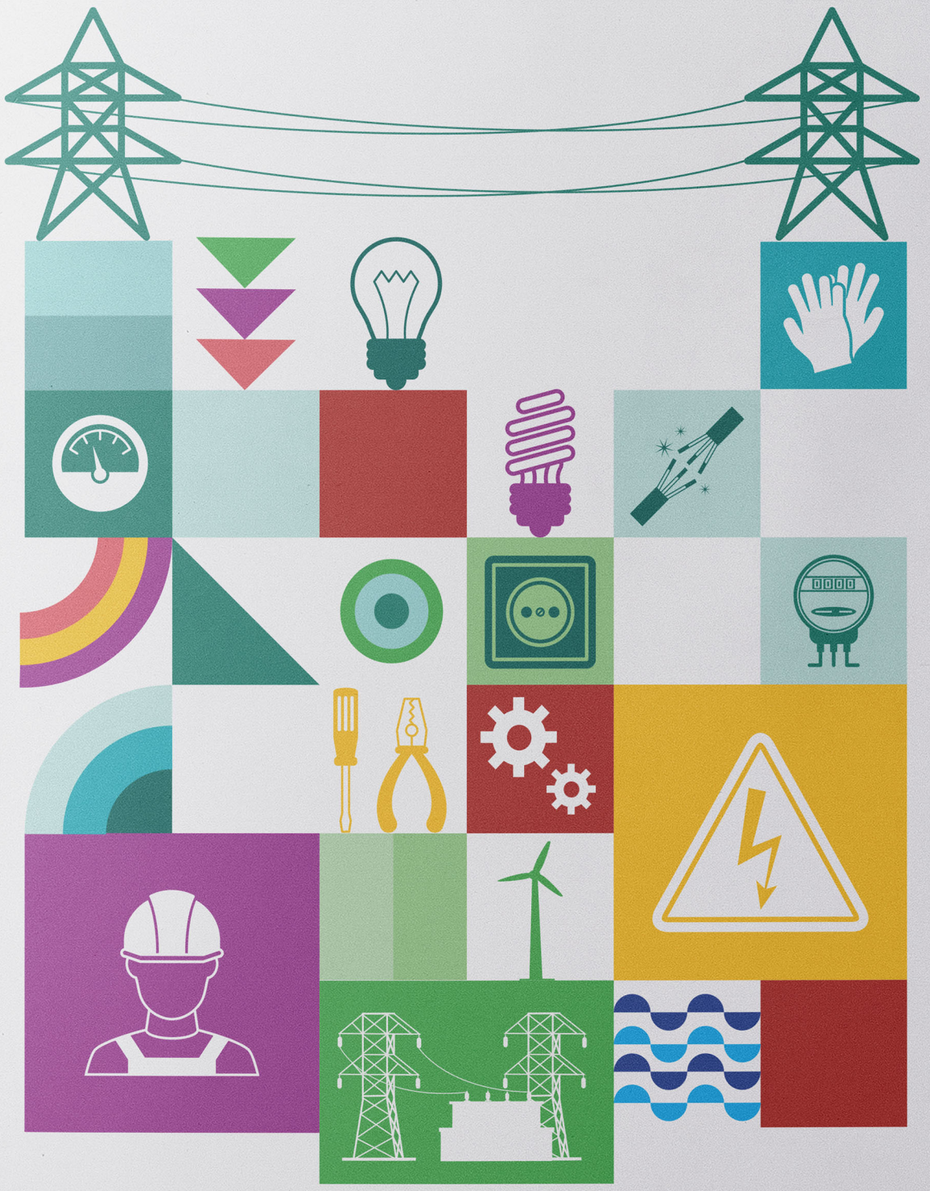
CESC
ESG REPORT
FY 2020-21

CESC LIMITED

RP-Sanjiv Goenka Group
Growing Legacies





Vision, Mission and Values

CESC strives towards achieving and sustaining leadership in distribution, generation of electricity and other allied services as per acclaimed standards. Fostered by its vision, mission and group values the Company conducts business responsibly and is accountable towards its stakeholders in its endeavour to meet their expectations regarding quality and reliability.

RP Sanjiv Goenka Group Values

Core Values

Customer First
Keep customer at the core of every action

Execution Excellence
Strive to be the best in everything we do

Credibility
Instill trust, confidence and accountability with our actions

Agility
Move ahead of time quickly

Risk-Taking
Dare to go beyond

Humaneness
Be fair, respectful, transparent and sensitive

CESC Vision and Mission

Vision

We will be a profitable consumer-oriented power utility consistent with global standards meeting the expectations of consumers, employees and other stake holders. We will achieve this vision by:

- Achieving efficiency of operations and further developing core competencies.
- Readjusting the business consistent with the changing environment, technologically and commercially.
- Maintaining a rewarding and stimulating organizational climate with people orientation.
- Reaffirming faith in the organization's ethics and values developed in course of our long existence.
- Harnessing and developing our professional competence.
- Being responsive to social requirements.

Mission

We will meet consumer's expectations continuously by providing safe, reliable and economic electricity through optimization of available resources. We will achieve this mission by:

- Accomplishing targeted performance in the key result areas of our business operations.
- Enhancing consumer satisfaction through value addition to service supported by a consumer feedback monitoring system.
- Improving work environment and helping employees for personal development and career satisfaction through an interactive approach.
- Being recognized as an ethical and environmentally responsive organization.

Governance and Accountability





Message from the Chairman

Dear Stakeholders,

CESC is a 122 years old Company and is India's first fully integrated electrical utility. CESC commenced with supplying power to the households and industries in Kolkata. Later, we expanded our distribution capability in Greater Noida in Uttar Pradesh, Bikaner, Kota and Bharatpur in Rajasthan and Malegaon in Maharashtra.

Electricity plays a pivotal role in our society and it supports economic growth and human development. The long-term value of which is dependent on our sustainable vision towards supplying reliable, safe, low carbon and cost-effective power. This report "CESC ESG Report 2020-21", highlights our employees' decades of dedication and effort to make CESC a responsible, resilient and a sustainable company. We aim to become a responsible and best in class power distribution company. We have been focusing on formulating our plans and approach in alignment with the broader ESG agendas of the Nation. Our relentless efforts in continuously monitoring, measuring, analyzing and disclosing our performance across the triple bottom line will definitely enrich our long term stakeholder values in this sustainability journey.

We actively support ambitious political programs such as the National Solar Mission, the National Mission for Enhanced Energy Efficiency, the National Mission on Sustainable Habitat and the National Water Mission. All businesses of CESC and its subsidiaries believe in the shared vision of creating 1. Responsible and Reliable business, 2. Sustainable infrastructure 3. Strong communities.

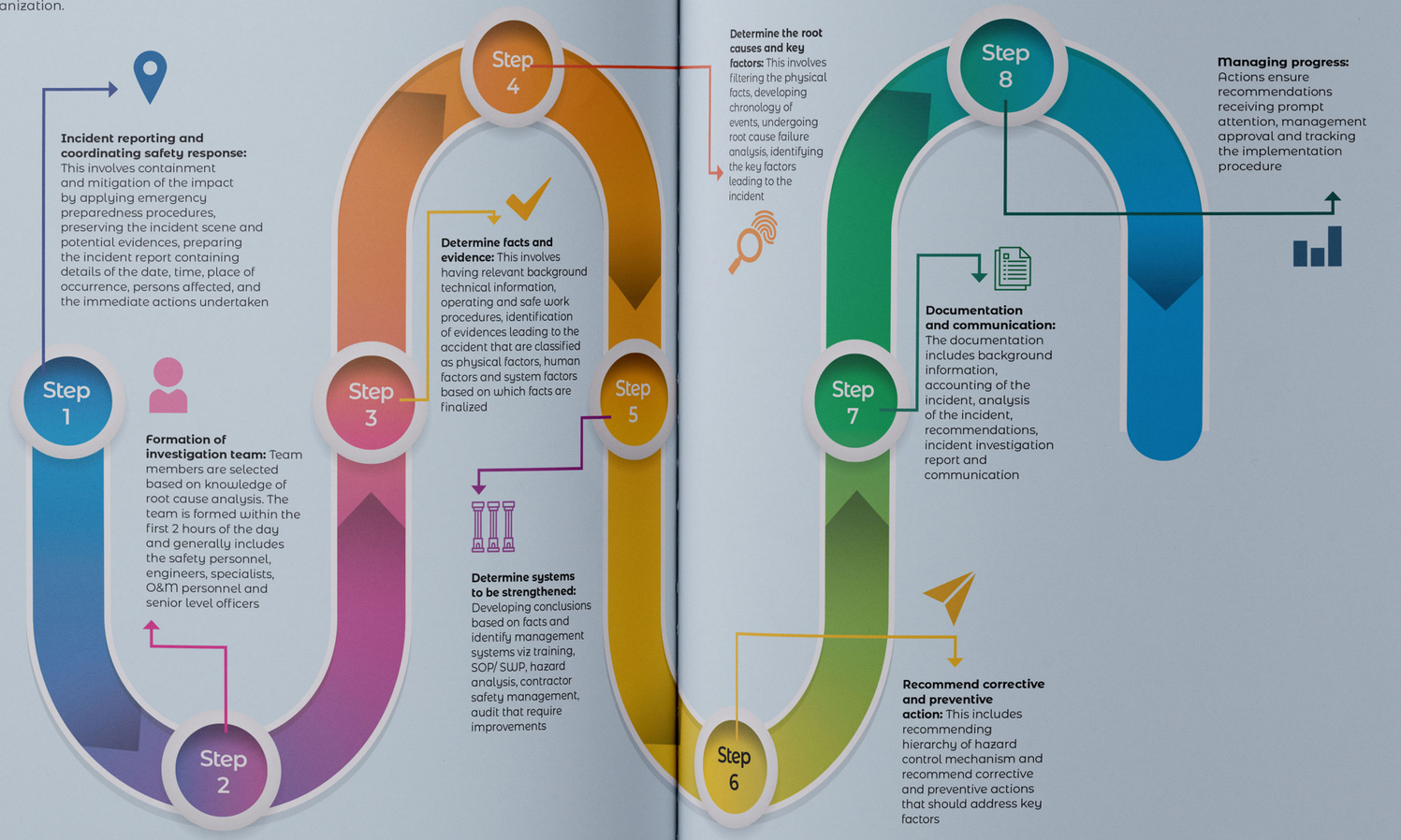
Responsible and Reliable Business

CESC has been a torchbearer of responsible business practices, always ensuring its decisions balance social and environmental considerations with financial factors. We have always believed that being responsible and reliable also means being sustainable. These principles have always been an integral part of our strategic planning both to manage risk as well as to enable long-term sustainable growth and value creation. The strategic pillars of the Company are strong and resilient because they are built on the strength of the relationship with its stakeholders. Our consumers and employees are the most

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Incident Investigation Process

CESC has procedures in place to learn from past incidents and experiences. Staff trained to undertake investigation procedures as per the 'Incident Investigation Standard' carry out the 8-step process with the related department in the occurrence of an incident for the identification of the root cause and subsequent review of the SWP. Proposed corrective and preventive actions are implemented within a stipulated timeframe, and the entire procedure documented becomes of a part of the learning curve for the organization.



Contents

01 About the Report

03 Messages from Leadership

11 About CESC

19 Governance & Accountability

31 ESG Priorities

37 Reliable Power Supply

63 Responsible Supply Chain

73 Environment

113 Employee Welfare

137 Health & Safety

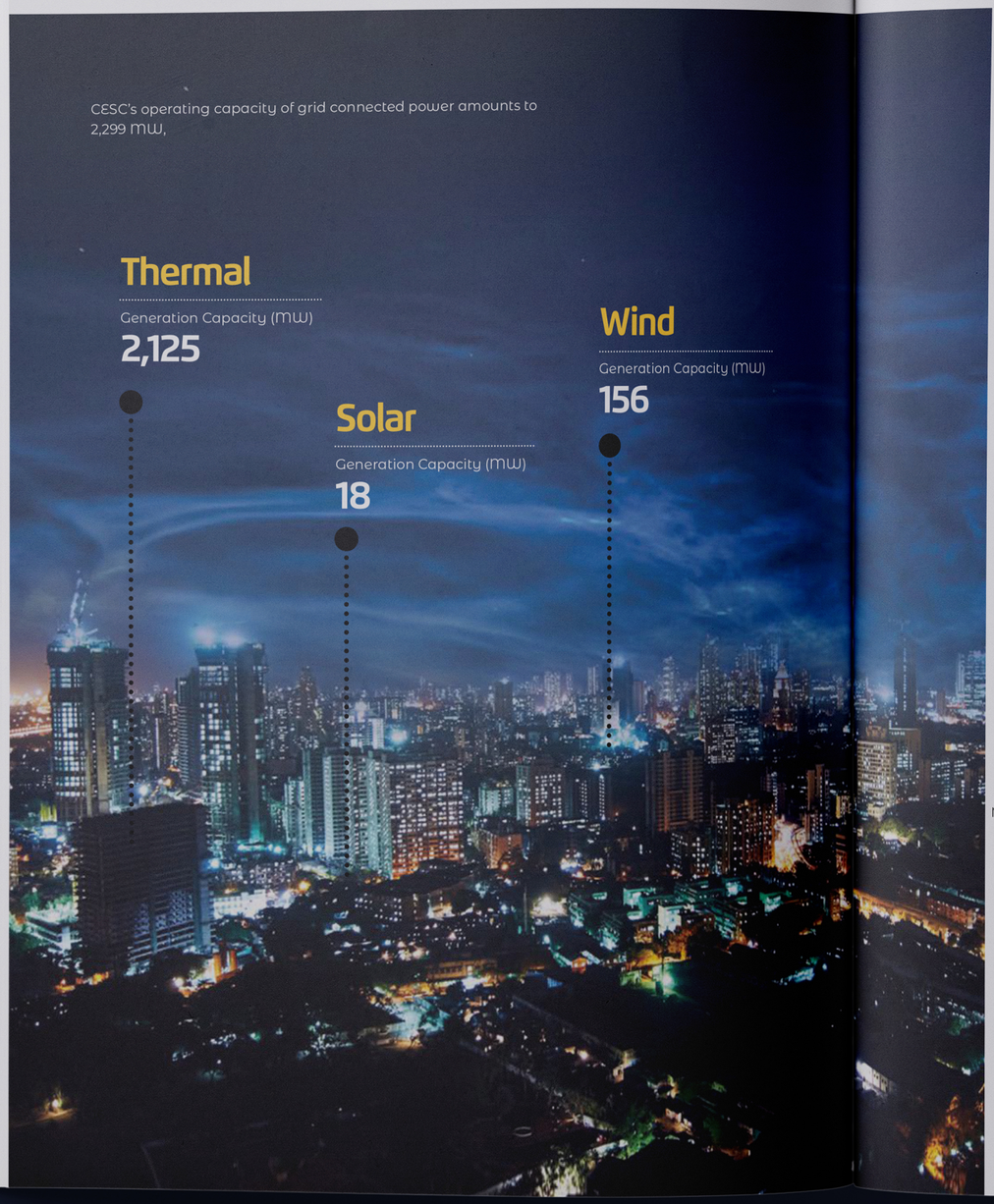
157 Strengthening Communities

185 Alignment with the Sustainable Development Goals

189 GRI Content Index



CESC's operating capacity of grid connected power amounts to 2,299 MW,



Thermal

Generation Capacity (MW)

2,125

Solar

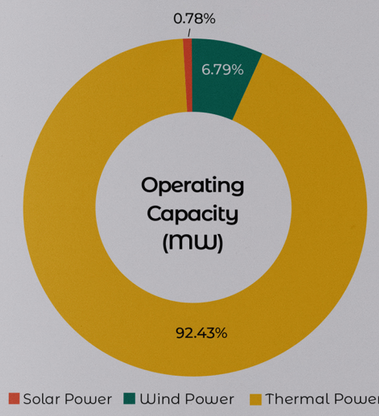
Generation Capacity (MW)

18

Wind

Generation Capacity (MW)

156



All of CESC's generation stations are ISO 9001:2015, ISO 14001:2015, BS ISO 45001:2018 and ISO 50001:2015 certified.

CESC's Market presence



Health and Safety Training

Though the safety teams have made significant improvements in the health and safety performance through execution of their roles and responsibilities and adopting the DuPont Safety Management Systems, however, it is imperative to have Behaviour Based Safety programmes to penetrate at the grassroot level for the generation stations and distribution units.

The purpose of training is to ensure building competence of personnel working at the Company on safety norms, processes and practices so that they perform jobs effectively along with safety compliance. The scope of training covers all categories of personnel (own employees, contractors' employees and/or any other person engaged in the Company's job) across generation and distribution functions. Safety training process has the following steps:



Behaviour Based Safety trainings form an essential part of the overall safety process with the objective to provide a safety orientation at individual level based on the principle of safe process and safe action. In addition to behaviour-based trainings, job safety trainings based on the Safe Work Procedures (SWPs) are also demonstrated, some of which are

