BUILDING LONG-TERM RELATIONSHIP WITH STAKEHOLDERS

Our constant drive to safeguard the interests of stakeholders through robust engagement is instrumental in delivering value and sustainably enabling growth. We continuously engage with the stakeholders, including investors, employees, suppliers, regulators, communities, customers, and others. This helps us in understanding their concerns and needs, seek feedback, and find ways to meet their expectations through modifications in business strategy and plans. Our inclusive and transparent dialogue with stakeholders enhances the outlook towards the material issues and helps in identifying key improvement areas to mitigate evolving risks and challenges.

Inclusive Stakeholder Engagement Process

To conduct business in a transparent and ethical manner, SRF Limited has identified key stakeholders through a prioritisation exercise undertaken in consultation with the Company's management. The detailed stakeholder engagement process is explained below:

Identify
Identify internal and external stakeholders relevant to SRF. Identify and prioritise 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 and modes of communication for each stakeholder

Engage & Consult
Engage with each stakeholder group through interviews, etc. Share contextual information with stakeholders and follow-up sessions for feedback on identified material issues

Monitor & Report
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

Key stakeholders of SRF Limited

Employees | Customers | Regulatory Bodies
Local Communities | Investors/Shareholders | Suppliers
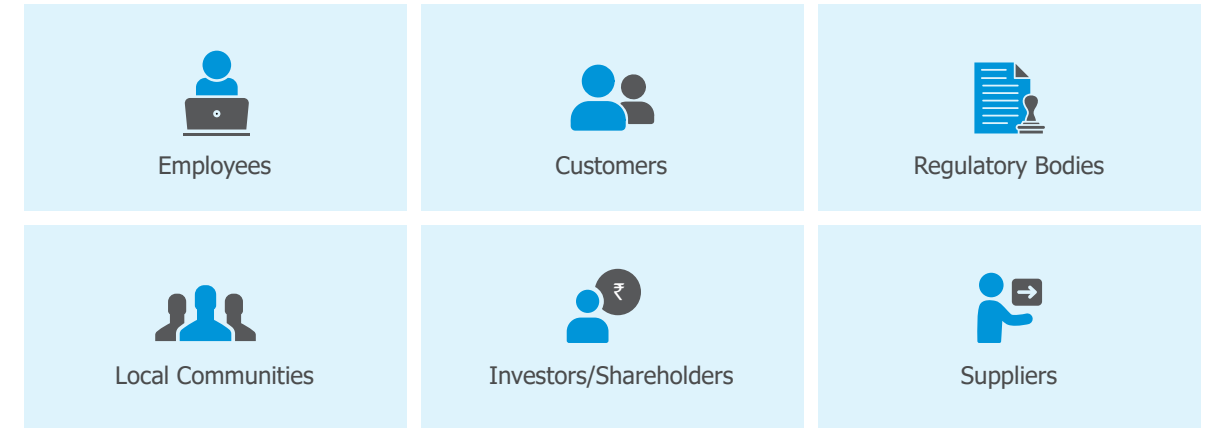
Stakeholder Engagement

We ensure continuous dialogue with all our stakeholders. We believe regular interaction with stakeholders helps in the growth and development of all groups involved. We have mapped below the expectations, modes of communication, key topics discussed, with the stakeholders identified.

Stakeholder group	Key expectations	Modes of communication	Key Topics discussed	Key responsible groups
Regulatory bodies	• Compliance with applicable laws and regulations • Participation and contribution to various initiatives	• Adherence to reporting requirements • Industry representation on key matters	• Regulatory compliance • Operational efficiency • Development of communities • Management of environmental impact • Occupational Health and Safety • Emergency Preparedness • Air and GHG emissions • Biodiversity and resource conservation • Waste management	• Senior Management and relevant functions
Shareholders	• Business plans, growth feasibility and stability • Better quarterly reports/performance ratios • Corporate reputation • Transparent reporting • Prudent capital allocation • Corporate governance and risk management • Regular 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	• Financial Performance • Business Risk Management • Foray into new markets • Optimising operational costs • Corporate governance • Ethics and value • Energy efficiency • Renewable energy	• Chairman and Managing Director (CMD), Chief Financial Officer (CFO) and Investor Relations
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	• Pricing, quality and safety of raw materials • Issues related with human rights • Local employment • Materials	• Sourcing

Stakeholder group	Key expectations	Modes of communication	Key Topics discussed	Key responsible groups
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	• Product innovation and lifecycle efficiency • Service quality • Resolution of Customer Complaints • Quality and Safety of Products • Pricing of Products • Branding	• Marketing • Technical services • Customer Relationship Management
Employees	• Safe and healthy work environment • Favourable work culture • 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	• IT enablement & digitisation • Structured and focussed training programmes • 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	• Career growth prospects • Learning and development programs • Trainings • Rewards and Recognition • Occupational Health and Safety • Work environment and policies • Grievance redressal mechanism • Ethics and transparency • TQM • Emergency preparedness • Labour conditions	• 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	• Social concerns in the region • Minimising negative environmental impact • Local employment	• SRF Foundation (Corporate Social Responsibility arm of SRF) • Plant-level CSR