



Engaging With Our Stakeholders

We ensure an open dialogue with all stakeholders to understand and consider their needs when making strategic and operational decisions. This helps us build long-term relationships, deliver sustainable performance and create value for all.

| Topics Discussed | Relevant Material Issues | Platforms of Engagement |
|--|--------------------------|---|
| <p>Shareholder/Investors Growth in share price and dividends, profitability, sustainability practices, climate change risks, robust governance, financial stability, growth prospects</p> | <p>M1 M2 M4</p> | <p>Annual General Meeting (AGM) and other shareholder meets, Periodic email communications and Stock Exchange intimations, investor/analysts meet/conference calls, annual report, quarterly results, media releases, Company/Stock Exchanges website</p> |
| <p>Customers, Farmers, Retailers and Distributors Consistent quality and availability, responsiveness to needs, sustainability, responsible guidelines, climate change disclosures, responsible manufacturing, lifecycle assessment</p> | <p>M2 M4 M5</p> | <p>Website ECRM, distributor / retailer / direct customer meets, senior leaders customer meets / visits, customer plant visits, COO club, achievers meet, Key Account Management workshops, focussed group discussions, membership in trade bodies, complaints management, helpdesk, conferences, information on packaging, customer surveys, Net Promoter Score</p> |
| <p>Suppliers/Partners Quality, timely delivery and payments, sustainability performance, safety checks, compliances, ethical behaviour, ISO and OHSAS standards, collaboration opportunities, digitisation opportunities</p> | <p>M3 M4 M6</p> | <p>Supplier prequalification/vetting, communication meets, supplier plant visits, partnership meetings, MoU agreements, trade association meets/seminars, professional networks, Bhagidhari Sabha, contract management/review, product workshops/onsite presentations, framework agreements, satisfaction surveys, joint business development</p> |
| <p>Employees Responsible Care, innovation, operational efficiencies, improvement areas, employee engagements/benefits, long-term strategy plans, training, awareness, responsible marketing, brand communication, health and safety</p> | <p>M1 M2 M7 M11</p> | <p>Senior leaders' communication/talk/forum, town hall briefing, goal setting and performance appraisal meetings/review, exit interviews, arbitration/union meetings, wellness initiatives, focus on workplace safety, employee engagement survey, email updates, intranet, flat screens, websites, poster campaigns, house magazines, circulars, intranet, newsletters</p> |
| <p>Community, Society, CSR-Project Leaders Responsible care, waste management issues, self-sustainability, integrated water management plans, roadmaps for clean water initiative, community development agreement, livelihood support, disaster relief</p> | <p>M5 M10 M12</p> | <p>Community meetings/visits, local authority and town council/committee meetings, location head's meet, SWOT council meets, community projects, partnership working with local charities, volunteerism, seminars/conferences</p> |