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 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.

The table below highlights the Stakeholder Engagement Process

Identity	Plan	Engage and consult	Monitor and Report
▪ Identify internal and external stakeholders relevant to SRF ▪ Identify and prioritize key issues critical to each of the identified stakeholder groups	▪ 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. ▪ Share contextual information with stakeholders ▪ Follow-up sessions for feedback on identified material issues	▪ Ensure effective, timely documentation of consultation process and learning points ▪ Report back to stakeholders on commitments and performance related to identified material issues ▪ Ensure transparency in the stakeholder engagement

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

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 requirements • Industry representation on key matters	• Senior Management and relevant functions