Maximising Stakeholder Value

We firmly believe that purposeful and continuous stakeholder engagement is essential for fostering enduring, responsible growth. Through open, transparent, and responsive dialogue, we gain deeper insights into stakeholder expectations, stay ahead of emerging issues, and align our strategic priorities with evolving societal and business needs.





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Stakeholders Classification

We classify stakeholders into internal (e.g., employees, management) and external (e.g., customers, investors, regulators) groups based on their relationship with our organisation.



Engaging with Stakeholders

We engage with our stakeholders through approaches tailored to each group.



Stakeholder Engagement

Stakeholder Engagement Process

Stakeholder

Identification

We identify stakeholders

influence, or be influenced

as individuals, groups,

or institutions that can

by, our operations.



Mode of Engagement

- · Analyst meets and management interactions
- · Quarterly earnings Call, financial reports, and presentations
- Annual general meetings (AGMs)
- · Annual Reports
- Official communication channels: advertisements, publications, website, and social media

Stakeholder Expectations and Concerns

- · Deliver superior returns by optimally utilising resources
- · Company's capital should grow to support the expansion of its operations
- · Effective governance
- · Transparency/visibility of the business operation
- · Effective risk management

Frequency of Engagement

Continuous engagement

Key Outcomes

- · Sustainable growth and returns
- High standards of corporate governance and risk management

STAKEHOLDER ENGAGEMENT





Employees

Mode of Engagement

- Timely internal communications
- Capability development programmes
- · Performance appraisal
- Grievance redressal mechanisms
- · Wellness programmes

Stakeholder Expectations and Concerns

- · Satisfaction and motivation
- Fair wages and rewards, improved work-life balance
- Regular training and skill development
- · Career growth
- Safe and secure work environment
- · Healthy workplace

Frequency of Engagement

Continuous engagement

Key Outcomes

- · Satisfaction and motivation
- Fair wages and rewards
- Improved work-life balance
- Regular training and skill development
- Career growth
- Safe and secure
 work environment
- · Healthy workplace

Communities

Mode of Engagement

- · CSR partnerships
- Community welfare programmes
- Meetings and briefings
- Training and workshops
- Impact assessment surveys
- Official communication channels: advertisements, publications, websites, and social media
- Complaints and grievance mechanism

Stakeholder Expectations and Concerns

- · Infrastructure development
- Funding for community programmes and livelihood programmes
- Contribution to the local economy

Frequency of Engagement

Continuous engagement

Key Outcomes

- · Infrastructure development
- Funding for community development
- Training and livelihood programmes
- Contribution to the local economy



Value Chain Partners

Mode of Engagement

- Supplier development initiatives
- Vendor assessment and review
- Training workshops and seminars
- · Supplier audits
- Official communication channels: advertisements, publications, website, and social media

Stakeholder Expectations and Concerns

- Nurturing a mutually beneficial relationship, with trust, reliability, leading to shared success
- · Ethical business practices

Frequency of Engagement

Continuous engagement

Key Outcomes

- · Timely payment
- · Continuity of orders
- Capacity building
- Transparency



Government and Regulators

Mode of Engagement

- Statutory compliances filings and meetings
- Official communication channels
- Advertisements, publications, websites, and social media
- Phone calls, emails, and meetings
- Regulatory audits/inspections

Stakeholder Expectations and Concerns

- Compliance with laws and regulations, transparency and ethical conduct
- Collaboration on policy development
- Contribution to economic development, and commitment to environmental and social responsibility

Frequency of Engagement

Continuous engagement

Key Outcomes

- Aligning with the government to support economic development
- Continued contribution to the exchequer



Customers

Mode of Engagement

- · Customer meetings
- Official communication channels: advertisements, publications, website, and social media
- · Conferences and events
- Customer feedback and satisfaction survey

Stakeholder Expectations and Concerns

- Provide best-in-class products and services
- · Quality
- Compliance and consistency
- · Timely delivery
- Technical supportCompetitive pricing
- Increased focus on sustainability

Frequency of Engagement

Continuous engagement

Key Outcomes

- · Timely delivery
- Wide range of highquality products that meet customer requirements
- Competitive pricing
- Easy availability through large distribution network
- Post-sales support



Media and Analysts

Mode of Engagement

- Press releases, media interviews, email advisories
- · Website management
- Social media posts and updates

Stakeholder Expectations and Concerns

- Accurate and timely information
- · Transparency and openness
- Access to key executives and experts
- Regular updates on company performance and strategic initiatives
- Insight into industry trends and company positioning

Frequency of Engagement

Continuous engagement

Key Outcomes

- Positive media coverage and analyst reports
- Enhanced corporate reputation and public image
- Improved investor confidence and market perception

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