

Building Sustainable Relationships

Our stakeholders are integral to all our operations, and their diverse perspectives are crucial in shaping our sustainability strategy. By continuously engaging with our stakeholders, we are able to identify, address, and re-evaluate key focus areas that hold the potential for long-term value creation. This ongoing dialogue ensures that our approach remains relevant and effective, allowing us to create sustainable benefits for everyone involved.

Stakeholder Engagement

We regularly engage with our stakeholders to understand their perspectives, receive feedback, and identify important issues. We address a variety of economic, environmental, and social concerns that are raised by our stakeholders.



Investors
Provides us with capital in exchange for ownership or debt instruments



- **How We Engage Them**
 - » Analyst meets
 - » Quarterly calls, financial reports, and presentations
 - » Annual general meetings
 - » Annual Reports
 - » Official communication channels: advertisements, publications, website, and social media
- **Need and Expectation of Stakeholders**
 - » Company's capital should grow and expand its operations
 - » Effective governance
 - » Transparency / visibility of the business operation
 - » Effective risk management
- **Key Outcomes**
 - » Sustainable growth and returns
 - » High standards of corporate governance and risk management



Customers
Ultimate users of our products and services



- **How We Engage Them**
 - » Customer meetings
 - » Official communication channels: advertisements, publications, website, and social media
 - » Conferences and events
 - » Customer feedback and satisfaction survey
- **Need and Expectation of Stakeholders**
 - » Quality
 - » Compliance & Consistency
 - » Timely delivery
 - » Technical Support
 - » Competitive pricing
 - » Increased focus on sustainability
- **Key Outcomes**
 - » Timely delivery
 - » Wide range of high-quality products that meet customer requirements
 - » Competitive pricing
 - » Easy availability through large distribution network
 - » Post-sales support



Employees
Everyone employed by us, directly or indirectly, to conduct our operations



- **How We Engage Them**
 - » Timely internal communications
 - » Capability development programmes
 - » Performance appraisal
 - » Grievance redressal mechanisms
 - » Wellness programmes
- **Need and Expectation of Stakeholders**
 - » Satisfaction and motivation
 - » Fair wages and rewards, improved work-life balance
 - » Regular training and skill development
 - » Career growth
 - » Safe and secure work environment
 - » Healthy workplace
- **Key Outcomes**
 - » Satisfaction and motivation
 - » Fair wages and rewards
 - » Improved work-life balance
 - » Regular training and skill development
 - » Career growth
 - » Safe and secure work environment
 - » Healthy workplace



Value Chain Partners

Those with a direct working or contractual relationship with us.



How We Engage Them

- » Supplier development initiatives
- » Vendor assessment and review
- » Training workshops and seminars
- » Supplier audits
- » Official communication channels: advertisements, publications, website, and social media

Need and Expectation of Stakeholders

- » Mutually beneficial relationship with us, where there is trust, reliability, and shared success.
- » Ethical business practices

Key Outcomes

- » Timely payment
- » Continuity of orders
- » Capacity building
- » Transparency



Community

Residents of areas where we have assets



How We Engage Them

- » CSR partnerships
- » Community welfare programmes
- » Meetings and briefings
- » Training and workshops
- » Impact assessment surveys
- » Official communication channels: advertisements, publications, websites and social media
- » Complaints and grievance mechanism

Need and Expectation of Stakeholders

- » Infrastructure development
- » Funding for community programmes and livelihood programmes
- » Contribution to the local economy

Key Outcomes

- » Infrastructure development
- » Funding for community development
- » Training and livelihood programmes
- » Contribution to the local economy



Government and Regulators

Local, regional, and national bodies regulate our actions.



How We Engage Them

- » Statutory compliances filings and meetings
- » Official communication channels:
- » Advertisements, publications, websites, and social media
- » Phone calls, emails, and meetings
- » Regulatory audits/inspections

Need and Expectation of Stakeholders

- » Compliance with laws and regulations
- » Transparency and ethical conduct
- » Collaboration on policy development
- » Contribution to economic development
- » Commitment to environmental and social responsibility

Key Outcomes

- » Aligning with the government to support economic development
- » Continued contribution to the exchequer



Media and Analysts

Who keeps our stakeholders informed of business developments, new products and services as well as the impact of our business operations.



How We Engage Them

- » Press releases, media interviews, email advisories
- » Website management
- » Social media posts and updates

Need and Expectation of Stakeholders

- » Accurate and timely information
- » Transparency and openness
- » Access to key executives and experts
- » Regular updates on company performance and strategic initiatives
- » Insight into industry trends and company positioning

Key Outcomes

- » Positive media coverage and analyst reports
- » Enhanced corporate reputation and public image
- » Improved investor confidence and market perception