



भारत हेवी इलेक्ट्रिकल्स लिमिटेड
Bharat Heavy Electricals Limited

FROM: RAJEEV KALRA, COMPANY SECRETARY,
BHEL, BHEL HOUSE, SIRI FORT, NEW DELHI – 110049

TO:

1. BSE LIMITED, MUMBAI
(Through BSE Listing Centre)
2. NATIONAL STOCK EXCHANGE OF INDIA LTD., MUMBAI
(Through NSE Digital Exchange)

Sub: Business Responsibility & Sustainability Report for the FY 2021-22

Pursuant to Regulation 34 (2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed copy of the Business Responsibility and Sustainability Report of BHEL for the financial year 2021-22.

Regards,

No. AA/SCY/SEs
Date: 06.09.2022

(Rajeev Kalra)
Company Secretary
shareholderquery@bhel.in



Annexure-V Business Responsibility & Sustainability Report

Section A: General Disclosures

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company:	L74899DL1964GOI004281
2	Name of the Company:	BHARAT HEAVY ELECTRICALS LIMITED
3	Year of incorporation	13 November 1964
4	Registered Office Address:	BHEL House, Siri Fort, New Delhi-110 049
5	Corporate Address	BHEL House, Siri Fort, New Delhi – 110049
6	E-mail id:	shareholderquery@bhel.in
7	Telephone:	011-66337598
8	Website:	www.bhel.com
9	Financial Year reported:	2021-22
10	Name of the Stock Exchange(s) where shares are listed:	BSE and NSE
11	Paid-up Capital:	₹696.41 crores
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Ajay Saxena (AGM – Corporate Strategic Management), email: ajaysaxena@bhel.in , 011-66337390
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	Standalone basis

II. Products/Services

14. Details of business activities (accounting for 90% of the turnover):

S.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing	Electrical equipment, General Purpose and Special purpose Machinery & equipment, Transport equipment	100%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S.No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Manufacture of Steam Generators including auxiliary plant for use with steam generators	2513	29%
2.	Construction of Power Plant	4220	23%
3.	Manufacture of Turbine, Generator sets including auxiliaries	2811	23%
4.	Manufacture of electric motors, transformers and electricity distribution and control apparatus etc.	2710	15%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	16	29	45
International	0	3	3

Annual Report 2021-22

The company has 16 manufacturing units (or plants), 2 repair units, 4 regional offices, 8 service centres, and 15 regional marketing centres. For plant names, Refer 'Pan India Presence'.

International locations : Damascus, Syria; Dhaka, Bangladesh; Kathmandu, Nepal.

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 (states), 8 (Union Territories)
International (No. of Countries)	88

b. What is the contribution of exports as a percentage of the total turnover of the entity?

Exports contribute 7.53% of total turnover.

c. A brief on types of customers

In domestic market, BHEL customer ranges from Government and private owned entities. While in International market, BHEL customers ranges from Government ministries or entities, Parastatal agencies, Independent Power Producers (IPP) and Private companies.

IV. Employees

Refer definitions of 'Employee' under Sec 2 (l) of the Industrial Relations Code, 2020 and 'worker' under Sec 2 (zr) of the Industrial Relations Code, 2020 as per the guidelines of BR&SR format. Also refer definition of 'permanent employee' and 'permanent worker' 2020 in the guidelines of BR&SR format.

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

SNo	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	30758	28925	94%	1833	6%
2.	Other than Permanent (E)	15324	13791	90%	1533	10%
3.	Total employees (D + E)	46082	42716	93%	3366	7%
Workers						
4.	Permanent (F)	15720	15305	97%	415	3%
5.	Other than Permanent (G)	15260	13728	90%	1532	10%
6.	Total workers (F + G)	30980	29033	94%	1947	6%

b. Differently abled Employees and workers:

SNo	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C / A)
Differently Abled Employees						
1.	Permanent (D)	842	816	97%	26	3%
2.	Other than Permanent (E)	50	36	72%	14	28%
3.	Total employees (D + E)	892	852	96%	40	4%
Differently Abled Workers						
4.	Permanent (F)	415	410	99%	5	1%
5.	Other than Permanent (G)	50	36	72%	14	28%
6.	Total workers (F + G)	465	446	96%	19	4%



19. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	12	2	16.67%
Key Management Personnel	1	0	0%

* status as on March 31, 2022

20. Turnover rate for permanent employees and workers

	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employee	5.45%	3.77%	5.29%	4.13%	5.28%	5.17%	3.81%	6.26%	6.04%
Permanent worker	3.71%	6.51%	3.78%	6.71%	4.60%	4.65%	6.25%	4.73%	4.77%

Natural attrition has major contribution to employee turnover rate for BHEL.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Refer Annexure IX to the Board Report – Form AOC –I. These entities do not participate in Business Responsibility initiatives of BHEL.

VI. CSR Details

22. CSR details

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes, CSR is applicable for BHEL

(ii) Turnover: ₹ 20,153 crore

(iii) Net worth: ₹ 26,971 crore

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22			FY 2020-21		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending	Remarks
Communities	Yes https://pgportal.gov.in	253	0	-	225	0	-
Investors (other than shareholders)	No	0	0	-	0	0	-
Shareholders	Yes The contact details provided at www.bhel.com	37	0	-	265	0	-
Employees and workers	Yes, (Internal system)	53	32	-	57	42	-
Customers*	Yes, (Internal system)	509	173	-	361	19	-
Value Chain Partners	Yes https://suvridha.bhel.in/	68	11	-	63	11	-
Other (please specify)	-	-	-	-	-	-	-

Annual Report 2021-22

* System for consolidating customer complaint is under implementation

Refer Annexure – II to Board’s Report, Corporate Governance, Shareholders committee

Refer Annexure – VIII to Board’s Report, Vigil Mechanism

24. Overview of the entity’s material responsible business conduct issues

Refer Annexure – I to Board’s Report, Risks and Concerns.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Once a policy is approved by the Board, it need not be necessarily signed by CMD/Board Director								
c. Web Link of the Policies, if available	Weblinks have been provided wherever applicable								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001; ISO 14001; OHSAS 18001/ ISO 45001; ten principles of UNGC on human rights, labour, environment and anti-corruption; DPE guidelines								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Any commitments, goals and targets are provided in Section C wherever applicable								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance against specific commitments, goals and targets are provided in Section C wherever applicable								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (<i>listed entity has flexibility regarding the placement of this disclosure</i>)									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Upinder Singh Matharu Designation: Director (Power), additional charge (HR) DIN: 0009541886 Telephone: 011- 26001002, Email id: pmgus@bhel.in								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes Name: Upinder Singh Matharu Designation: Director (Power), additional charge (HR) DIN: 0009541886 Telephone: 011- 26001002, Email id: pmgus@bhel.in								



Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
10. Details of Review of NGRBCs by the Company:																		
Performance against above policies and follow up action	Reviews and frequency are provided in Section C of BRSR wherever applicable.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Review and frequency on compliance with statutory requirement are provided in Section C of BRSR wherever applicable.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9									
	Policies and procedures of the organization are subject to audits/ reviews during/ by ISO 9001, ISO 14001, OHSAS 18001, ISO 27001, CAG, Parliamentary Committees, Administrative Ministry etc.																	

Notes

1. We have various practices & procedures established based on these principles, but do not have formal policy document with respect to one of them.
2. Once a policy is approved by the Board, it need not be necessarily signed by CMD/Board Director.
3. Policies and procedures of the organization are subject to audits/reviews during/by ISO 9001, ISO 14001, OHSAS 18001, ISO 27001, CAG, Parliamentary Committees, Administrative Ministry etc.

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	No	No	No	No	No	No	No	No	No
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	No	No	No	No	No	No	Yes	No	No
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	No	No	No	No	No	No	No	No	No
It is planned to be done in the next financial year (Yes/No)	No	No	No	No	No	No	No	No	No
Any other reason (please specify)	No	No	No	No	No	No	No	No	No

In respect of Principle 7 referring to Policy Advocacy, although company doesn't have policy but follow established practices based on 'Policy advocacy in responsible manner'.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle 1: Ethics, Transparency and Accountability

The company has a Board approved 'Code of Business Conduct & Ethics' for all Board Members and Senior Management personnel in compliance with the requirements of DPE Guidelines on Corporate Governance for CPSEs and SEBI's Listing Regulations.

<https://www.bhel.com/code-business-conduct-ethics-board-members-senior-management-personnel>

The Board has laid down a Charter of the Board of Directors which clearly defines the roles and responsibilities of the Board and individual Directors. Further, the company endeavors to preserve the confidentiality of unpublished price sensitive information and prevent abuse of such information. Towards this a Board approved policy 'BHEL Code of Conduct for Regulating & Reporting Trading by Designated Persons & their Immediate Relatives and for Fair Disclosure' in line with SEBI (Prohibition of Insider Trading) Regulations - 2015 and Listing Regulations directs that Board members and other Designated Employees of the company have a duty to safeguard the confidentiality of all such information obtained in the course of their work at the company. The Code also provides for practices and procedures for fair disclosure of unpublished price sensitive information (UPSI).

<https://www.bhel.com/code-conduct-prevention-insider-trading>

For effective implementation of the Insider Trading Code, an internal Operating Guidelines is in place. A structured digital database containing names of all 'Designated Persons' along with details of additional persons with whom UPSI was shared is in place. Details of initial and continual disclosures are being submitted by these Designated Persons within prescribed timelines. In addition, emails notifying the 'Designated Persons' that they are in possession of UPSI and that they must ensure its confidentiality, is sent simultaneously along with the emails intimating Closure of Trading Window. A separate email is also sent to those persons with whom UPSI is shared by the 'Designated Persons'.

In line with the requirements of DPE Guidelines on Corporate Governance and the Listing Regulations, BHEL provides progress reports on quarterly basis to MHI and stock exchanges. The audit of the Company's compliance with corporate governance requirements as well as secretarial audit of BHEL's compliance with statutory laws is conducted each year and the said reports form part of the Annual Report of the Company. In compliance with the Listing Regulations, all Board members and Senior Management personnel affirm annually that they have fully complied with the provisions of the Code of Business Conduct and Ethics during the relevant financial year and a confirmation to this effect is given by the Chairman & Managing Director in the Annual Report of the Company. For the purpose of the 'Code of Conduct for Regulating & Reporting Trading by Insiders and for Fair Disclosure, Director (Finance) is the compliance officer of the Company. In addition, the Chief Investor Relations Officer of the Company ensures compliance of 'Code of Practice and Procedure for Fair Disclosure'.

In addition, as a part of BHEL's persisting endeavor to set a

high standard of conduct for its employees (other than those governed by standing orders), 'BHEL Conduct, Discipline and Appeal Rules, 1975' is in place. This is augmented by Fraud Prevention Policy and Whistle Blower Policy which not only arm the company against unacceptable practices but also act as a deterrent. The Company is subject to RTI Act 2005, audit by Statutory Auditors and CAG audit under section 139 of the Companies Act, 2013.

<https://www.bhel.com/bhel-fraud-prevention-policy-0>

<https://www.bhel.com/whistle-blower-policy-0>

In the area of business dealings with vendors and customers, BHEL has signed MoU with Transparency International India (TII) to adopt 'Integrity Pact' to make procurement and contracting more transparent by binding both the parties to ethical conduct. A panel of two Independent External Monitors (IEMs) has been appointed to oversee implementation of Integrity Pact in BHEL, with due approval of Central Vigilance Commission. Within BHEL, accountability is well defined for various functionaries through 'Delegation of Power'. Works Policy, Purchase Policy and other policy documents facilitate transparency in BHEL's working and commitment of highest order of integrity. In addition, Internal Audit carries out independent audit of purchase/ works contracts.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

BHEL conducts several training programmes for its employees and Directors. These training programmes are curated based on the requirement and includes several topics (which in some form covers the nine principles) within a program.

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by awareness programmes
Board of Directors	3	Business familiarization, capacity building for directors	100%
Key Managerial Personnel (other than Board of directors)	1	CSR	100%
Employees other than BoD and KMPs	763	Technical, functional, safety, managerial & behavioral topics in line with nine principles	56.7%
Workers	763		28.1%

2. Details of fines / penalties / punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year.

There were no fines/ penalties/punishment/ award/ compounding fees/ settlement amount of material nature paid in proceedings by the directors/ KMPs to regulators/ law



enforcement agencies/ judicial institutions during FY 2021-22.

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed-

Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes, BHEL has policy for anti-corruption and anti-bribery. As a part of BHEL's persisting endeavor to set a high standard of conduct for its employees (other than those governed by standing orders), 'BHEL Conduct, Discipline and Appeal Rules, 1975' is in place. This is augmented by Fraud Prevention Policy and Whistle Blower Policy which not only arm the company against unacceptable practices but also act as a deterrent. The Company is subject to RTI Act 2005, audit by Statutory Auditors and CAG audit under section 139 of the Companies Act, 2013.

<https://www.bhel.com/bhel-fraud-prevention-policy-0>

<https://www.bhel.com/whistle-blower-policy-0>

In the area of business dealings with vendors and customers, BHEL has signed MoU with Transparency International India (TII) to adopt 'Integrity Pact' to make procurement and contracting more transparent by binding both the parties to ethical conduct. A panel of two Independent External Monitors (IEMs) has been appointed to oversee implementation of Integrity Pact in BHEL, with due approval of Central Vigilance Commission. Within BHEL, accountability is well defined for various functionaries through 'Delegation of Power'. Works Policy, Purchase Policy and other policy documents facilitate transparency in BHEL's working and commitment of highest order of integrity. In addition, Internal Audit carries out independent audit of purchase/ works contracts.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Refer Annexure - VIII to the Board' Report, Vigil Mechanism

6. Details of complaints with regard to conflict of interest:

	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	--	0	--
Number of complaints received in relation to issues of Conflict of Interest of the KMPs (other than directors)	0	--	0	--

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest-

Refer Annexure - VIII to the Board' Report, Vigil Mechanism

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
22	<ol style="list-style-type: none"> Awareness on Public Procurement Policy for Micro & Small Enterprises (MSEs) - Order for MSEs (issued by Ministry of MSME - Gol) Online supplier registration portal Government-e-Marketplace (GeM) BHEL General Conditions of Contract 	40%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?

Yes, the Company has an elaborate legal framework in place to avoid/ manage conflict of interests involving members of the Board.

The Companies Act, 2013 and the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015 have detailed provisions which require the Directors of the Board to disclose their concern or interest (including their shareholding) in any company (ies)/ bodies corporate/ firms/ other association of individuals, periodically as well as whenever there is any change in the disclosures already made. In this regard, the Directors also submit a certificate to the Board stating that they do not have any conflict of interest with regard to the business of the Company on account of their concern/ interest and whenever any such conflict/ interest arises they shall promptly inform the same to the Board.

Apart from this, the Company's Board has approved a 'Code of Business Conduct & Ethics for all Board Members and Senior Management Personnel'. The Code encompasses (i) General Moral Imperatives (ii) Specific Professional Responsibilities as well as (iii) Specific Additional Provisions for Board Members and Senior Management Personnel. In addition, for the purpose of clearly defining the roles and responsibilities of the Board and individual Directors and to enable the Board to effectively perform its role, the Board has laid down a Charter for the Board of Directors.

Further to these processes in place, to avoid/ manage conflict of interests involving members of the Board, the Independent

Directors on the Board are required to comply with certain additional provisions viz., submission of declaration of their independence (i.e. they meet the criteria of independence & that they are not aware of any circumstance or situation, which exist or may be reasonably anticipated, that could impair or impact their ability to discharge his duties with an objective independent judgment & without any external influence) and compliance with Schedule IV of the Companies Act which inter-alia provides for (i) Guidelines of professional conduct (ii) Role & functions and (iii) Duties for Independent Directors.

Principle 2: Product lifecycle sustainability

BHEL is contributing to a greener environment through development of environment friendly technologies and improvement in efficiency of equipment. Continuous improvement in power cycle efficiency and reduced emissions from coal based power plants have been achieved over the time by evolution of technology from sub-critical to supercritical. Attributes of BHEL supplied power plant equipment such as lower auxiliary power consumption, higher plant efficiency, lower design heat rate and higher operating availability help in attaining lower life cycle cost.

BHEL provides comprehensive solutions for reducing emissions through supply and commissioning of Flue-gas Desulphurization (FGD) systems, Selective Catalytic Reduction (SCR) systems, Solar Photovoltaic plants, Electrostatic Precipitators (ESP). BHEL also offers zero liquid discharge solutions through supply of Effluent Treatment Plants and Sewage Treatment Plants (STP). BHEL has developed fully indigenous Pressurized Fluidized Bed Gasification (PFBG) technology for generating syngas from high ash Indian Coal. The syngas further acts as a feed for production of industrial chemicals. There is also conscious effort towards reduction of embodied carbon in products. Company has opted to replace polluting fuels with cleaner ones, e.g., gas is now used as a source of heat energy (instead of coal earlier) during production of products like ceralin, and has also converted furnaces to RLNG from LPG at its manufacturing plants.

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2021-22	FY 2020-21
R&D % (in Rs. Cr)	2.24% (699.57)	4.98% (726.49)
Capex % (in Rs. Cr)	0% (2.97)	0% (6.71)

BHEL in association with IGCAR and NTPC has developed Advanced Ultra Supercritical Technology under the aegis of the National Mission on Clean Coal Technology. The technology will yield targeted efficiency of 45-46% against efficiency of ~38% of subcritical and ~41-42% of supercritical sets.

In result, this will further reduce coal consumption and CO2 emission by about 11% as compared to Super Critical power plants and by about 20% as compared to Subcritical power plants for single unit of power generation. The R&D phase of the project has been completed successfully.

With environmental concerns leading to rapid establishment of renewable energy capacity, coal gasification is being looked upon as a cleaner option compared to combustion. Syngas produced from coal gasification is usable in producing various chemicals/ fuels (e.g. methanol, ammonia, ammonium nitrate, hydrogen, etc.). BHEL has established a 0.25 TPD Coal to Methanol Pilot plant from high ash Indian Coal Work on various Chemicals/ fuels such as ammonium Nitrate, Methanol, Hydrogen, etc. has been initiated.

BHEL has indigenously developed Passivated Emitter Rear Contact (PERC) technology for high efficiency c-Si solar cells. With this development, BHEL has the know-how and dedicated cell level R&D facility to support upgradation to PERC technology. In parallel, BHEL is also working on development of Heterojunction solar cell technology with 24% efficiency.

In urban mobility sector, there is favorable movement towards Electric mobility as the future mode of transportation. BHEL has developed Permanent magnet motors, Induction motors & IGBT controller for E-Buses, Electric Charging Stations for E-mobility infrastructure.

Refer Annexure- VI to Board's Report, 'R&D and Technological Achievements', 6.3 Achievements during the year

Refer Annexure-VII to the Board's Report, 7.2 Technology Absorption and Research & Development

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

b. If yes, what percentage of inputs were sourced sustainably?

No. BHEL sources varied input material and component from several of its value chain partners which are certified and compliant with standards such as ISO 14001, OHSAS 18001 etc

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

BHEL products falls under capital goods category whose life goes beyond 25 years in majority of cases. The market requirement is for extension of the life of products or systems through process of refurbishments. After end of fruitful life of Capital goods, they become unfit for reuse and hence being disposed as scrap by owner of the capital good products.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).

Extended Producer Responsibility (EPR) is not applicable to BHEL's activities.



Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?

No, company has not conducted Life Cycle Assessments for products.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not applicable

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Company's manufacturing processes generate fair amount of metal scrap, however engineering measures are taken to minimize waste generation. The scrap subsequently undergoes recycling within the company and is reused. For example, Central Foundry Forge Plant (CFFP) in Haridwar manufactures Steel Forgings and Castings for which steel scrap is a major raw material. Reusable material is also used in packaging manufactured goods.

The value of such recycled/reused items is not being captured at the moment. Refer Annexure –IV to the Board's Report, Sustainability and CSR

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed:

BHEL's business is B2B in nature and products/ systems we supply falls under capital goods category with long lifecycle (25 years and beyond). All the associated packaging material in which we supply our products become the property of our customer spread across the country and abroad. In this given situation, it is not feasible to reclaim the product (end of life) or packaging material from the customer.

5. Reclaimed products and their packaging materials (as

percentage of products sold) for each product category.

As explained in point 4 (previous point).

Principle 3: Employee's Well-being

BHEL has been a front-runner in the area of human resource management. The guiding principle for company's Human Resource Management policy is to ensure availability of competent, motivated and effectively contributing human resources and to facilitate achievement of their full potential at all times to realize organizational goals. Company has documented HRM policies and rules in the form of a 'Personnel Manual' to ensure transparency and uniformity of implementation for regulating employment relationship, career growth/ development and employees' emoluments/ benefits, healthcare and well-being. These policies are further complemented by a grievance redressal mechanism through two schemes – one for workers and other for staff & officers. A grievance for the purpose of the scheme means a grievance relating to any individual employee arising out of the implementation of Company policies/rules or Management Decisions. Both these schemes provide for three-tier resolution. Defined timelines are laid down for resolution of grievance at each stage. Besides, an appellate mechanism is also provided under the scheme, in the case of grievance redressal scheme for staff & officers which an aggrieved employee can approach in case he/she is not satisfied with the resolution of the grievance.

BHEL has a Health, Safety & Environment (HSE) policy which underlies the commitment of the organization to provide safe and healthy work environment to all its employees as well as other stakeholders giving due consideration for the safeguard of environment. The policy conforms to the requirements of ISO 14001 & ISO 45001 management system certification standards and can be accessed through the link <https://www.bhel.com/sites/default/files/HSEPOLICY.pdf>. HSE cells at all units/ divisions implement this policy and Corporate HSE department provides strategic guidance related to HSE matters at organization level. The HSE policy is prominently displayed at all workplaces to create awareness amongst the employees and other stakeholders about the same and is also translated into local language. Periodic audits by internal as well as external agencies are carried out to ensure the effectiveness of ISO 14001 and ISO 45001 management systems implemented at workplaces which includes the working of the policy and its critical elements.

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	28925	28925	100	28925	100	0	0	28925	100	0	0
Female	1833	1833	100	1833	100	1833	100	0	0	0	0
Total	30758	30758	100	30758	100	1833	6	28925	94	0	0
Other than Permanent employees											
Male	13791	13791	100	13791	100	0	0	0	0	0	0
Female	1533	1533	100	1533	100	1533	100	0	0	479	31
Total	15324	15324	100	15324	100	1533	10	0	0	479	3

BHEL extends medical facility to its employees and their dependents. The facility is extended to its employees/ spouse on superannuation/ death as well. Day care facilities are also extended in several premises including BHEL's manufacturing plants.

b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	15305	15305	100	15305	100	0	0	15305	100	0	0
Female	415	415	100	415	100	415	100	0	0	0	0
Total	15720	15720	100	15720	100	415	3	15305	97	0	0
Other than Permanent employees											
Male	13728	13728	100	13728	100	0	0	0	0	0	0
Female	1532	1532	100	1532	100	1532	100	0	0	479	31
Total	15260	15260	100	15260	100	1532	10	0	0	479	3

BHEL extends medical facility to its employees and their dependents. The facility is extended to its employees/ spouse on superannuation/ death as well. Day care facilities are also extended in several premises including BHEL's manufacturing plants. In case of 'other than permanent workers' insurance is inbuilt in the Works contract.

Refer Section on COVID Response



2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI *	-	-	-	-	-	-
Others (BHEL Pension scheme)	100	100	NA	100	100	NA

As a retirement benefit apart from PF and Gratuity, all employees and workers are also covered under BHEL pension scheme.

* ESI is not applicable as BHEL extends medical facility scheme to all employees.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, BHEL's premises and office are accessible to differently abled employees and workers. The structural modifications and other changes (in policies etc) are made in accordance to the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes, the company takes affirmative action in recruitment and promotion for representation of employees from socio-economically backward sections of society, minorities, disabled personnel and women as mandated by the Govt. of India. The company is an equal opportunity employer and does not discriminate on the basis of gender, race, caste, religion, linguistic, region etc. in recruitment and employment relationship.

In case of an employee made to retire on medical grounds prematurely, provisions of The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, are kept in consideration. Additionally, Transfer and Job Rotation policy mandated for applicability of Government guidelines for the transfers of PwD employees.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	99%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

There is well laid out grievance redressal mechanism through two schemes – one for workers and other for staff & officers. A grievance for the purpose of the scheme means a grievance relating to any individual employee arising out of the implementation of Company policies/rules or Management Decisions. Both these schemes provide for three-tier resolution. Defined timelines are laid down for resolution of grievance at each stage. Besides, an appellate mechanism is also provided under the scheme, in the case of grievance redressal scheme for staff & officers, which an aggrieved employee can approach in case he/she is not satisfied with the resolution of the grievance.

	Yes/No
Permanent Workers	Yes
Other than Permanent Workers	Yes
Permanent Employees	Yes
Other than Permanent Employees	Yes

For 'other than permanent employees/ worker' the grievances are settled on case to case basis or through the contractors as the case may be.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2021-22			FY 2020-21		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) Or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	30758	30758	100	32131	32131	100
- Male	28925	28925	100	30238	30238	100
- Female	1833	1833	100	1893	1893	100
Total Permanent Workers	15720	15720	100	16414	16414	100
- Male	15305	15305	100	15969	15969	100
- Female	415	415	100	445	445	100

BHEL has 29 participative trade unions represented in the apex level bipartite body, namely the Joint Committee for discussing workers' and Company's interest related issues based on the principle of participative management. Besides the above, there are two employee associations, one each for executives and supervisors in BHEL.

All three categories of employees viz. Executives, Supervisors and Workers are represented by their respective associations/ trade unions.

8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	13620	2060	15.1%	6884	50.5%	14269	1517	10.6%	7174	50.3%
Female	1418	289	20.4%	851	60.0%	1448	237	16.4%	817	56.4%
Total	15038	2349	15.6%	7735	51.4%	15717	1754	11.2%	7991	50.8%
Workers										
Male	15305	1461	9.5%	3192	20.9%	15969	602	3.8%	1374	8.6%
Female	415	40	9.6%	133	32.0%	445	22	4.9%	86	19.3%
Total	15720	1501	9.5%	3325	21.2%	16414	624	3.8%	1460	8.9%



9. Details of performance and career development reviews of employees and worker:

	FY 2021-22			FY 2020-21		
Category	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	28925	28925	100	30238	30238	100
Female	1833	1833	100	1893	1893	100
Total	30758	30758	100	32131	32131	100
Workers						
Male	15305	15305	100	15969	15969	100
Female	415	415	100	445	445	100
Total	15720	15720	100	16414	16414	100

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity?

Yes, OHSMS is implemented across the company. Each and every employee of the company is covered under the Occupational Health and Safety Management System and the system is applicable at all the work places.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Company has strong systems / processes to identify the work-related hazards and assess risks on routine and non-routine basis. A few are listed below:

HIRA (Hazard Identification and Risk Assessment) – All our units are following HIRA for identifying the risks. Respective formats are available and this document is reviewed yearly for any changes required.

JSA (Job Safety Analysis) – JSA is a procedure of analyzing jobs for the specific purpose of finding the hazards in each step in the job and developing the safety precautions to be adopted. This is done at the stage of planning for job / process.

Method Statement – It outlines the safe way of performing a specific job or accomplishing a project and ensure that necessary precautions or control measures are communicated to those involved. A method statement provides evidence that significant health & safety risks have been identified and there are safety systems in place.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.(Y/N)

Yes, a process is in place for workers to report work related hazards and to remove themselves from such risks. There is a system to record the Unsafe Act and Unsafe Condition online

/ offline modes. Workers are trained to observe any of such work-related hazards and inform the same through the mode available at their respective work premises. Further, systems are established to remove all these hazards and risks.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, employees and workers have access to non-occupational medical and healthcare services offered through company operated health care facilities as well as external healthcare facilities which are compensated suitably as per the company policy.

11. Details of safety related incidents, in the following format:

Safety Incident/ Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	46	34
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

BHEL strongly believes in providing safe work place and safe environment to all its employee and people we work with. It

Annual Report 2021-22

shows our commitment to develop safety and sustainability culture through active leadership and by ensuring availability of required resources.

Refer Annexure – VIII to Board’s Report, Health, Safety & Environment (HSE)

13. Number of Complaints on the following made by employees and workers:

No complaints received. Systems are in place at respective premises of BHEL for registering unsafe conditions related to safety. The same is addressed promptly by concerned departments and it is a continuous ongoing process.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Root Cause Analysis (RCA) are conducted for all the safety-related incidences and suitable corrective actions are taken. Safety Inspections and Safety Audits are also being done periodically. Corrective actions are being taken for all the observations given by the auditors (internal as well as external).

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, BHEL extends life insurance or compensatory package to employees as well as workers in the event of death.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

All of the BHEL’s value chain partners comes under PF act and ESI act which makes them liable to deduct and deposit statutory dues. Both central and state labour departments, PF and ESI departments conduct periodic inspections in this regard.

In addition, the service contract between BHEL and service provider also contains clause under ‘payment terms’ for necessary statutory payments like PF, ESI etc by service provider.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in

suitable employment:

No employees were rehabilitated during 2021-22 & 2020-21.

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Yes, BHEL provides transition assistance to facilitate continued employability and the management of career endings resulting from retirement or termination.

5. Details on assessment of value chain partners:

All of the BHEL’s value chain partners comes under relevant labour laws and acts. Because of which both central and state labour department conduct periodic inspections in related to Health and Safety practices and working conditions at the premise of value chain partners. Any gaps identified are suitability addressed by the partners.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners. -- Refer point 5 above

Principle 4: Stakeholder Engagement

BHEL has identified ‘Customers’, ‘Employees’, ‘Shareholders’, ‘Vendors’ and ‘Society’ as its stakeholders. Processes are in place to ensure inclusion of stakeholder expectations and concerns. Key issues are identified through stakeholder engagement and addressed by programmes or action plans with clear and measurable targets. BHEL units regularly organize vendor meets specifically for MSEs (including local suppliers) towards capacity and capability building, which also provides opportunities for open communication, mutual benefit and support. Customers are engaged through several modes like customers meets, surveys. Investor community is engaged through meetings, conferences, publications etc and is provided with relevant information pertaining to their investment decisions.

BHEL has clearly identified the disadvantaged, vulnerable, poor, needy & marginalized stakeholders in the vicinity of the BHEL manufacturing units / regions / divisions / sites / offices and their concerns are addressed as per BHEL’s CSR Policy which is in compliance with section 135 & Schedule VII of the Companies Act 2013 and rules made thereunder as well as DPE Guidelines on CSR & Sustainability for CPSEs.

https://www.bhel.com/sites/default/files/BHEL_CSR_Policy_July2017.pdf

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Stakeholders which directly or indirectly impacts BHEL’s revenue earning capability, its ability to share benefits are identified as key stakeholders.



2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Email, Newspaper Advertisement, Disclosure available on Stock Exchanges & BHEL Website	Engagement is done on Quarterly, Half yearly & Annual basis as well as whenever the event occurs	All material events affecting the Company as well as disclosures required under SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015
Suppliers	No	Email, Advertisement, Vendor meets, website etc.	Regular	To make suppliers aware of: <ul style="list-style-type: none"> Public Procurement Policy (Preference to Make in India) Import substitution Participating in tenders issued on GeM portal Lodging and tracking grievances on BHEL's grievance redressal portal, SUVIDHA BHEL's quality objectives
Employees	No	Email, Monthly Newsletter, Notice Boards, Intranet Websites, Shop Floor, Shop Council, Plant Council and Joint Council Meetings	Monthly	Sharing monthly progress of the company and the business verticals, targets, achievements and department/section level concerns etc
Customers	No	Email, Advertisement, telephone calls, meetings, website etc	Regular	Assessment of customer needs, their requirement vis-à-vis existing capital good assets, complaints resolution, business enquiries etc
Communities	Yes	Meetings, local NGOs	Case-to-case basis	Assessing their problems that lead to their vulnerability and which holds back in attaining better standard of living

Not all stakeholder groups are 'Vulnerable & Marginalized', but there is section of people in stakeholder groups who are considered as Vulnerable & Marginalized like SC/ ST and women owned MSMEs.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The most important forum for the shareholders of BHEL to have access to the Board of Directors is at the Annual General Meeting of the Company. During these meetings, shareholders raise various queries regarding the performance, strategies and outlook of the Company, share their grievances as well provide valuable feedback regarding improvements in the Company performance, not only from a business perspective but also on critical economic, environmental and social topics/ areas.

2. Whether stakeholder consultation is used to support

the identification and management of environmental, and social topics.

Yes. Stakeholders have provided their support to various environmental & social endeavors of BHEL viz., indigenization under Aatmanirbhar Bharat, efforts in manufacturing medical oxygen plants to mitigate the emergent need for supply of medical oxygen during the COVID waves, utilization of solar energy & water harvesting capacity in BHEL’s factories & project sites, empowerment of woman employees, vaccination drive of BHEL employees & contract workers etc.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.

For underprivileged section of the community, BHEL spend on CSR projects after baseline survey is conducted by local

NGOs. These local NGOs during their baseline surveys engage with communities and understand their needs and problems.

Principle 5 - Human Rights

BHEL policies are in line with the principles of Human Rights, The Constitution of India, and applicable laws. BHEL has special provisions for ensuring safeguard of women employees at the workplace. In context of human rights abuse, no such instance has been reported in the Company.

BHEL is one of the founding member of Global Compact Network, India (GCNI) and is a part of initiatives in India. The company reports its performance on ten principles of UNGC on annual basis since 2001 through Communication on Progress (CoP) which includes BHEL’s commitment towards upholding the principles of UNGC. This CoP can be accessed through the webpage:

<https://www.bhel.com/commitment-ungc-programme>

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	15038	686	4.6%	15717	895	5.7%
Other than permanent	0	0	0	0	0	0
Total Employees	15038	686	4.6%	15717	895	5.7%
Workers						
Permanent	15720	205	1.3%	16414	109	0.7%
Other than permanent	0	0	0	0	0	0
Total	15720	205	1.3%	16414	109	0.7%

Note: For company policy related program, only HR policy related are considered here



2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2021-22					FY 2020-21				
	Total	Equal to Minimum Wage		More than Minimum Wage		Total	Equal to Minimum Wage		More than Minimum Wage	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)	(D)	No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	28925	0	0	28925	100	30238	0	0	30238	100
Female	1833	0	0	1833	100	1893	0	0	1893	100
Other than Permanent										
Male	13791	6264	45.4%	7527	54.6%	15302	4095	26.8%	11207	73.2%
Female	1533	652	42.5%	881	57.5%	1715	400	23.3%	1315	76.7%
Workers										
Permanent										
Male	15305	0	0	15305	100%	15969	0	0	15969	100%
Female	415	0	0	415	100%	445	0	0	445	100%
Other than Permanent										
Male	13728	6264	45.6%	7464	54.4%	15302	4095	26.8%	11207	73.2%
Female	1532	652	42.6%	880	57.4%	1715	400	23.3%	1315	76.7%

3. Details of remuneration/salary/wages:

Salary/ wage structure of BHEL employee and workers are set as per the guidelines of DPE.

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	5	₹ 41,40,000	1	₹ 45,00,000
Key Managerial Personnel*	1	₹ 40,00,000	0	0
Employees other than BoD and KMP*	28925	₹ 14,59,670	1832	₹ 17,45,770
Workers*	15305	₹ 10,16,243	415	₹ 11,10,120

* Payments are excluding terminal benefits such as PF, Gratuity, Pension, PRMB and other non-monetary perks like car, housing, furniture etc.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

Yes, grievance redressal officers are there in each BHEL premise for addressing human rights issues.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

There is formal well laid out grievance redressal mechanism related to human rights issues. The mechanism provides for three-tier resolution. First stage with Controlling Officer, second stage with Head of the Department, third stage with Grievance Redressal Committee.

6. Number of Complaints on the following made by employees and workers:

During 2021-22, two cases of sexual harassment were filed and two were pending for resolution. During 2020-21, one case of sexual harassment were filed & one was pending. No complaint of child labor/ forced labor/ involuntary labor/ wages/ discriminatory employment has been received

Refer Annexure – I to Board’ Report, Management Discussion and Analysis, Human Resource, Status on Presidential Directives, Safeguard of Women at Workplace & Annexure-C.

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

As a preventive step, identity of complainant is known only to Internal Complaints Committee and is protected. All meetings in the Enquiry (Complainant and Respondent) are never done face to face.

8. Do human rights requirements form part of your business agreements and contracts?

Yes, human rights requirement forms part of business agreement or contract. The service contracts between BHEL and service provider contains clause meeting human rights requirement like child labour, minimum wages etc.

9. Assessments for the year:

All BHEL premises are periodically inspected by central and state labour departments, PF and ESI departments and other government institutions or department for the compliance related to relevant law/ act/ statute and identifying gaps

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

No significant risk/ concerns was identified.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.

Not applicable

2. Details of the scope and coverage of any Human rights

due-diligence conducted.

Not applicable

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Refer Principle 3, Essential Indicator no. 3.

4. Details on assessment of value chain partners:

BHEL didn’t assess its value chain partners on Human Rights criteria as these entities comes under labor related laws/ acts/ statutes and are assessed or inspected by relevant Govt department/ institution.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not applicable

Principle 6: Environment

BHEL has a well-established Environmental Management System (EMS) accredited to ISO 14001. Based on the corporate HSE policy, all manufacturing units and regions have derived their HSE systems in line with the requirement of ISO 14001 ‘Environmental Management System’ standard. The EMS provides an excellent framework to proactively identify and manage the risks related to environment in a systematic manner. HSE cells at all BHEL units as well as Power Sector regions oversee the implementation of HSE policy supported by Corporate HSE department at apex level to provide strategic guidance. Periodic audits are carried out by the certifying body to ensure the compliance to the EMS and requirements of ISO 14001 are met. The company’s HSE policy is available on the internet and can be accessed through the web link: <https://www.bhel.com/sites/default/files/HSEPOLICY.pdf>

Refer Annexure – VII to the Board’s Report, 7.1 Conservation of Energy

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (A) (in kilo Joules)	7.56x10 ¹¹	7.23x10 ¹¹
Total fuel consumption (B) (in kilo Joules)	1.93x10 ¹²	1.98x10 ¹²
Energy consumption through other sources (C) (in kilo Joules)	9.78x10 ¹⁰	9.79x10 ¹⁰
Total energy consumption (A+B+C) (in kilo Joules)	2.78x10¹²	2.81x10¹²
Energy intensity per rupee of turnover (Total energy consumption in kilo Joule/ turnover in rupees)	13.855	17.249
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-



Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No assessment/ evaluation/ assurance has been carried out by any external agency.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India?

None of the BHEL facilities has been identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme.

Refer Annexure – VII to the Board’s Report, 7.1 Conservation of Energy

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	12299078	12524754
(ii) Groundwater	6107431	6942497
(iii) Third party water	1496445	1714531
(iv) Seawater / desalinated water	0	0
(v) Others	469869	481022
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	20372823	21662804
Total volume of water consumption (in kilolitres)	20224824	21518805
Water intensity per rupee of turnover (Water consumed / turnover – Litre per Rs.)	0.100	0.132
Water intensity (optional) – the relevant metric may be selected by the entity	--	--

No assessment/ evaluation/ assurance has been carried out by any external agency.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes. As a responsible corporate citizen, BHEL has set up large number of Sewage Treatment Plants / Effluent Treatment Plants (STPs & ETPs) to ensure that the water which is discharged from our premises conform to the effluent standards as per the statutory requirement and its quantity is minimized to the extent feasible. In this regard, 10 number of our manufacturing units have been declared as zero liquid discharge entities and remaining are in the process of achieving the same. Treated effluent/sewage is used for horticulture inside the manufacturing plant.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Unit	FY2021-22	FY2020-21
NOx	Metric Tonne (MT)	113.77	242.64
SOx	Metric Tonne (MT)	164.14	161.59
Particulate Matters (PM)	Metric Tonne (MT)	104.05	148.4
Persistent organic pollutants (POC)	Metric Tonne (MT)	0	0
Volatile organic compounds (VOC)	Metric Tonne (MT)	5.6	7.85
Hazardous air pollutants (HAP)	Metric Tonne (MT)	8.45	30.5

The data pertains to ten units of BHEL. Air emissions are assessed by Advance Environment Testing & Research Lab, Gwalior; Tamil Nadu Pollution Control Board, Vellore; PCRI Haridwar; Hubert Enviro Care System (P) Ltd, Chennai; M/s Evergreen Solutions System Pvt. Ltd., Bengaluru etc.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	<i>Metric tonnes of CO₂ equivalent</i>	126295	135055
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	<i>Metric tonnes of CO₂ equivalent</i>	198339	188816
Total Scope 1 and Scope 2 emissions per rupee of turnover	<i>gm of CO₂ equivalent per Rs</i>	1.61	1.987

No assessment/ evaluation/ assurance has been carried out by any external agency.

7. Does the entity have any project related to reducing Green House Gas emission?

Yes. BHEL has set up nearly 29 MWp of capacity of Solar Power plants including rooftop ones which has helped the organization in reducing its GHG Emissions. This includes solar project set up at our BAP Ranipet of 5 MW capacity. Energy conservation projects are taken up each year at our units to reduce the energy consumption and thereby reducing the carbon emission associated with electricity consumption. Refer Annexure – IV to the Board’s Report, 4.1.2 Energy Management
Refer Annexure – IV to the Board’s Report, 4.1.4 Carbon Management
Refer Annexure – VII to the Board’s Report, 7.1 Conservation of Energy

8. Provide details related to waste management by the entity:

Parameter	FY 2021-22	FY 2020-21
Total Waste generated (in metric tonnes)		
Plastic waste (A)	24.46	22.84
E-waste (B)	74.47	49.26
Bio-medical waste (C)	6.45	6.33
Construction and demolition waste (D)	403	250
Battery waste (E)	65.87	51.23
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	805.02	930.16
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	24342.29	20407.86
Total (A+B + C + D + E + F + G + H)	25721.56	21717.68
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	1825.03	1257.76
(ii) Re-used	4594.18	2474.37
(iii) Other recovery operations	143.77	91.8
Total	6562.98	3823.93
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	29.384	186.236
(ii) Landfilling	2995.99	2422.81
(iii) Other disposal operations	16877.92	15226.71
Total	19903.29	17835.76

In the table, other disposal operations include the data for sale of the scrap through e-auction/ other means to external agencies for its recycle/reuse/recovery as well. After considerable amount of scrap is accumulated, it is sold to the agency for final disposal. The data for incineration also includes the hazardous waste sent to Treatment, Storage & Disposal Facilities (TSDF) for final disposal. No assessment/ evaluation/ assurance has been carried out by any external agency.

Refer Annexure – IV to the Board's Report, 4.1.1 Responsible Material & Natural Resource Consumption

Refer Annexure – IV to the Board's Report, 4.1.3 Water and Biodiversity Management

Refer Annexure – IV to the Board's Report, 4.2 Waste Management

9. Briefly describe the waste management practices adopted in your establishments.

In our manufacturing activity, reduction of waste generation is taken as a very important activity and our nesting plan for cutting of metal sheet is made in such a way to take care of this aspect. However, once the scrap is generated, it is either used in the local foundry shop for making castings/ forgings or sent to CFFP Haridwar / authorized recycler for melting into the furnace for avoidance of virgin material consumption.

Across BHEL, solid wastes/ scrap having resale value were collected, segregated, stored and sold to authorized recyclers. Some of it not having any resale value is used for filling up low lying areas. Hazardous wastes/ e-waste are disposed of as per the stipulations in the relevant statutes.

The hazardous waste generated at units are disposed as per the regulatory requirement and necessary records for scrutiny of authority is duly maintained. Hazardous waste which can be used outside is sent to authorized recyclers. Rest of the hazardous waste which is to be incinerated or buried in secured landfill is sent to Treatment Storage and Disposal Facility (TSDF) of their respective states for ultimate disposal of such hazardous wastes.

Refer Annexure – IV to the Board's Report, 4.1.1 Responsible Material & Natural Resource Consumption

Refer Annexure – IV to the Board's Report, 4.1.3 Water and Biodiversity Management

Refer Annexure – IV to the Board's Report, 4.2 Waste Management

10. If the entity has operations/offices in/around ecologically sensitive areas where environmental approvals / clearances are required, please specify details:

Not applicable

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not applicable



12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India:

Yes, BHEL is compliant with the applicable environmental law/ regulations/ guidelines in India

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources:

Parameter	FY 2021-22	FY 2020-21
From renewable sources		
Total electricity consumption (A)	97812	97943
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	97812	97943
From non-renewable sources		
Total electricity consumption (D)	759595	723124
Total fuel consumption (E)	1929497	1989747
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	2689092	2712871

No independent assessment/ evaluation/assurance was carried out by an external agency

2. Provide the following details related to water discharged:

There are number of Sewage Treatment Plants (STP), Effluent Treatment Plants (ETP) and Oxidation Ponds established at our manufacturing units which gives the desired level of treatment to sewage/ trade effluent generated. The effluent is then discharged to municipal sewer, nallah, stream etc. after meeting the discharge norms. No independent assessment/ evaluation/assurance was carried out by an external agency.

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	135000	146000
- No treatment	0	0
- With treatment – please specify level of treatment	135000	146000

(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	495067	359216
- No treatment	0	0
- With treatment – please specify level of treatment	495067	359216
Total water discharged (in kilolitres)	630067	505216

No independent assessment/ evaluation/assurance was carried out by an external agency

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not applicable

4. Please provide details of total Scope 3 emissions & its intensity:

At many energy intensive manufacturing units, we have switched over from usage of LPG to RLNG which is being supplied through the pipeline. In this way we are avoiding scope-3 emissions associated with transportation of the fuel to that extent. Our employees are also encouraged to use car pool to save energy and avoid Scope-3 emissions.

These are some of the ways BHEL is trying to reduce Scope-3 emissions. However, it is not being quantified at the moment.

No independent assessment/ evaluation/assurance was carried out by an external agency

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	5 MW Solar PV plant at BHEL's manufacturing unit at Bhopal	Not available	Replacing grid electricity from captive renewable source

As a responsible global citizen, the organization acknowledges the relation between Green House Gas (GHG) emissions and climate change. To address this global challenge, BHEL has been putting efforts in reducing carbon footprint of its products and services, thereby enabling the customers to generate power in a sustainable manner with reduced environmental footprints over the life cycle of the plant. In internal operations also, the organization is putting a major thrust in energy efficiency and use of renewable energy sources. The company has established a total of approx. 29 MWp of Solar Photo Voltaic (ground mounted and roof-top) plants at various BHEL locations which has helped company in making its energy mix more sustainable. Company's inventory of renewable application also includes solar water heaters, solar street lighting etc. The Company has also taken a number of projects related to water and energy conservation, tree plantation, waste management, resource conservation, etc.

Refer Annexure – IV to the Board's Report, Sustainability Performance – Environment

Refer Annexure – VII to the Board's Report, Conservation of Energy

7. Does the entity have a business continuity and disaster management plan?

Yes, BHEL has a business continuity and disaster management plan. Same was prepared and acted upon during COVID-19 outbreak. Business continuity plan and/ or disaster management plan were not published on internet.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Not applicable

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

100% of value chain partners were assessed for environmental impact.

Principle 7: Policy Advocacy

BHEL is a member of many industry bodies/ chambers. BHEL uses various mechanisms of interaction with such bodies (e.g. participation in seminars & meetings, participation in working groups etc) for putting forth its views and opinions in matter related to policy. Company's interests are represented via inputs to government queries, knowledge sharing, response to surveys, feedback on industry needs, formation of government policies like GST, fiscal budget, foreign trade, Company Law, Industrial Policy, Capital Goods Policy, Export Promotion etc.

The company's views are also presented in various inter-governmental forums such as Joint Ministerial Commission (JMC), Joint Steering Committee (JSC), Joint Working Group (JWG), Joint Trade Committee (JTC), Joint Economic and Trade Committee (JETCO), Joint Commission Economic Corporation (JCEC), Working Group on Trade (WGT), etc to facilitate international trade and collaboration. Company also interacts with government bodies like MHI, DPE, DIPP, NITI Aayog and participates in policy formulation.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

Eleven affiliations

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Indian Electrical and Electronics Manufacturers' Association (IEEMA)	National
2.	Engineering Export Promotion Council of India (EEPC)	National
3.	Project Exports Promotion Council of India (PEPC)	National
4.	Confederation of Indian Industry (CII)	National
5.	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
6.	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
7.	Standing Conference of Public Enterprises (SCOPE)	National
8.	India Energy Storage Alliance (IESA)	National
9.	United Nations Global Compact India Network	National
10.	PHD Chamber of Commerce and Industry	International



2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

No instance of anti-competitive conduct by BHEL has been raised

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web Link, if available
1.	Inputs to boost (i) Capital Goods Sector, (ii) Development of Indian Power Sector, (iii) Atmanirbhar Bharat initiatives, (iv)MSME development & Collaborative Management (v) Growth of Indian manufacturing industry Exports and Brand Perception of PSEs etc.	Through representations to various Industrial Bodies viz. CII, FICCI, ASSOCHAM, SCOPE etc.	No	--	--
2.	Facilitation of international trade and collaboration	Though representations in various inter-governmental forums such as Joint Ministerial Commission (JMC), Joint Steering Committee (JSC), Joint Working Group (JWG), Joint Trade Committee (JTC), Joint Economic and Trade Committee (JETCO), Joint Commission Economic Corporation (JCEC), etc	No	--	--
3.	Participation in various activities viz. Vision India @2047, growth and skill development, Make in India, promotion of in-house R&D, roadmap for development of CPSEs etc	Through interaction with government bodies like MHI, DPE, DIPP, NITI Aayog etc	No	--	--
4.	Inputs on matters such as Customs, Export promotion & Export incentives	Pre-budget memorandum for Budget 2022-23	No	-	-

Principle 8: Inclusive Growth

BHEL has a well-structured organizational set-up, policy & procedures through which various CSR programmes are implemented. The CSR policy has identified several activities from Schedule-VII of the Companies Act, 2013 as its thrust areas. The seven thrust areas defined in CSR Policy are: Clean India, Green India, Healthy India, Heritage India, Inclusive India, Educated India and Responsible India. The policy is hosted on website link https://www.bhel.com/sites/default/files/BHEL_CSR_Policy_July2017.pdf and is fully in conformance with requirements of Section 135 of the Companies Act 2013.

The policy is implemented through a three-tier structure at

the corporate level (Board level committee on CSR, Level-1 committee & Level-2 Committee for screening and approval of proposals) along with unit level CSR Committee. Company supports numerous social initiatives across the country targeting poor, needy and economically weaker sections of society through specialized agencies such as NGOs, govt. agencies etc in line with the CSR Policy. BHEL has undertaken several CSR initiatives in the field of health, education, Swachh Bharat, environment protection, vocational training, skill development programmes, infrastructure development and community development programmes, which ultimately contributed to holistic welfare and inclusive growth of the society.

and to ensure fruitfulness of the initiatives undertaken.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Refer Annexure –IV of Board’s Report, Sustainability and CSR, Annual Report for CSR activities, Annexure B

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

Not applicable

3. Describe the mechanisms to receive and redress grievances of the community.

Community raises their grievances through Centralised Public Grievance Redress and Monitoring System (CPGRAMS)/ Public Grievance Portal which are then assigned to Public Grievance Officer in BHEL.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	29%	34%
Sourced directly from within the district and neighbouring districts	10%	16%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Refer Annexure –IV of Board’s Report, Section 4.3

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Refer Annexure –IV of Board’s Report, Section 4.3 - Annexure C and D

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups?

Yes, preferential procurement happens as mandated in the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order for MSEs (issued by Ministry of MSME-Gol).

(b) From which marginalized / vulnerable groups do you procure?

Company procures from marginalized/ vulnerable groups like MSEs owned by women, SC/ST individual.

(c) What percentage of total procurement (by value) does it constitute?

Company has been supporting Micro and Small Enterprises (MSEs). MSEs tend to employ a larger share of the vulnerable section of the workforce, such as women, youth, and people from poorer households. Regular Vendor Meets and Supplier development programs are being organized by BHEL units, specifically for MSEs (including local suppliers) as well as specific to SC/STs, which serves as a platform for identification

of needs and formulation of action plan for mutual benefits. BHEL has procured 29% of its procurement from MSMEs in 2021-22.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year) based on traditional knowledge:

Company do not own or acquired intellectual property based on traditional knowledge. However, company has invested in Research & Development in the field of engineering which has yielded intellectual properties owned by BHEL. During FY2021-22, BHEL has filed 516 patent & Copyrights.

The revenue (benefit) earned by BHEL from patents & copyrights cannot be quantified in isolation as these patents & copyrights result out of the processes, technologies & products development. These IPRs result into competitiveness of BHEL products and expand product offerings. It also provides technological edge for long-term benefit and secure the business interests of the company. More than 21% of the company’s revenue, has been achieved from its in-house developed products, systems and services.

Refer Annexure –VI to the Board’s Report of Annual Report, Research & Development and Technological achievements

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes where in usage of traditional knowledge is involved.

No dispute related to Intellectual Property rights emerged during FY 2021-22.

6. Details of beneficiaries of CSR Projects:

Refer Annexure –IV of Board’s Report, Sustainability and CSR, Annual Report for CSR activities

Refer Annexure –IV of Board’s Report, Annexure C and D

Principle 9: Customer Value

Essential Indicator

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Customer value is an integral part of BHEL’s culture which is also reflected in our Vision, Mission and Values statement. Company is constantly working towards creating value for customer through products and services. Every product offering of BHEL is labelled with detailed product labels/ name plates/ test certificates as per the requirement and terms of contracts with customers besides the mandatory statutory requirements.

Complaints of customers are received through various channels like letters, emails, phone calls, during meetings. The complaints are subsequently escalated for resolution.

All major quality issues reported are being taken up for Root Cause Analysis (RCA) and are being resolved through RCA committees. Apart from complaints, customer feedback is taken through customer satisfaction surveys, customers’ meets, face-to-face interactions, video-conferencing and appreciation letters.

**2. Turnover of Products and/services as a percentage of turnover from all products/services that carry information about.**

BHEL products are capital goods and hence have long operating life of 25 years. The products/ systems are offered to customers with manuals covering safety, operating in environmental friendly manner etc. The same aspects are covered in training of customer personnel by BHEL.

3. Number of consumer complaints in respect of the following:

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Received during the year	Pending resolution end of year		Received during the year	Pending resolution end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	Not applicable					
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	-	-	-	-	-	-

4. Details of instances of product recalls on account of safety issues:

There are no instances of product recall that happened on account of safety issues

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?

Yes. BHEL is in B2B business and do not deal with individual customers. Hence, any individual customer data is not stored.

Refer 'Data and Cyber Security' in Report of the Board of Director

6. Provide details of any corrective actions taken on Underway on issues relating of advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not applicable

Leadership Indicators**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Information on products and services of BHEL can be accessed from www.bhel.com

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Operation Manual and Training on products or systems are provided to customers as per the contractual requirements.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

BHEL is in regular touch with its customers and any disruptions

(for ex. due to COVID-19 in the recent past) are informed by emails, letter and any other communication means agreed to in the contract/ PO.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes. All the required and standard information are displayed/ stenciled on the products dispatched by BHEL.

Yes, BHEL conducts customer satisfaction survey for major products/ services.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact

NIL

b. Percentage of data breaches involving personally identifiable information of customers

Nil

For and on behalf of the Board of Directors of
BHARAT HEAVY ELECTRICALS LTD.

Dr. Nalin Shinghal
Chairman & Managing Director

Place: New Delhi
Dated: 04.09.2022