

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.



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.

	 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
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 of communication	> Periodic engagement based on industry events and partnership initiatives	Regular business interaction	Internal communication platforms (intranet), e-mails, team meetings, company newsletters, and employee surveys	Direct sales interactions, customer service platforms, online portals