

VEDANTA COPPER

Annexure A

Guidance Document for Raising Grievance

Who Can Raise a Grievance:

A grievance may be raised by any supplier, contractor, service provider, transporter, vendor, or their employee, worker, agent or authorised representative. A grievance may also be raised anonymously through the available ethics channels.

How to Raise a Grievance

Channel	Contact details	Remarks
CCO email (For services and procurement excluding copper metal raw material)	Rohit.Jain@vedanta.co.in	Direct business grievance channel
Director – Sourcing (Copper metal raw material suppliers)	k.arthy@vedanta.co.in	Direct sourcing grievance channel
Commercial / Marketing team SPOCs	Relevant designated SPOC	Direct functional channel
Whistleblower email	Vedanta.whistleblower@vedanta.co.in	Custodian: Vedanta MAS Head
Telephone - India	1800 1030 269	Third-party managed helpline
Telephone - outside India	+91 124 4900 485	Third-party managed helpline
Web-based portal	www.vedanta.ethicshelpline.in	Third-party managed portal
Sahyog Portal	https://sahyog.vedantagroup.com/Login	Direct business grievance channel

Note: A grievance may be raised through any one channel. Complaints received through centrally or third-party managed channels shall be forwarded by the channel custodian to the relevant Company custodian while maintaining confidentiality and anonymity, where requested.

Information to include (For Non-Anonymous Reporting)

To support review of the grievance, the complainant should provide the following information, where available:

- Name and contact details of the complainant, unless the grievance is submitted anonymously.
- Name of the supplier, contractor or other Business Partner concerned.
- A clear description of the grievance, including relevant dates, location and persons or functions involved.
- Available supporting documents, photographs, correspondence or other evidence.
- The resolution or action sought, if any.

Anonymous and Confidential Reporting

A grievance may be submitted anonymously through the whistleblower email, telephone helplines or web-based portal. The complainant may request confidentiality when raising the grievance. Sufficient information should be provided to enable review and follow-up.

Confirmation of Submission

For non-anonymous grievances, receipt shall be acknowledged within 24 hours through the available contact details. The complainant should retain the acknowledgement, email trail or reference number for future communication.

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CCO - Vedanta Copper