability

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

- 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. Metal in concentrate, refined copper cathode, continuous cast wire rods] in such a manner as to protect the environment, interests of employees and general public.

- For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**
 - Reduction during sourcing / production / distribution achieved since the previous year throughout the value chain**
 - Reduction during usage by consumers (energy, water) has been achieved since the previous year**

The Company is committed to increase levels of recovery and recycling, as well as making investments in environment friendly technology/process 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. In place of conventional lights, LED lights have been installed in all five units to save energy and environment. Total 7.4 lakhs units of electricity has been saved in FY 2019-20 by these LED lights.

Water usage efficiency: Used water is reclaimed and re-used in order to conserve water. Used water is treated in effluent treatment plants before reuse. The processes are also reviewed and modified so as to reduce the requirement of water from time to time. Treated effluent water is used in horticultural purposes. MCP has constructed Tamra-Jheel at HCL/MCP Colony for recharge of Ground water. In FY 2019-20 the project has recycled waste water about 50% of total process water requirement.

- 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 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 as well as wastage. Recently HCL has in a number of cases started movement of concentrate from respective units in EXIM Containers for export sale purpose, which is very cost effective and also minimizes the transit losses.

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. Company trained the local unemployed persons to produce goods like hand gloves which is consumed in the factory regularly.

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 5-10% of its waste generated internally.

Entire 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 at ICC. 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. Waste rock at MCP has been successfully auctioned, which will be executed in FY 2020-21 and will be utilized by Construction Industries.

With the help of latest technology, recovery of nickel, copper and sulphuric acid from the spent electrolyte (waste stream) of ICC refinery is being carried out.

Principle 3: Welfare of Employees

Businesses should promote the well-being of all employees.

1. Please indicate the total number of employees.

1931 as on 31st March, 2020.

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

The number of employees hired on contract during FY 2019-20 was 139. There was no employee hired on temporary / casual basis.

3. Please indicate the number of permanent women employees.

157 as on 31st March, 2020.

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

30 as on 31st March, 2020.

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

Yes.

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 2019-20	Complaints pending at the end of FY 2019-20
1	Child labour/ forced labour/ involuntary labour	Nil	Nil
2	Sexual harassment	Nil	Nil

3	Discriminatory Employment	Nil	Nil
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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	64
Permanent Women Employees	26
Casual/Temporary/Contractual Employees	44
Employees with Disabilities	54

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 Programs / 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 has undertaken various initiatives to engage with disadvantaged or marginalized 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 initiatives were selected on the basis of the Base-line Survey. The Base-line Surveys were conducted within 20 Kms radius around the Mining areas to identify feasible need-based CSR projects for the respective communities from the peripheral villages. The needs of the Community especially disadvantaged and marginalized amongst them, were prioritized.

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?

The Company respects human rights and addresses human rights issues through its own codes and procedures and compliance with applicable laws. HCL adheres to the statutes of India such as Mines Act, Factories Act which embody some of human rights principles such as prevention of child labour, forced labour.

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.

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

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

Please see reply to question no. 3 under Principle 1 above.

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 Joint Ventures, suppliers, contractors, NGOs and others (wherever applicable) 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. Total 836.5 kWp solar plant implementation has been completed in HCL till FY 2019-20 and another 20 kWp solar Plant will be completed at ICC in FY 2020-21. During the year around 5.2 lakh units were generated through these solar plants. 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 undertaken various initiatives for adoption of clean technology, exploitation of Renewable energy sources and improvement in energy efficiency etc. The details are given below:

Energy Conservation:

- High wattage conventional lights have been replaced by low power consuming LED lights across all the units of HCL.
- HCL has saved Rs. 3.95 crores during the period FY 2019-20 for maintaining power factor near to unity.
- Slip ring Motor replaced with Squirrel Cage Induction Motor, with VFD control for 1050 cfm compressor at KCC which will save an amount of approx. Rs. 1.2 lakh per year.
- 22 Nos. Premium class IE-3 Energy Efficiency Motors were introduced in place of old in-efficient Motors in Flash Smelter & Refinery at ICC in phased manner which resulted in annual power saving to the tune of Rs. 2.05 lakhs
- Two Nos. VFDs of 90 KW installed for Cooling Water Pumps to save power at GCP.
- Best practices of energy conservation are adopted across the organization which resulted in reduction in energy consumption.

New Technologies:

- Upgradation of obsolete DCS control system for drives with new improved version is completed at TCP.
- New dosing system for collector and frother in floatation cells is being adopted in concentrator plant at MCP.
- Test work and preparation of basic engineering document for the Paste fill/ hydro fill plant for MCP underground mine is being carried out.

R&D Projects:

- ICC R&D activity was carried out and established an experiment for Extraction and Recovery of Copper metal from ESP dust by Leaching and Electro wining.
- NABL accreditation for laboratory at ICC & TCP is under progress.

Renewable energy:

- 41 KWp Rooftop Solar plant has already been installed at MCP.
- 795.5 kWp capacity solar power plant implementation has been completed at various units of HCL in FY 2019-20 under RESCO model of MNRE, Gol. Hence, total 836.5 kWp solar plant implementation has already been completed in HCL till FY 2019-20.
- Another 20 kWp Rooftop Solar Plant at ICC will be completed in FY 2020-21.

Environment:

The Company has an Environment Management Plan, approved by the Board and it covers prevention, mitigation and control of environmental damages and disasters.

The Company has resorted to extensive plantation around the mining and township areas at the units to maintain the green environment. Reforestation and setting up of recreational eco-parks like Pragati Park, plantation of trees and enhancement of the green cover around mining lease, concentrator plant and within project area have been undertaken at MCP.

Mine water and dump seepage is being completely used for processing in concentrator plant by installing matching pumps in reclamation pond and WTP, this has brought down the consumption of fresh water. It has also paved way for using mine waste dump seepage water and tailing seepage water for usage in plant operation.

Two Nos. of Rain water harvesting system has been made for ground water recharge at ICC. MCP unit has recycled waste water about @ 50% of total process water requirement in FY 2019-20.

Online Emission Monitoring system for Stacks and Effluent monitoring system for CETP final treated discharge water has been installed at ICC and data will be transmitted to CPCB in every 15 minutes.

Environmental Management Systems of MCP meet ISO 14001:2015 standards both at mines and concentrator plant.

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 parties. Wastes like copper ore tailings and waste rock are safely stored on temporary basis for further recycling, reusing and disposing 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 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, All India Management Association, Women in Public Sector, Indian Society of Training & Development, Indian Copper Development Centre, Indian National Suggestion Schemes Association, National Institute of Personnel Management, Quality Circle Forum of India, Indian Primary Copper Producers 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)**

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 in all its operations and is committed to long term, mutually beneficial partnership between the communities, Government & the stakeholders. The Corporate Social Responsibility (CSR) plan of the Company is prepared based on the Baseline Survey, using Participatory Rural Appraisal Method and inputs from stakeholders.

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

The programmes and projects are undertaken through both in-house teams and external Government structures and implemented with the assistance of NGOs with requisite sector expertise wherever required.

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

HCL conducts impact assessment of its CSR projects biennially. Impact assessment of the CSR projects of FY 2016-17 and FY 2017-18 was completed in May, 2019.

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

In 2019-20, an amount of Rs.331 Lakhs was spent on community development projects. The details of the project undertaken are given in Point no. 5 below.

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.**

All projects were planned after Baseline Surveys conducted among the target communities through Participatory Rural Appraisal (PRA) methods and inputs from stakeholders. User-groups from the local area are formed, who finally own the projects. Additionally, formation of user-groups for the facilities ensures that the community development initiatives are successfully adopted by the community. The continuation of the CSR initiatives, i.e., Health Camps, Education support for students, Handloom Weaving Units, Hand gloves unit, Drinking Water Supply, Nutrition Project, Construction of Household Toilets, Skill Development Training and support for Sports indicates that the community has adopted them whole-heartedly.

Also, the third party assessment study, reviews the extent of community ownership and success of the planned projects. Feedback of communities is factored into selecting CSR projects for the next financial year.

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 9001:2015 QMS certification with effect from June, 2018.
