



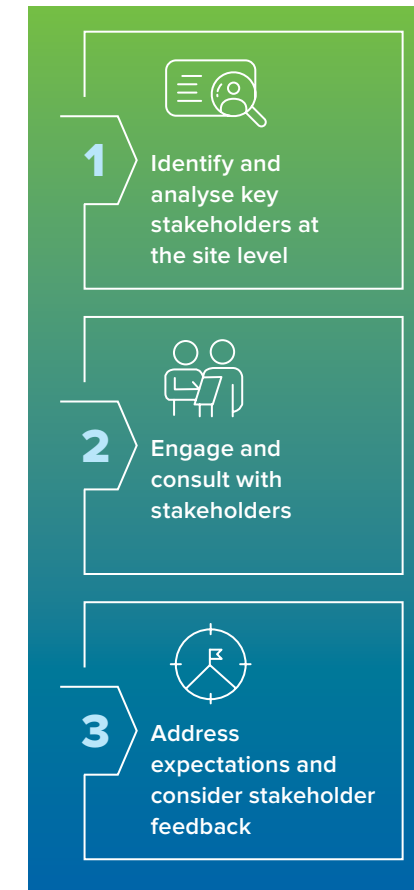
## Stakeholder Engagement

# Responding effectively to stakeholder needs

Our stakeholders are integral to our success, and we align our operations with their interests and aspirations. We have established a structured mechanism to engage meaningfully with our key stakeholders through multiple channels across the lifecycle of the projects at each site. This approach helps us prioritise their perspectives and address concerns to create a long-term sustained value.

Our **Technical Standard on Stakeholder Engagement**, approved by our Chief HSE & Sustainability Officer, guides our stakeholder engagement and consultation.

## STAKEHOLDER MANAGEMENT



### Associated Material Topics

- |  |  |   |
|--|--|---|
| <b>M1</b> Health, Safety and Well-being            | <b>M8</b> Diversity, Equal Opportunity and Inclusion | <b>M16</b> Biodiversity and Ecosystems                  |
| <b>M2</b> Air Emissions and Quality                | <b>M9</b> Talent Attraction and Retention            | <b>M17</b> Data Privacy and Cybersecurity               |
| <b>M3</b> Tailings Management                      | <b>M10</b> Climate Change and Energy Transition      | <b>M18</b> Macroeconomic and Geopolitical Impacts       |
| <b>M4</b> Water Resource Management                | <b>M11</b> Innovation and Technology                 | <b>M19</b> Sustainable and Inclusive Supply Chain       |
| <b>M5</b> Business Ethics and Corporate Governance | <b>M12</b> Labour Practices and Human Rights         | <b>M20</b> Indigenous People and Cultural Heritage      |
| <b>M6</b> Community Engagement and Development     | <b>M13</b> Responsible Advocacy                      | <b>M21</b> Land Acquisition, Rehabilitation and Closure |
| <b>M7</b> Circularity and Waste Management         | <b>M14</b> Learning and Development                  |   |
|  | <b>M15</b> Product Stewardship                       |   |

## HINDUSTAN ZINC'S VALUE CREATION FOR STAKEHOLDERS

**Customers**

**Material issues**

M1M5M7M10M11M15

M17M18

**How we address their concerns in FY2025**

- Regular connect and structured touchpoints to enhance serviceability and customer experience
- Customer-guided product innovation and development
- Focused discussions on evolving market and ESG trends to help them meet their sustainability goals

Refer to page 54 for value creation

### Capitals impacted



### Strategic priorities





## Communities

### Material issues

M1	M2	M3	M4	M6	M7
M8	M10	M12	M16	M20	M21

### How we address their concerns in FY2025

- Impactful CSR interventions to improve quality of life of communities, supporting national progress and smooth business operations
- Formal grievance mechanism and multiple communication channels to address their concerns
- Providing capacity building and livelihood support

 [Refer to page 54, 186 for value creation](#)

### Capitals impacted



### Strategic priorities

**S5**



## Employees and Business Partners' Employees

### Material issues

M1	M2	M4	M5	M6	M8
M9	M11	M12	M14	M17	

### How we address their concerns in FY2025

- Formal channels for employee feedback, grievance resolution and communication
- Focused initiatives to enhance employee engagement, development and wellbeing
- Commitment to foster workplace inclusivity
- Building trust, loyalty, and recognition to increase employee retention, performance, and motivation

 [Refer to page 54, 168 for value creation](#)

### Capitals impacted



### Strategic priorities

**S3 S5**



## Investors/Shareholders

### Material issues

M1	M2	M4	M5	M6	M10
M18					

### How we address their concerns in FY2025

- Regular communication, feedback and grievance management
- Timely and accurate disclosure on business, sustainability and ESG performance

 [Refer to page 54, 210 for value creation](#)

### Capitals impacted



### Strategic priorities

**S2 S3 S5**



## Government and Regulatory Authorities

### Material issues

M1	M2	M3	M4	M5	M6
M7	M10	M11	M12	M13	M16
M18	M20	M21			

### How we address their concerns in FY2025

- Contributing to country's socio-economic progress through products, taxes, CSR, etc.
- Continuous engagement with government bodies to shape mining sector policies, protect domestic market, and ensure business continuity
- Participation in various trade and industry forums

 [Refer to page 54, 210 for value creation](#)

### Capitals impacted



### Strategic priorities

**S1 S2 S3 S5**



## Suppliers

### Material issues

M1	M2	M5	M10	M11	M12
M14	M18	M19			

### How we address their concerns in FY2025

- Clear policies, contracts and processes to ensure operational efficiency through timely supply and responsible sourcing
- Collaborative approach for sustainable supply chain operations
- Prioritising workers' safety
- Resolving supplier grievances through robust channels
- Enabling local businesses to access our supply chains with our local procurement process

 [Refer to page 54, 200 for value creation](#)

### Capitals impacted



### Strategic priorities

**S2 S3 S5**



## NGOs

### Material issues

M1	M2	M4	M6	M8	M12
----	----	----	----	----	-----

### How we address their concerns in FY2025

- Engagement with external experts to gauge on-ground effectiveness of CSR implementation

 [Refer to page 54, 186 for value creation](#)

### Capitals impacted



### Strategic priorities

**S5**

 [Refer to BRSR-P4 on page 348 for more details on Stakeholder Engagement.](#)