

STAKEHOLDER ENGAGEMENT

The Company's key stakeholders include employees, investors, suppliers/vendors, regulatory bodies, customers and local communities. SRF believes that it is pivotal to continuously engage with relevant stakeholders to understand their expectations, address their concerns and disseminate pertinent information. This ensures adequate attention to stakeholder requirements and guides the

Company's strategic plans as well as actions, thereby making them true partners in progress. It is an endeavour of the Company to engage with its internal and external stakeholders through various platforms to facilitate dialogues on an ongoing basis.

Additionally, the Company has also identified disadvantaged, vulnerable and marginalized stakeholders from the local

communities. The Company has a process in place to identify key intervention areas based on need assessment survey. SRF engages with them in partnership with the Government or the local communities through various Corporate Social Responsibility (CSR) activities.



Business Responsibility Report
Principle 4

The table below highlights the Stakeholder Engagement Process

Identity



Identify internal and external stakeholders relevant to SRF

Identify and prioritize key issues critical to each of the identified stakeholder groups

Plan



Establish objectives and scope of the stakeholder engagement

 Allocate time, resources and responsibilities

- Design engagement strategy
- Design modes of communication for each stakeholder



Engage with each stakeholder group through interviews, etc.

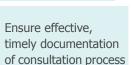
Engage and

consult

Share contextual information with stakeholders

> Follow-up sessions for feedback on identified material issues

Monitor and Report



Report back to stakeholders on commitments and performance related to identified material issues

and learning points

Ensure transparency in the stakeholder engagement

The stakeholder engagement exercise is described in the table below. It enunciates the stakeholder expectations, modes of communication and the key responsible groups that engage with the relevant stakeholder group.

Stakeholder group	Key expectations	Modes of communication	Key responsible groups
Shareholders, Investors	 Business plans, growth feasibility and stability Better quarterly reports/performance ratios Corporate reputation Transparent reporting Prudent capital allocation Corporate governance and risk management High Dividend pay-out 	 Company website Quarterly publication of results followed by earning call Periodic Analysts' briefing and individual discussions between fund managers and the management team 	 Managing Director (MD), Chief Financial Officer (CFO) and Investor Relations
Customers	 Reputed brand, high quality and reliable products Product innovation and environmentally sustainable products Timely market / product updates Honour contractual terms and price Timely resolution of customer complaints Ethical Practices Maintain confidentiality of customer data 	 Customer visits / audit and meetings Customer recognition/ awards programmes Customer satisfaction surveys Joint development & product reengineering 	 Marketing Technical services Customer Relationship Management
Suppliers	 Fair and transparent dealing Consistent business and economic growth Joint exploration of potential opportunities Maintain confidentiality of supplier data 	 Supplier evaluation programme Periodic meetings Visits to supplier's facilities 	 Sourcing

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Stakeholder group	Key expectations	Modes of communication	Key responsible groups
Employees	 Favourable work culture Safe and healthy work environment Adherence to SRF's values Fair and equal compensation Learning and development opportunities Fair, transparent, and regular rewards and recognition Regular and constructive performance management and feedback Career development opportunities Appropriate grievance redressal mechanisms Job security 	 Structured and focussed training programmes IT enablement & digitization Employee oriented work policies Adequate grievance mechanism for reporting and redressal Fair and transparent performance management systems and 360-degree feedback process Periodic open house meetings with senior leadership teams Regular employee engagement and feedback surveys 	• Human Resources
Local Communities	 Local employment Skill development and education Local infrastructure development Conservation of natural environment Ensuring health and safety of nearby community 	 Social impact assessment Joint development and partnership with local agencies, network partners for servicing wider set of local communities Local Infrastructure development, structured learning by digital classrooms training, providing scholarships, and other necessary support 	 SRF Foundation (Corporate Social Responsibility arm of SRF) Plant-level CSR
Regulatory bodies	 Compliance with applicable laws and regulations Participation and contribution to various initiatives 	Adherence to reporting requirementsIndustry representation on key matters	 Senior Management and relevant functions