

# Strengthening Relationship with Stakeholders

Maintaining a consistent dialogue with our stakeholders is a cornerstone of our approach. We continuously engage with our stakeholders, namely investors, employees, suppliers, regulators, communities, and customers. These open lines of dialogue with our stakeholders are instrumental in identifying both the existing and emerging issues of material importance and aid in highlighting key improvement areas to mitigate evolving risks and challenges. This robust collaboration is essential in tapping into new opportunities and building effective business strategies for sustainable growth.

## Stakeholder Engagement Process

To operate with transparency and ethical integrity, SRF has identified crucial stakeholders via a prioritisation exercise conducted in collaboration with the company's management. The comprehensive stakeholder engagement process is delineated 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





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## Belting Fabrics

SRF started manufacturing belting fabrics that are used as reinforcement material in conveyor belts and other mechanical rubber equipment at Viralimalai, Tamil Nadu. Processed within multiple layers inside conveyor belts, belting fabrics offer requisite strength and durability to the end-product.

## Stakeholders' Engagement and Outcome

Stakeholder Group	Expectations	Channels of communication	Purpose and scope of engagement	Key Responsible Groups
 <p><b>Regulatory bodies</b></p>	<ul style="list-style-type: none"> <li>Compliance with applicable laws and regulations</li> <li>Participation and contribution to various initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Adherence to reporting requirements</li> <li>Industry representation on key matters</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory compliance</li> <li>Operational efficiency</li> <li>Development of communities</li> <li>Management of environmental impact</li> <li>Occupational Health and Safety</li> <li>Emergency Preparedness</li> <li>Air and GHG emissions</li> <li>Biodiversity and resource conservation</li> <li>Waste management</li> </ul>	<ul style="list-style-type: none"> <li>Senior Management and relevant functions</li> </ul>
 <p><b>Shareholders</b></p>	<ul style="list-style-type: none"> <li>Business plans, growth feasibility and stability</li> <li>Better quarterly reports/ performance ratios</li> <li>Corporate reputation</li> <li>Transparent reporting</li> <li>Prudent capital allocation</li> <li>Corporate governance and risk management</li> <li>Regular dividend pay-out</li> <li>Prompt shareholders service</li> </ul>	<ul style="list-style-type: none"> <li>Company website</li> <li>Quarterly publication of results followed by earning call</li> <li>Periodic Analysts' briefing and individual discussions between fund managers and the management team</li> <li>Communication with shareholders to provide service</li> </ul>	<ul style="list-style-type: none"> <li>Financial Performance</li> <li>Business Risk Management</li> <li>Foray into new markets</li> <li>Optimising operational costs</li> <li>Corporate governance</li> <li>Ethics and value</li> <li>Energy efficiency</li> <li>Renewable energy</li> <li>Delivery of timely service</li> </ul>	<ul style="list-style-type: none"> <li>Chairman and Managing Director (CMD), Chief Financial Officer (CFO), Investor Relations and Secretarial Team</li> </ul>
 <p><b>Suppliers</b></p>	<ul style="list-style-type: none"> <li>Fair and transparent dealing</li> <li>Consistent business and economic growth</li> <li>Joint exploration of potential opportunities</li> <li>Maintain confidentiality of supplier data</li> </ul>	<ul style="list-style-type: none"> <li>Supplier evaluation programme</li> <li>Periodic meetings</li> <li>Visits to supplier's facilities</li> </ul>	<ul style="list-style-type: none"> <li>Pricing, quality and safety of raw materials</li> <li>Issues related with human rights</li> <li>Local employment</li> <li>Materials</li> </ul>	<ul style="list-style-type: none"> <li>Sourcing</li> </ul>
 <p><b>Customers</b></p>	<ul style="list-style-type: none"> <li>Reputed brand, high quality and reliable products</li> <li>Product innovation and environmentally sustainable products</li> <li>Timely market / product updates</li> <li>Honour contractual terms and price</li> <li>Timely resolution of customer complaints</li> <li>Ethical Practices</li> <li>Maintain confidentiality of customer data</li> </ul>	<ul style="list-style-type: none"> <li>Customer visits / audit and meetings</li> <li>Customer recognition/ awards programmes</li> <li>Customer satisfaction surveys</li> <li>Joint development &amp; product reengineering</li> </ul>	<ul style="list-style-type: none"> <li>Product innovation and lifecycle efficiency</li> <li>Service quality</li> <li>Resolution of Customer Complaints</li> <li>Quality and Safety of Products</li> <li>Pricing of Products</li> <li>Branding</li> </ul>	<ul style="list-style-type: none"> <li>Marketing</li> <li>Technical services</li> <li>Customer Relationship Managers</li> </ul>

Stakeholder Group	Expectations	Channels of communication	Purpose and scope of engagement	Key Responsible Groups
 <p><b>Employees</b></p>	<ul style="list-style-type: none"> <li>Safe and healthy work environment</li> <li>Favourable work culture</li> <li>Adherence to SRF's Values</li> <li>Fair and equal compensation</li> <li>Learning and development opportunities</li> <li>Fair, transparent, and regular rewards and recognition</li> <li>Regular and constructive performance management and feedback</li> <li>Career development opportunities</li> <li>Appropriate grievance redressal mechanisms</li> <li>Job security</li> </ul>	<ul style="list-style-type: none"> <li>IT enablement &amp; digitisation</li> <li>Structured and focussed training programmes</li> <li>Employee oriented work policies</li> <li>Adequate grievance mechanism for reporting and redressal</li> <li>Fair and transparent performance management systems and 360-degree feedback process</li> <li>Periodic open house meetings with senior leadership teams</li> <li>Regular employee engagement and feedback surveys</li> </ul>	<ul style="list-style-type: none"> <li>Career growth prospects</li> <li>Learning and development programs</li> <li>Trainings</li> <li>Rewards and Recognition</li> <li>Occupational Health and Safety</li> <li>Work environment and policies</li> <li>Grievance redressal mechanism</li> <li>Ethics and transparency</li> <li>TQM</li> <li>Emergency preparedness</li> <li>Labour conditions</li> </ul>	<ul style="list-style-type: none"> <li>Human Resources function</li> </ul>
 <p><b>Local Communities</b></p>	<ul style="list-style-type: none"> <li>Local employment</li> <li>Skill development and education</li> <li>Local infrastructure development</li> <li>Conservation of natural environment</li> <li>Ensuring health and safety of nearby communities</li> </ul>	<ul style="list-style-type: none"> <li>Social impact assessment</li> <li>Joint development and partnership with local agencies, network partners for servicing wider set of local communities</li> <li>Local infrastructure development, structured learning by digital classrooms training, providing scholarships, and other necessary support</li> </ul>	<ul style="list-style-type: none"> <li>Social concerns in the region</li> <li>Minimising negative environmental impact</li> <li>Local employment</li> </ul>	<ul style="list-style-type: none"> <li>SRF Foundation (Corporate Social Responsibility arm of SRF)</li> <li>Plant-level CSR</li> <li>Other implementing agencies engaged for undertaking CSR activities on behalf of the Company</li> </ul>
 <p><b>Bankers</b></p>	<ul style="list-style-type: none"> <li>Financial stability</li> <li>Demonstrating creditworthiness</li> <li>Ensuring compliance with regulations</li> <li>Ethical business practices</li> <li>Mutually beneficial banking relationships</li> </ul>	<ul style="list-style-type: none"> <li>In-person meetings</li> <li>Digital interface</li> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Transactional banking – deposits, withdrawals, transfers</li> <li>Loans and credit lines</li> <li>Investments and related advisory services</li> <li>Forex management</li> <li>New banking products</li> </ul>	<ul style="list-style-type: none"> <li>Chief Financial Officer (CFO) and Treasury</li> </ul>