

STAKEHOLDER ENGAGEMENT

Engagement that strengthens trust

We focus on building strong and long-term relationships with our stakeholders through open, transparent, and meaningful engagement. We regularly interact with stakeholders to understand their changing expectations, concerns, and priorities. As part of this process, we monitor industry trends, review stakeholder feedback, and stay aware of evolving social, environmental, and regulatory developments. The insights gained from these engagements help us make informed decisions and take actions that create sustainable long-term value. We undertake a holistic stakeholder engagement and materiality analysis at 3-year interval. Last such exercise was undertaken in FY 2024-25. While the Board and its committees are updated on significant issues and the actions taken, all the functions ensure accountability and effectiveness in our stakeholder engagement approach.

IDENTIFYING KEY STAKEHOLDER GROUP

Stakeholder mapping

Identifying and categorising stakeholders based on their influence and impact on our business, covering both internal and external groups

Dialogue and feedback

Maintaining transparent and inclusive communication channels to encourage regular dialogue and stakeholder feedback

Materiality assessment

Conducting materiality assessments, including double materiality, to prioritise stakeholder issues and refine our engagement focus

Collaboration and partnerships

Pursue collaborations and partnerships through industry platforms and multi-stakeholder initiatives to address shared priorities and promote best practices



ADDRESSING STAKEHOLDERS' CONCERNS

We maintain a structured grievance system that routes stakeholder concerns to the appropriate functions, enabling timely resolution of community, employee and other issues.

Industry associations, CEO-led organisation and international partners



How we are creating value

- Industry expertise
- Collective leadership and potential for growth in return

Engagement channels

- Industry conferences
- Networking events
- Collaboration platforms
- Joint projects

Frequency

- Periodic

Capitals impacted



UNSDGs impacted



Media and NGOs



How we are creating value

- Community wellbeing
- Infrastructure development

Engagement channels

- Press releases, media briefings
- Official social media accounts
- NGO partnerships

Frequency

- Periodic
- Ongoing

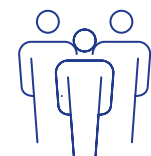
Capitals impacted



UNSDGs impacted



Employees



How we are creating value

- Employee satisfaction
- Talent retention
- Remuneration and other employee benefits
- Grievance resolution
- Diversity and equal opportunity
- Safety, health and well-being

Engagement channels

- Internal communication platforms (intranet)
- E-mails
- Team meetings
- Company newsletters
- Employee surveys

Frequency

- Periodic
- Ongoing

Capitals impacted



UNSDGs impacted



Local communities



How we are creating value

- Community wellbeing
- Infrastructure development
- Local employment

Engagement channels

- Community engagement initiatives

Frequency

- Periodic

Capitals impacted



UNSDGs impacted



Shareholders, lenders and investors



How we are creating value

- Shareholding pattern,
- Disclosures in the public Domain
- Sustainable growth of business and profitability
- Timely receipt of dividends
- New business strategies
- Business plans
- Sound corporate governance mechanisms

Engagement channels

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

Frequency

- Regular

Capitals impacted



UNSDGs impacted



Government and regulatory bodies



How we are creating value

- Statutory compliance
- Corporate governance mechanisms

Engagement channels

- Regulatory submissions
- Official reports
- Meetings with regulatory officials

Frequency

- Regular

Capitals impacted



UNSDGs impacted



Customers and dealers



How we are creating value

- Customer satisfaction
- Product innovation
- Market competition
- Investment opportunities
- Communication to the customer and partners

Engagement channels

- Direct sales interactions
- Customer service platforms
- Online portals

Frequency

- Regular

Capitals impacted



UNSDGs impacted



Suppliers and contractors



How we are creating value

- Distribution, goods and services and reinsurance

Engagement channels

- E-mail communication
- Meeting and dedicated procurement contacts

Frequency

- Regular

Capitals impacted



UNSDGs impacted

