

STAKEHOLDER ENGAGEMENT

At Hindustan Zinc, meaningful stakeholder engagement is a key pillar for responsible business conduct. We have a structured process in place to proactively identify, engage, and respond to the needs of our key stakeholders, ensuring their insights feed into our governance, sustainability strategy, and decision-making throughout the project lifecycle.



STAKEHOLDER ENGAGEMENT STRATEGY IN FY2026



CUSTOMERS

Material issues

- M1
- M5
- M7
- M10
- M11
- M15
- M17
- M18

Strategic priorities

- S2
- S3
- S4

Capitals Impacted



How We Address their Concerns

- Identify disruptive trends and new applications for our products
- Optimise serviceability, user experience, and ease of doing business to become a preferred supplier
- Align product development with specific user requirements and applications
- Integrate ESG practices to reduce environmental impacts

Read more on page 72 for value creation

IDENTIFY AND ANALYSE
Proactively map key stakeholders and assess potential risks & impacts at site/project level

MONITOR AND ADAPT
Review and refine the process using continuous stakeholder feedback throughout the project lifecycle

INCLUSIVE MAPPING
Select key representatives and design specialised outreach for vulnerable/isolated groups

STRATEGIC PLANNING
Define tailored communication levels and formalise a stakeholder and engagement plan



SEVEN KEY STAKEHOLDER GROUPS, ONE SHARED PURPOSE

Driving responsible, inclusive, and sustainable business growth together...

- Customers
- Investors & Shareholders
- Suppliers
- Employees & Business Partners' Employees
- Communities
- Non-Government Organisations (NGOs)
- Government and Regulatory Authorities



SUPPLIERS

Material issues

- M1 M2 M5 M10 M11
- M12 M14 M18 M19

Strategic Priorities

- S2 S3 S5

Capitals Impacted



How We Address their Concerns

- Ensure transparent procurement and ethical sourcing practices
- Optimise logistics for timely delivery
- Prioritise workers' safety and build capacities through training
- Hold regular discussions on service & ESG performance and address feedback & concerns
- Established formal grievance channels to resolve supplier grievances
- Enabling local businesses to access our supply chains with our local procurement process

Read more on page 72, 256 for value creation



COMMUNITIES

Material issues

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

Strategic Priorities

- S5

Capitals Impacted



How We Address their Concerns

- Design development initiatives to enhance quality of life using a participatory approach
- Strengthen grassroots institutions through capacity building and livelihood support
- Reduce environmental & social impacts, community risks, and grievances for stronger relations

Read more on page 72, 236 for value creation



GOVERNMENT AND REGULATORY AUTHORITIES

Material issues

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

Strategic Priorities

- S1 S2 S3 S5

Capitals Impacted



How We Address their Concerns

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

Read more on page 72, 268 for value creation



INVESTORS & SHAREHOLDERS

Material issues

- M1 M2 M4 M5
- M6 M10 M18

Strategic Priorities

- S2 S3 S5

Capitals Impacted



How We Address their Concerns

- Maintain regular communication, gather feedback, and manage grievances effectively
- Provide timely and accurate disclosure on business, sustainability, and ESG performance

Read more on page 72, 268 for value creation



EMPLOYEES & BUSINESS PARTNERS' EMPLOYEES

Material issues

- M1 M2 M4 M5 M6 M8
- M9 M11 M12 M14 M17

Strategic Priorities

- S3 S5

Capitals Impacted



How We Address their Concerns

- Use formal channels to gauge employee experience and resolve grievances
- Implement focused initiatives to enhance employee engagement and well-being
- Connect senior management with grassroots levels to understand employee needs
- Enhance workplace inclusivity using feedback from underrepresented groups
- Build trust, loyalty, and recognition to increase employee retention, performance, and motivation

Read more on page 72, 208 for value creation



NON-GOVERNMENT ORGANISATIONS (NGOs)

Material issues

- M1 M2 M4
- M6 M8 M12

Strategic Priorities

- S5

Capitals Impacted



How We Address their Concerns

- Engage and hold regular discussions to implement and strengthen the CSR programs

Read more on page 72, 236 for value creation

Read more about our Stakeholder Engagement in the BRSR - P4 on page 407