

## Sustainability objectives and targets

The business has set sustainability targets that are continuously monitored, and along with actions are taken. The Group targets and programs for 2021 and beyond includes the following nine sustainability objectives against which performance is monitored and reported:

1. Products and services for a better world
2. Energy efficiency and climate change
3. Safe and secure operations
4. Integrity
5. Human rights
6. People and society
7. Responsible sourcing
8. Resource efficiency
9. Right materials

Hitachi ABB Power Grids ("Group") prepares the Sustainability Report annually for public disclosure based on the Global Reporting Initiative (GRI) guidelines.

## Stakeholder engagement

Sustainability performance forms an important basis for the Company's dialogue with its stakeholders. In recent years Group has been carrying out surveys with stakeholders that impact the Company's sustainability strategy and priorities. Consultations with both external and internal stakeholders were instrumental in developing the Group sustainability objectives for 2014-2020. A comprehensive dialogue is in process to seek inputs and feedback from key stakeholders that will enable Hitachi ABB Power Grids to revisit its materiality matrix and in developing the next level 2030 objectives. The 2030 Objectives are being established by the Group and the legal entity will incorporate the same along with the local objectives.

The following are the key identified stakeholders of the Company:

Business	Government	Civil society
Customers	Government and regulators	International organizations
Suppliers	Legislators and the law	Local communities
Investors	Trade bodies	Academia and scientific community
Employees		Media
Competitors		NGOs and civil society organizations, trade unions

During the financial year ended December 31, 2020, we dynamically engaged with its varied stakeholders to create an inclusive business environment seeking their inputs constantly. The Company had dialogues with various Government entities central and state with regards to policy and presentation on the Company's innovative sustainable solutions such as electric vehicle charging and "Make-in-India", smart cities, sustainable mobility solutions, energy efficiency, efficiency upgradation in the railways sector, renewable energy, growth developments & technology keeping the climate change, job skilling, etc. The Company established a world-class digital experience

center demonstrating the next level of enterprise performance for enhanced grid stability, improved asset performance and efficient operational management, and began work on its High-Voltage Products Innovation Center as part of our investment in strategic research and the Company also laid the foundation for projects in the e-mobility space in the country with the Grid-eMotion™ Flash charging solution. The Company also partnered with Ashok Leyland in 2020 to facilitate a zero-emissions mass public transportation bus system.

Supplier and contractor HSE/SA meets are carried out regularly to bring contractors and vendors in line with HSE/SA requirements of management systems. The Company also carried out its Supplier Sustainable Development Program (SSDP) across chosen vendors.

The supplier and contractor HSE/SA meets conducted to align the goals with them and the plans to achieve them over a period of time. The contractor TRIFR (Total Recordable Incident Frequency Rate) achieved at 20 percent improvement over the past year.

A total of 436 investor complaints were received during the financial year Jan – Dec 2020. For employee participation and engagement, there are several ongoing initiatives. Also, there were several management communications with emphasis on health, wellness & safety in daily work.

The Company during the period also organised several customer engagements events to bring the Company's technologies closer to the customers.

The Company organized multiple customers connect programs on HSE/SA, to hear to the voice of the customer to further improve the performance and to include the inputs of the customer into the strategy of the Company.

## Healthy and safe working environment

Safeguarding its employees and contractors is the prime area of focus for the Company. Safety being a line responsibility, the Company focused on developing people skills, knowledge, and resources to equip its personnel with the right behavior. During the year under review (January to December 2020), apart from certifying its employees on safety, the Company's trainings focused on behavioral and job specific aspects such as Safety Master Class and Resilience for all its managers and specific trainings and certification programs imparted to nominated members such as the Institution of Occupational Safety and Health (IOSH) and National Examination Board in Occupational Safety and Health (NEBOSH). Electrical safety trainings for all service personnel was also completed by the Company. The Company clocked around 20,000 man-hours of training during the period under review.

Although most of the trainings were done virtually, the intense HSE/SA trainings continued to happen despite the pandemic in keeping the employees upgraded and updated on the HSE/