

Strengthening Relationship with Stakeholders

Partnering for Progress

We value open and continuous interaction and engagement with our stakeholders. We maintain active communication with investors, employees, suppliers, regulators, communities, and customers to ensure transparency and mutual understanding. These interactions help us identify emerging and existing material issues, address key concerns, identify opportunities and mitigate potential risks. By fostering strong collaborations, we create opportunities for innovation and develop strategic initiatives that support long-term sustainable growth.

Stakeholder Engagement Process

At SRF, we have a comprehensive Stakeholder Engagement Mechanism that enables us to identify and engage with stakeholders that are impacted by our operations and at the same time which are relevant for our business. Our stakeholder engagement process is outlined as follows:



Identify

Identify internal and external stakeholders relevant to SRF and 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 and ensure transparency in the stakeholder engagement.

Our Key Stakeholders



Employees



Customers



Regulatory
Bodies



Local
Communities



Investors/
Shareholders







Suppliers






Bankers



Stakeholders' Engagement and Outcome

| Stakeholder Group | Expectations | Channels of Communication | Purpose and Scope of Engagement | Key Responsible Groups |
|---|---|--|--|---|
|  Regulatory Bodies | <ul style="list-style-type: none"> Compliance with applicable laws and regulations Participation and contribution to various initiatives | <ul style="list-style-type: none"> Adherence to reporting requirements Industry representation on key matters | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Joint Managing Director and Director – Safety and Environment Senior Management and relevant functions |
|  Shareholders | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Company website Quarterly publication of results followed by earning call Periodic Analysts' briefing and individual discussions between fund managers and the management team | <ul style="list-style-type: none"> Financial Performance Business Risk Management Foray into new markets Optimising operational costs Corporate governance Ethics and value Energy efficiency Renewable energy | <ul style="list-style-type: none"> Chairman and Managing Director (CMD), Chief Financial Officer (CFO) and Investor Relations department |
|  Suppliers | <ul style="list-style-type: none"> Fair and transparent dealing Consistent business and economic growth Joint exploration of potential opportunities Maintain confidentiality of supplier data | <ul style="list-style-type: none"> Supplier evaluation programme Periodic meetings Visits to supplier's facilities | <ul style="list-style-type: none"> Pricing, quality and safety of raw materials Issues related with human rights Local employment Materials | <ul style="list-style-type: none"> Sourcing |
|  Customers | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Customer visits / audit and meetings Customer recognition/ awards programmes Customer satisfaction surveys Joint development & product reengineering | <ul style="list-style-type: none"> Product innovation and lifecycle efficiency Service quality Resolution of Customer Complaints Quality and Safety of Products Pricing of Products Branding | <ul style="list-style-type: none"> Marketing Technical services Customer Relationship Management |

| Stakeholder Group | Expectations | Channels of Communication | Purpose and Scope of Engagement | Key Responsible Groups |
|---|--|--|---|--|
|  Employees | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Career growth prospects Learning and development programmes Trainings Rewards and recognition Occupational health and safety Work environment and policies Grievance redressal mechanism Ethics and transparency TQM Emergency preparedness Labour conditions | <ul style="list-style-type: none"> Joint Managing Director, Director – Safety and Environment, CHRO and other members from Human Resources Department |
|  Local Communities | <ul style="list-style-type: none"> Local employment Skill development and education Local infrastructure development Conservation of natural environment Ensuring health and safety of nearby community | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> Social concerns in the region Minimising negative environmental impact Local employment | <ul style="list-style-type: none"> SRF Foundation (Corporate Social Responsibility arm of SRF) Plant-level CSR champions External CSR implementing partners |
|  Bankers | <ul style="list-style-type: none"> Financial stability Demonstrating creditworthiness Ensuring compliance with regulations Ethical business practices | <ul style="list-style-type: none"> In-person banking channel Digital interface Email | <ul style="list-style-type: none"> Transactional banking – deposits, withdrawals, transfers Loans and credit lines Investments and related advisory services Forex management | <ul style="list-style-type: none"> Chief Financial Officer (CFO) and Treasury |