



# Stakeholder Engagement

We engage with our stakeholders to identify their key concerns and make continuous efforts to address them collectively and proactively.

Engaging with our stakeholders-both internally and externally on a regular basis, offers us the opportunity to understand their expectations and concerns and subsequently address them in a timely manner. Our Group-level stakeholder engagement policy acts as a guiding principle for undertaking our stakeholder engagement process. It helps in creating long-term value for our key stakeholders.

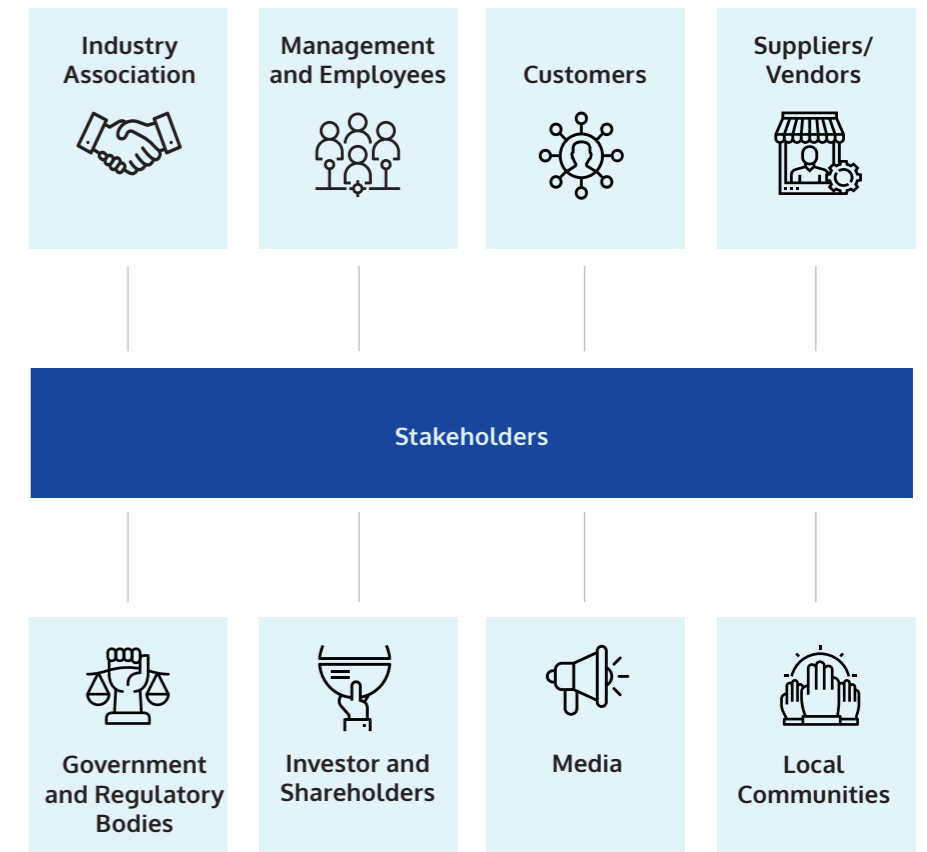


To engage our stakeholders effectively, we follow a three-step approach:











Key stakeholder groups comprise employees, customers, suppliers and vendors, communities, investors and shareholders, government and regulatory bodies, NGOs, industry associations, and media.

Our engagement is carried out through various modes of channels such as websites, emails, newsletters, social media, physical or virtual conferences and interactions, and by conducting surveys.













# Stakeholder Engagement

Stakeholder	Significance of the relationship	Modes of engagement	Key concerns and expectations	Our approach
 <b>Employees</b>  Continuous	Our employees are an integral part of our journey towards transformational, responsible and sustainable change.	<ul style="list-style-type: none"> <li>E-mails and meetings</li> <li>HI-intranet and knowledge management portals</li> <li>Intranet and Shillim newsletters</li> <li>Leadership townhalls</li> <li>Unit level journals</li> <li>Employee satisfaction surveys</li> <li>Training programmes and workshops</li> <li>Feedback mechanism</li> <li>Performance appraisal reviews</li> <li>Employee engagement programmes</li> <li>Grievance redressal mechanism</li> <li>COVID-19 care</li> <li>Social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>Fair wages and equal opportunities</li> <li>Training and skill development with career growth</li> <li>Rewards and recognition</li> <li>Employee well-being</li> <li>Occupational health and safety</li> <li>Transparent communication</li> <li>Medical facilities and operational continuity</li> </ul>	<ul style="list-style-type: none"> <li>60% of the employees are covered under the provision of collective bargaining at Hindalco</li> <li>100% compliant in terms of payment in minimum wages</li> <li>Providing technical and behavioral training</li> <li>E-learning events and development programmes by Hindalco Technical University (HTU)</li> <li>Awareness programmes on health and wellness</li> <li>Fatality prevention programmes</li> <li>Occupational health and safety training</li> <li>Disaster management plan sufficient notice period regarding any significant operational change</li> <li>COVID-19 management</li> </ul>
 <b>Customers</b>  Continuous	Customers drive sales and are key to process improvements, Quality enhancement, Service performance and Cost optimisation. Hence, our business cannot continue to exist without them.	<ul style="list-style-type: none"> <li>E-mails and meetings</li> <li>Customer satisfaction surveys</li> <li>Periodical site visits</li> <li>Grievance redressal mechanism</li> <li>Social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>Post-sales support</li> <li>Chinese and local competition</li> <li>Sustainable products offerings and solutions</li> <li>Health and safety</li> </ul>	<ul style="list-style-type: none"> <li>Key account management to ensure best possible servicing</li> <li>Net Promoter Score (NPS) model, combination of top down and bottom-up approach</li> <li>Production of aluminium and copper with London Metal Exchange (LME) specification</li> </ul>
 <b>Suppliers/ vendors</b>  Continuous	Suppliers are the brand ambassadors of our products. They play an indispensable role in the product life cycle.	<ul style="list-style-type: none"> <li>E-mails and meetings</li> <li>Vendor assessment and review</li> <li>Supplier audits</li> <li>Training workshops and seminars</li> <li>Stakeholder engagement surveys</li> </ul>	<ul style="list-style-type: none"> <li>Continuity of orders</li> <li>Capacity building</li> <li>Pricing and negotiation</li> <li>Embedded sustainability in supply chain</li> </ul>	<ul style="list-style-type: none"> <li>Policy for supply chain and procurement</li> <li>Supplier code of conduct</li> <li>Risk assessment for suppliers</li> <li>Contractor safety management system</li> <li>Management framework involving ethics and transparency</li> </ul>
 <b>Government and Regulatory bodies</b>  Whenever required	Promote and regulate our actions, ensuring business continuity through compliance with laws.	<ul style="list-style-type: none"> <li>Annual Reports</li> <li>Communication with regulatory bodies</li> <li>Formal dialogues and collaborations</li> <li>Policy advocacy</li> </ul>	<ul style="list-style-type: none"> <li>Tax and royalties</li> <li>Pollution prevention</li> <li>Community development</li> <li>Green economy</li> </ul>	<ul style="list-style-type: none"> <li>Regular payment of applicable taxes and royalties</li> <li>Adoption of cleaner technologies and strengthening of emission monitoring</li> <li>Adoption of renewable energy</li> </ul>

 Frequency of engagement

Stakeholder	Significance of the relationship	Modes of engagement	Key concerns and expectations	Our approach
 <b>Local communities</b>  Continuous	Community engagement enhances our operational efficiency and positive outlook as responsible corporate. It fosters a positive workplace culture and values	<ul style="list-style-type: none"> <li>Stakeholder engagement</li> <li>Surveys</li> <li>Training and workshops</li> <li>Regular meetings</li> <li>Need assessment and satisfaction surveys</li> <li>CSR reports and newsletters</li> <li>COVID-19 care</li> </ul>	<ul style="list-style-type: none"> <li>Infrastructure development</li> <li>Training and livelihood programmes</li> <li>Local employment</li> <li>Participation in social services</li> <li>Community relation through volunteering</li> </ul>	<ul style="list-style-type: none"> <li>Development of community infrastructure in villages such as approach roads, check dams and bus stops</li> <li>Providing skill development programmes for women</li> <li>Focus on livelihood and skill development programmes</li> <li>Social awareness camps</li> <li>Responsible mining</li> <li>Focus on societal reforms</li> <li>Conducting socio-economic baseline study and assessment</li> <li>COVID-19 awareness and provision of medical aid</li> </ul>
 <b>Investor and Shareholders</b>  Quarterly	Provides financial resources to compound business growth	<ul style="list-style-type: none"> <li>Board meetings</li> <li>Annual reports</li> <li>Newsletters</li> <li>Regular business interaction</li> <li>Social media platforms</li> </ul>	<ul style="list-style-type: none"> <li>Sustainable growth and returns</li> <li>Market share</li> <li>ESG commitment and disclosure</li> <li>Operational and financial performance</li> <li>Risk management</li> <li>Corporate governance</li> <li>Ethics and integrity</li> </ul>	<ul style="list-style-type: none"> <li>Continuous operational performance</li> <li>Focussing on cost optimisation and value-added products</li> <li>Enterprise risk management framework</li> <li>Corporate governance framework</li> </ul>
 <b>Industry associations</b>  Periodically	Significant impact on corporate sustainability and offers in-depth advisory on industry trends. These are the routes to interact with industry and the government	<ul style="list-style-type: none"> <li>Meetings and seminars</li> </ul>	<ul style="list-style-type: none"> <li>Regulations</li> <li>Compliance with industry standards</li> <li>Business collaborations</li> </ul>	<ul style="list-style-type: none"> <li>Participation in meetings, conferences and discussions related to industry</li> </ul>
 <b>Media</b>  Periodically	Media helps in projecting our vision and strategy to various stakeholders and, hence, drives growth	<ul style="list-style-type: none"> <li>Digital platforms such as social media and websites</li> <li>Press releases</li> <li>Interviews</li> </ul>	<ul style="list-style-type: none"> <li>Community relations</li> </ul>	<ul style="list-style-type: none"> <li>Transparent communication</li> <li>Communication of our initiatives through integrated report</li> </ul>

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