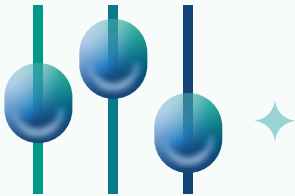


Strengthening Relationships through Responsible Engagement

We build long-term relationships through quality, reliability, compliance, and responsible operations, while engaging with our stakeholders across the value chain. Our interactions help us understand and integrate stakeholder insights into decision-making process and strategic priorities.

Stakeholder Engagement Process

	Stakeholder 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.
	Stakeholder Identification We identify stakeholders as individuals, groups, or institutions that can influence, or be influenced by, our operations.
	Engaging with Stakeholders We engage with our stakeholders through approaches tailored to each group.



Channels of Communication	Purpose and Scope of Engagement	Frequency of Engagement
Customers		
- Customer meetings - Official channels: advertisements, publications, website, social media - Conferences and events - Customer feedback and satisfaction surveys	- Timely delivery - Wide range of high-quality products meeting requirements - Competitive pricing - Availability through a wide distribution network - Post-sales support	Ongoing; annual satisfaction survey Vulnerable and Marginalised Group (Yes/No) No
Employees		
- Internal communications - Capability-development programmes - Performance appraisal - Grievance-redressal mechanisms - Wellness programmes - Town Hall meetings - MD & CEO Connect - Women's Forum	- Job satisfaction and motivation - Fair wages and rewards - Work-life balance - Training and skill development - Career growth - Safe, secure and healthy workplace	Ongoing; quarterly Town Halls Vulnerable and Marginalised Group (Yes/No) No

STAKEHOLDER ENGAGEMENT

Mode of Engagement	Stakeholder Expectations and concerns	Frequency of Engagement
Investors and Shareholders		
- Analyst meets - Quarterly earnings calls, financial results and presentations - AGM and Annual Report - Official channels: website, publications	- Sustainable growth and returns - High standards of corporate governance and risk management	Quarterly (results); annually (AGM); need-based Vulnerable and Marginalised Group (Yes/No) No
Community		
- CSR partnerships and welfare programmes - Meetings and briefings - Training, workshops and impact-assessment surveys - Official channels; advertisements, publications, website, social media - Complaints and grievance mechanism	- Infrastructure development - Funding for community development - Training and livelihood programmes - Contribution to the local economy	Ongoing / need-based Vulnerable and Marginalised Group (Yes/No) Yes
Suppliers and Value-Chain Partners		
- Supplier-development initiatives - Vendor assessment and review - Training workshops and seminars - Supplier audits - Official channels	- Timely payment - Continuity of orders - Capacity building - Transparency and responsible sourcing	Ongoing; periodic audits / onboarding Vulnerable and Marginalised Group (Yes/No) No

Mode of Engagement	Stakeholder Expectations and concerns	Frequency of Engagement
Government and Regulators		
- Statutory compliance filings and meetings - Regulatory audits and inspections - Phone, email and meetings - Official channels	- Alignment with government priorities to support economic development - Continued contribution to the exchequer - Regulatory compliance	As required / need-based Vulnerable and Marginalised Group (Yes/No) No
Institutions and Industry Bodies		
- Conferences and industry forums - Joint R&D initiatives - Internship opportunities for students	- Exchange of knowledge - Collaboration in R&D - Industry exposure for students	Need-based / periodic Vulnerable and Marginalised Group (Yes/No) No
Media and Analysts		
- Press releases, media interviews and email advisories - Website management - Social-media posts and updates	- Effective communication - Accountability and transparency - Brand-image building	Event-based; quarterly (results) Vulnerable and Marginalised Group (Yes/No) No