

Clarifications on IFC comments:

| SI.No | IFC Comments | Action Taken |
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| 1 | Grievance redress Procedure | |
| | - under Objective in addition to disputes, include concerns, grievances and issues | Included |
| | - Under Objective - include a commitment to protection of confidentiality and Non retribution | Included |
| | - Under applicability - does it include FAs? | Yes, It covers FAs |
| | - Under Policy - also include "and respond to employee grievances and concerns" | Included |
| | - Under Procedure - a provision needs to be included such that the aggrieved employee/person with concerns can access a superior other than the immediate supervisor, if the aggrieved person/person with concerns does not want to go through his/her direct supervisor. | Included |
| | - Under Procedure - include a description of facilities and processes for confidentially submitting/communicating concerns and how such concerns will be resolved. | Included |
| 2 | Integrated Management System Manual | |
| | - at clause 2.1 Scope - include construction of WHC and O and M | Included |
| | - at clause 4.3 Legal and Other requirements- specify that other requirements include adherence to IFC Performance Standards and EHS Guidelines that are applicable. Also suitably reflect the env. And soc. covenants from agreement with IFC in IMSF/LRA-001. | Included |
| 3 | In the procedure for Solid Waste collection, storage and disposal (WHIN/IMS/SOP-002) it would be good to include a color coded bagging/drums system for storage of different types of wastes | We are not generating any hazardous wastes. As we mentioned in that we are generating only used cartridge filters and Activated carbon that to very small quantities and are storing in their respective demarked areas securely. Up on receiving those wastes we are sending to recycling/reuse at the earliest. Due to the non hazardous nature, only two kinds of wastes and limited quantity reasons we omit the color coded bagging/drums system. If it really needed we will implement the same. |
| 4 | PPE Entitlement Matrix is inconsistent with the MSDS e.g. The MSDS of hypo, alum, divosan and citric acid mention use of Face Shield but face shield is not mentioned in the matrix. The matrix needs to be made consistent with the MSDS. | The PPE entitlement matrix made consistent with MSDS |
| 5 | Include a procedure for storage for hypo, alum, citric acid and divosan keeping in mind potential interaction and compatibility of the various chemicals. | We add two more points of the compatibility of the various chemicals in that storage and handling instructions of each chemical. |
| 6 | Community Grievance redress Procedure | |
| | - include a step describing how the contact details of the person from WHI (whom aggrieved/concerned stakeholder may contact), will be made available to the community/stakeholder and displayed at the WHC. | Included |
| | - include a step describing the process of review and changes in any SOPs, which may be triggered as a result of the complaint/grievance received, so as to prevent any | Included |

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| | recurrence of such complaints/grievances. | |
| 7 | Waste Water Disposal SOP - include a clarification after step 3 that concentration levels should not be brought down by dilution with clean water. | Included |
| 8 | Skill categorization and appropriate follow up action needs to be finalized | Attached Authorized scan copy of Commissioner of Labour: Andhrapradesh |
| 9 | ESAP 4 - Disciplinary Procedure has not been sent (Ranga please check this) and also a procedure for supplier audit to ensure compliance with labor laws needs to be prepared and sent. | The code of conduct has got a note on disciplinary procedure. For supplier audit we have prepared Vendor approval form includes EHS requirements covers labor laws. |