

CESC Limited

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SUSTAINABILITY POLICY

PREAMBLE

CESC is a 120 year old organization. It has all along been the endeavour of the Company to conduct its business in a sustainable manner while endeavouring to meet all stakeholders' aspirations. The nature of CESC's business involving millions of consumers in as vital a facility as electricity has always led the Company's focus on sustainability. It's stakeholders include varied types of suppliers and other business associates like the State Government, non-profit organizations, hospitals, social organizations and other entities. CESC's total staff strength is around 10,000 and it has always been known to be an employee friendly organization.

OBJECTIVE

CESC has always strongly felt that bringing about sustainable local development and adding value to the local economy forms part of its social responsibility. Accordingly CESC aims to:

- improve the living conditions of as many people as possible including its stakeholders by providing quality power at reasonable rates and taking special care of its small consumers.
- enrich quality of life of communities around its business locations
- demonstrate responsibility towards environment in its business operations, and
- contribute generally in the development of the society at large

SCOPE AND FRAMEWORK OF THE POLICY

i) Ethics, Transparency and Accountability

The Company shall put in place a set of systems and practices to ensure that the Company's affairs are being managed in a manner which ensures

accountability, transparency and fairness in all transactions. The focus always is on the best interest of the Company's stakeholders while achieving organizational vision and mission.

ii) **Life cycle sustainability of goods and services**

Any business should ensure safety and optimal use of resources over the life cycle of its products and should ensure that all connected with its businesses are aware of their responsibilities. CESC is into the business of generation and distribution of electricity and accordingly safety issues shall be given high importance and priority. Further, CESC shall also ensure that it provides to its customers efficient and reliable power at reasonable cost.

iii) **Employees' well-being**

Over the years, CESC has developed policies and practices to ensure dignity and well-being of its employees engaged in its business. These policies and practices cover all categories of employees across the organization. The Company's objective is to establish itself as a "Preferred Employer" to all levels of employees.

iv) **Responsiveness towards Stakeholders**

CESC shall encourage practices to pro-actively engage with businesses belonging to stakeholders from all sections of the society including those who are disadvantaged, vulnerable and marginalized.

v) **Human Rights**

CESC shall ensure that various aspects of human rights (including those covered by various laws and, where applicable, the Constitution of India) are embedded in the organizational values, policies and guidelines and taken care of judiciously by the management.

vi) **Environment**

CESC shall see that its business operations are always environment friendly. As a power producer and distributor, CESC shall lay stress on (i) improving energy efficiency, (ii) strict adherence to various energy emission norms, and (iii) reduction of distribution losses.

vii) **Public and Regulatory Policy**

CESC, while engaging with government and various public bodies for redressal of issues involving public / regulatory policies and public opinions shall ensure that such engagement deals with advancement or improvement of the society at large.

viii) **Inclusive growth and equitable development**

CESC shall recognize its role to contribute judiciously in Corporate Social Responsibility and community development, keeping in mind that business prosperity and inclusive growth with equitable development are interdependent.

ix) **Customer services**

Being in the business of distribution of electricity, CESC shall lay stress on customer feedback for measuring customers' satisfaction level. Amongst other means, utilizing social media shall be actively encouraged for interaction with the consumers.

x) **Learning & Development**

CESC's nature of business warrants creation of a work atmosphere which encourages learning and skill development as a pre-requisite to ensure business sustainability. CESC shall lay stress on research and development activities, knowledge sharing, incentivizing innovation, and

providing appropriate training facilities and grooming its employees to enable them to meet various challenges in execution of their job.

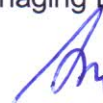
ROLES AND RESPONSIBILITIES

- i) The Board of Directors is expected to provide overall direction and guidance for implementation of this policy and to review progress thereof from time to time.
- ii) The CSR Committee of the Board of Directors of the Company is expected to monitor implementation of this Sustainability Policy and plans formulated thereunder.

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(A. Basu)
Managing Director



18.05.2017