

STAKEHOLDER ENGAGEMENT

BUILDING TRUST THROUGH STAKEHOLDER ENGAGEMENT

At JSW Cement, we believe strong relationships with our stakeholders are fundamental to our success. We emphasise open and transparent two-way communication, fostering trust and collaboration.



INDUSTRY ASSOCIATIONS, CEO-LED ORGANISATION AND INTERNATIONAL PARTNERS



SHAREHOLDERS, LENDERS AND INVESTORS



EMPLOYEES



CUSTOMERS AND DEALERS

Our stakeholders provide us with

Industry insights,
collaborative opportunities
and global perspectives

Shareholders,
financial
analysts and
portfolio managers

Time, resource, skill
and knowledge

Market demand and
distribution channels

We provide them with

Industry expertise,
collective leadership
and potential for growth
in return

Returns through
investments,
financial
transparency and
strategic growth

Salaries and
benefits, training,
career development,
performance-
based rewards
and incentives

Quality products,
reliable supply and
business partnership
opportunities

Channel and frequency of communication

Channels

Industry conferences,
networking events,
collaboration platforms,
joint projects

Annual General
Meeting (AGM).
Annual Reports,
Quarterly Media
Releases, and
Quarterly Investor
Presentations

Internal
communication
platforms (intranet),
e-mails, team
meetings, company
newsletters, and
employee surveys

Direct sales
interactions, customer
service platforms,
online portals

Frequency

Periodic engagement based
on industry events and
partnership initiatives

Regular business
interaction

Annual or
semi-annual
reviews and
feedback sessions

Periodic meetings
and get-togethers on
product availability,
promotions and new
offerings

IDENTIFYING OUR STAKEHOLDERS

Through regular interaction with our leadership and internal teams, we actively identify stakeholders across our business ecosystem. This includes employees, customers, investors, communities, and regulatory bodies.

UNVEILING MATERIAL ISSUES

Our commitment to transparent communication extends beyond simply identifying stakeholders. Through open dialogue, we work together to understand the issues that matter most. This valuable feedback allows us to not only identify material risks and opportunities, but also to effectively shape our business strategy and risk management policies.

ADDRESSING CONCERNS

We are committed to addressing any grievances raised by stakeholders. A dedicated system ensures concerns are directed to the appropriate function within the company for swift resolution. For instance, community issues are handled by our site-level CSR team, while employee concerns are addressed by the HR department.

**MEDIA AND
NGOs**

Shaping public perception and community insights

Transparency, responsible practices, and sometimes support, e.g. support to Kalinganagar press forum

Press releases, media briefings, official social media accounts, NGO partnerships

Periodic communication for news, updates, events and collaborations

**SUPPLIERS AND
CONTRACTORS**

Distribution, goods and services and reinsurance

Financial support, medical aid, special incentives and rewards for motivation

E-mail communication meeting and dedicated procurement contacts

Regular updates

**GOVERNMENT AND
REGULATORY BODIES**

Compliance framework and operational guidelines

Economic growth, job creation, and adherence to regulations and compliance

Regulatory submissions, official reports, meetings with regulatory officials

Regular reporting as per regulations, ad-hoc updates on compliance matters

**LOCAL
COMMUNITIES**

Workforce and social context

Employment opportunities and community development through education and skill development; women empowerment; and infrastructure and village's infrastructure development

Community meetings, local events, community outreach programmes

Regular engagement to address concerns and updates on local initiatives