

VEDANTA COPPER

Business Partner Grievance Redressal Policy

Objective:

The objective of this Policy is to promote trust and fairness in engagement with Business Partners and to establish a prompt, efficient and effective mechanism for grievance redressal. Vedanta Copper follows an open-door approach for receiving and addressing Business Partner grievances.

This Policy shall be read with the Technical Standard on Grievance Mechanism of Vedanta Limited and other applicable policies of Vedanta Copper.

Scope:

This Policy applies to all Business Partners of Vedanta Copper, including suppliers, contractors, service providers, transporters, vendors, their employees, workers, agents and authorised representatives, whether registered with the Company or otherwise.

The mechanism may be used to raise concerns relating to actual or perceived impacts connected with the Company's operations or associated supply chains, including concerns involving human rights, labour practices, discrimination, harassment, child labour, forced labour, health and safety, environmental impacts, community impacts, business conduct and supply chain-related impacts.

The Company shall address grievances fairly, impartially and responsively and shall take appropriate corrective or remedial action where required.

Definition:

Grievance: Any concern, complaint, clarification or objection raised by a Business Partner or other eligible complainant who is affected by, or has an interest in, the Company's operations or associated supply chains and seeks formal redressal by the Company.

Complainant / Aggrieved Person: Any supplier, contractor, service provider, transporter, vendor, or their employee, worker, agent or authorised representative, including entities with whom a Request for Quotation (RFQ) has been shared.

Procedure:

Grievances shall be raised and handled in accordance with Annexure 1: Guidance Document on Procedure for Raising Grievances.

The procedure for Grievance mechanism is established in the organization which enable receipt, registration, acknowledgement, assessment, investigation, communication of outcome, escalation where required and closure of grievances. A complainant may request that their identity and grievance be kept confidential, subject to legal and investigation requirements.

Grievance Response and Timelines

The Supplier, contractor and other business-partner grievances shall be coordinated by the Commercial function (for all services and purchases excluding copper raw material) and Sourcing function (for copper

raw material) in consultation with the relevant department. High-risk, material or unresolved grievances shall be escalated to the Unit Head or other appropriate senior authority, as applicable.

Grievances shall be acknowledged, assessed, investigated and resolved within the timelines specified in the Grievance Mechanism SOP. Where resolution requires additional time, the complainant shall be informed of the status and provided with periodic updates.

Fairness, Transparency, Confidentiality and Non-Retaliation

Vedanta Copper shall undertake grievance redressal in a fair, impartial and transparent manner. The complainant shall be informed of the grievance registration, material actions taken, status and final outcome, as appropriate.

The complainant may contact the Grievance Response Committee by email or in writing to seek an update. Confidentiality shall be maintained where requested, subject to legal and investigation requirements. Retaliation, intimidation, harassment, discrimination or other adverse treatment against any person who raises a grievance or participates in an investigation in good faith is prohibited. Concerns relating to retaliation shall be treated as high priority.

Corrective Action, Remedy and Closure

Where a grievance is substantiated, proportionate corrective action, mitigation and remediation, as applicable, shall be defined, assigned and tracked to closure. Closure shall be based on completion of the agreed actions and communication of the outcome to the complainant, where contact details are available and disclosure is appropriate.

Feedback and Periodic Review

After closure, a feedback link or other appropriate feedback channel shall be shared with the complainant. Feedback and grievance trends shall be reviewed by the Grievance Response Committee to improve the timeliness, accessibility and effectiveness of the mechanism. The effectiveness of this Policy and the related grievance process shall be reviewed periodically, and improvement actions shall be implemented where required.

Conflict

Where a grievance forms, or is likely to form, the basis of a contractual dispute between the parties, Vedanta Copper shall make reasonable efforts to resolve it efficiently, without prejudice to either party's rights to pursue remedies available under the contract or applicable law.

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