

# Empowering Impact through Collaborative Partnerships

Frequency of Engagement: ● Continuous ⊕ Quarterly ⚙ Periodically

## Stakeholder Engagement

Our stakeholders are the pillars that uphold and guide our progress and purpose. Together, we co-create a shared path forward — one defined by excellence, sustainability, and inclusive growth, built on trust, collaboration, and mutual respect.

Each stakeholder plays an indispensable role in shaping the rich tapestry of our journey. Recognising the unique relationship we share with them, we are committed to fostering open, effective channels of communication. These communications are vital in strengthening our partnerships and our commitment to being a force for sustainable solutions.

Guided by Aditya Birla Group's Stakeholder Engagement Policy, we follow a three-pronged approach; engaging in open dialogue, identifying key concerns, and addressing them proactively. This approach is in accordance with the AA1000 Stakeholder Engagement Standard, that provides guidance on identifying and engaging with the stakeholder.

Details of our approach are shown below:

### 1 Identifying and prioritising stakeholders

- + Identify and categorise internal and external stakeholders according to the nature of the relationship, activity, or product and service.
- + Prioritise stakeholders based on several factors including influence, impact, interest and level of engagement.

### 2 Engaging with stakeholders

- + Engage with stakeholders through emails and meetings, website, newsletters, policy advocacy, employee feedback, workshops, phone interviews, surveys etc.

### 3 Understanding expectations and developing action plans to address their concerns, if any

- + Identify stakeholders' key concerns, analyse and prioritise their insights, and develop action plans aligned with strategic and sustainability goals.

We observed strong participation from our stakeholders, which significantly contributed to minimised response bias and balanced and representative insights. These expectations are reported quarterly to the Risk Management & ESG Committee, CSR Committee, and the Board, reinforcing accountability and strategic oversight. This enables us to navigate complexities, uncover emerging opportunities, and advance towards an inclusive, and sustainable future.

Stakeholder	Modes of Engagement	Their Expectations	Our Approach
<b>Employees</b> ● Directly influence our operational performance, innovation, long-term sustainability, and positive organisational culture. Their skills, dedication, and institutional knowledge drive productivity and service excellence, enabling the achievement of strategic objectives.	<ul style="list-style-type: none"><li>• Emails and website</li><li>• Hi-intranet and knowledge portals</li><li>• Employee engagement surveys</li><li>• Townhall meetings</li><li>• Engagement and well-being programmes</li><li>• Feedback and grievance redressal mechanism</li><li>• Events and seminars</li><li>• Annual general meetings</li><li>• Workshops and training programmes</li><li>• Social media</li></ul>	<ul style="list-style-type: none"><li>• Training and skill development with career growth</li><li>• Fair wages and equal opportunities</li><li>• Labour relationship management</li><li>• Employee well-being</li><li>• Occupational health and safety</li><li>• Employee engagement</li><li>• Transparent communication</li><li>• Rewards and recognition</li></ul>	<ul style="list-style-type: none"><li>• Customised training and awareness programmes</li><li>• Fair and timely payment of wages</li><li>• Strict adherence to minimum wage regulations and fair compensation practices</li><li>• Advance notice provided for any significant operational changes, ensuring transparency and preparedness</li><li>• Performance appraisal and development reviews</li><li>• Proactive employee engagement through surveys, townhalls and meet-ups</li><li>• Career progression frameworks and mentorship</li><li>• Health check-ups, mental wellness programmes, and ergonomic workplaces</li><li>• Robust rewards and recognition system</li></ul>
<b>Investors</b> ⊕ Support our financial growth and influence strategic direction through their expectations on performance, governance, and sustainability.	<ul style="list-style-type: none"><li>• Board meetings</li><li>• Shareholder meeting(s)</li><li>• Investor Day</li><li>• Quarterly and annual reports</li><li>• Shareholder/Investors grievance forum</li><li>• Press releases and newsletters</li><li>• Website</li></ul>	<ul style="list-style-type: none"><li>• Responsible financial management</li><li>• Sustainable investments, growth and returns</li><li>• Maintain investor trust</li><li>• ESG commitment and disclosure</li><li>• Operational and financial performance</li><li>• Corporate governance</li><li>• Ethics and integrity</li></ul>	<ul style="list-style-type: none"><li>• Communicating financial performance and business strategies through annual reports and meetings</li><li>• Addressing investor queries</li><li>• ESG performance reporting and sustainability roadmaps</li><li>• Strategic updates on growth, innovation, and risk management</li><li>• Periodic reporting on operational and financial performance</li><li>• Strategic emphasis on cost optimisation and the development of value-enhancing products</li><li>• Adherence to a robust corporate governance practices and structure</li></ul>
<b>Customers</b> ● Shape our organisational success, innovation, and growth as they directly impact revenue, influence brand reputation, and market relevance.	<ul style="list-style-type: none"><li>• Emails and meetings</li><li>• Customer satisfaction surveys</li><li>• Phone conversations</li><li>• Periodic site visits</li><li>• Grievance redressal mechanism</li></ul>	<ul style="list-style-type: none"><li>• Timely delivery and consistent supply</li><li>• Responsive communication and after-sales service</li><li>• Certifications and compliance with environmental standards</li><li>• Innovative solutions</li></ul>	<ul style="list-style-type: none"><li>• Promoting sustainable products and circular economy initiatives</li><li>• Key account management for strategic client engagement</li><li>• Integrated NPS model leveraging both top-down and bottom-up insights</li><li>• Product portfolio enhancement</li><li>• Ensure consistent quality and on-time delivery</li></ul>
<b>Suppliers/Vendors</b> ● Play a strategic role in advancing our sustainability and responsible sourcing goals since they provide the raw materials, process inputs, equipments, and specialised services that form the backbone of our manufacturing and service delivery processes.	<ul style="list-style-type: none"><li>• Emails and meetings</li><li>• Supplier audits and assessments</li><li>• Trainings and capacity building</li><li>• Workshops, forums and surveys</li><li>• Grievance redressal mechanism</li><li>• Specialised taskforce team meeting comprising internal team members and executive management leaders</li></ul>	<ul style="list-style-type: none"><li>• Fair and transparent procurement practices</li><li>• Compliance and regulatory expectations</li><li>• Further embed sustainability in supply chain</li><li>• Promote responsible sourcing and circular economy</li><li>• Training and capacity building</li></ul>	<ul style="list-style-type: none"><li>• Supplier performance and risk assessment framework</li><li>• Physical as well as online due diligence assessment process</li><li>• Internal desk reviews, self-assessments, and on-site evaluations conducted by consultants or independent accredited auditors, wherever applicable</li><li>• Communicate Observations for Improvements (OFI) and provide structured improvement plans to mitigate risks and implement corrective measures</li><li>• Joint Due Diligence Standard (JDDS) for copper concentrate procurement</li></ul>
<b>Regulatory Bodies/ Industry Associations</b> ● Establish legislative framework for our operations, making proactive engagement essential to manage industry shifts and influence beneficial policies.	<ul style="list-style-type: none"><li>• Public advocacy</li><li>• Formal dialogues</li><li>• Annual reports</li><li>• Compliance reports</li><li>• Forums, conferences and seminars</li><li>• Membership in national and regional committees and trade associations</li><li>• Collaboration with government and industry associations to develop policies and regulations</li></ul>	<ul style="list-style-type: none"><li>• Compliance with applicable laws and regulations</li><li>• Sustainability leadership</li></ul>	<ul style="list-style-type: none"><li>• Advocate sector policy reforms</li><li>• Ensuring compliance with applicable laws and regulations</li><li>• Integration of environmental and societal issues in the public policy advocacy</li></ul>
<b>Local Communities and NGOs</b> ● Communities provide the social license to operate, and their well-being directly impacts our long-term sustainability, reputation, and operational continuity. NGOs act as a key partner in delivering social and environmental initiative, bringing grassroots expertise, credibility, and ensuring inclusive, impactful community development.	<ul style="list-style-type: none"><li>• Stakeholder engagement surveys</li><li>• Community needs assessment through participatory rural appraisal</li><li>• Impact assessment</li><li>• Community risk management</li><li>• Site visits</li><li>• Grievance redressal mechanism</li><li>• Collaboration with NGOs and partners</li><li>• CSR Initiatives</li></ul>	<ul style="list-style-type: none"><li>• Local employment opportunities</li><li>• Skill development</li><li>• Conservation of natural resources</li><li>• Responsible and sustainable business practices</li><li>• Health and safety concerns</li></ul>	<ul style="list-style-type: none"><li>• Regular interaction to discuss the progress through interviews and company's press release</li><li>• Empowering grassroots NGOs</li><li>• Environmental conservation and rehabilitation efforts</li><li>• Programmes focused on livelihood generation and skill development</li><li>• Community Development Agreements (CDAs) and investments in local infrastructure, health, education</li><li>• Community outreach through social awareness campaigns</li><li>• Adoption of responsible and sustainable mining practices</li><li>• Commitment to advancing societal development and reform</li><li>• Regular monitoring through impact assessment studies</li></ul>
<b>ESG Rating Agencies</b> ⚙ Assess ESG performance - influencing investor decisions, corporate reputation, and access to capital. It helps in identifying risks and opportunities, benchmarking performance, and ensuring transparency and accountability in sustainability practices.	<ul style="list-style-type: none"><li>• Annual reports</li><li>• Press releases and newsletters</li><li>• Social media and website</li></ul>	<ul style="list-style-type: none"><li>• Transparent communication and disclosures</li></ul>	<ul style="list-style-type: none"><li>• Regular communication of progress through press releases and reports</li></ul>

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