

<b>Prepared by:</b> CHRO	<b>Revision Date</b>	26-04-2024
<b>Approved By:</b> CEO	<b>Revision No.</b>	00

### OUR STAKEHOLDER ENGAGEMENT PROCESS:-

Identifying stakeholders for a MTL involves a systematic approach to ensure all relevant parties are considered. We perform following steps to identify our internal and external stakeholders:

#### 1. Brainstorming and Listing Potential Stakeholders

Step-by-Step Process:

- **Brainstorming Session:** Gather a diverse group of team members from different departments (e.g., marketing, operations, EHS) to brainstorm and list potential stakeholders. Use techniques like open discussion to capture a wide range of perspectives.
- **Identify Stakeholder Categories:** Categorize stakeholders broadly into internal (directly involved within the organization) and external (outside the organization but affected by its operations). This helps in structuring the brainstorming process effectively.

#### 2. Analyzing Influence of Stakeholders and Their Interest

Tools Used: SWOT Analysis

Step-by-Step Process:

- **SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats):**
  - **Strengths:** Identify stakeholders who have a strong influence or positive impact on the firm (e.g., loyal employees, supportive investors).
  - **Weaknesses:** Recognize stakeholders whose concerns or actions may pose risks or challenges (e.g., dissatisfied customers, regulatory bodies).
  - **Opportunities:** Consider stakeholders who present opportunities for growth or collaboration (e.g., potential partners, supportive local communities).
  - **Threats:** Assess stakeholders whose actions or demands could potentially harm the firm's reputation or operations (e.g., activist groups, critical suppliers).

#### 3. Prioritizing Stakeholders

Tools Used: Mind Mapping

Step-by-Step Process:

- **Mind Mapping:**
  - Create a visual representation of stakeholders identified, linking them to the firm's activities, products, and impacts.
  - Use branches to show relationships, dependencies, and influence levels between stakeholders and the organization.
  - Prioritize stakeholders based on their influence (high, medium, low) and their level of interest in the firm's operations and sustainability initiatives.

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This process helped us in determining which stakeholders require more attention and engagement.

- 1) **Associates:** Our associates play a vital role in the core activities of our organization. They are essential to the operation and success of our business, with their dedication and expertise driving our mission forward. We highly value their contributions and aim to offer a supportive and inclusive work environment that promotes their professional development, well-being, and overall job satisfaction.
- 2) **Investors and Shareholders:** Our investors and shareholders are fundamental pillars of our strength. Their support enables us to make a global impact through our products and our initiatives in community development and sustainability.
- 3) **Government and regulators:** Policy-makers and regulators play a supportive role that is critical for the development and growth of our sector and the industry. Thus, they enable us to create value for all our stakeholders over the long term.
- 4) **Academic institutions:** We engage with academic institutions across various fields to help identify opportunities for collaboration in research and development, community development, as well as talent spotting and nurture.
- 5) **Local communities:** We engage with local communities, especially vulnerable groups around our operations as part of need assessment exercises. This helps inform our sustainability agenda at the organizational level. Our continuous presence and engagement over decades have helped us build a strong degree of trust, which is key to our shared value creation goals.
- 6) **Partners and collaborators:** Our partners and collaborators are key players in our ecosystem, whose expertise and experience helps us create enhanced opportunities to drive impact across various sectors.
- 7) **Customers:** We are an organization driven by a strong sense of purpose, to enable our clients to experience and build on the advantages created by technology, innovation, and digital transformation. Our customers’ trust and satisfaction drive our business growth.
- 8) **Suppliers and vendors:** Strengthening our sustainable supply chain is a key focus area under our ESG Governance. Our suppliers undergo in-depth screening based on ESG factors. Thus, in addition to quality and delivery, our suppliers and vendors are expected to adhere to our policies like Sustainable Supply Chain Management. We have supplier code of conduct in place to assess their performance on sustainability as well as issues such as human rights, forced or child labor, and more.

We focus most of our stakeholder engagement efforts on eight key stakeholder groups with the aim to better understand their key concerns with our business, our strategy, our reporting, as well as our future plans and actions.

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**Stakeholder Assessment:**

Conducting a local stakeholder or community impact assessment involves evaluating how a project or initiative affects local communities and stakeholders. This typically includes:

1. **Identifying Stakeholders:** We determine who will be affected by the project (e.g., residents, businesses, local organizations).
2. **Gathering Input:** We Engage with stakeholders through surveys, interviews, or meetings to collect their perspectives and concerns.
3. **Assessing Impacts:** We Analyze the potential positive and negative effects on the community, including social, economic, and environmental aspects.
4. **Reporting Findings:** We Summarize the impacts and stakeholder feedback, highlighting key issues and benefits.
5. **Mitigating Risks:** We Develop strategies to address concerns and minimize negative impacts, ensuring community benefits are maximized.

This process helps ensure that the project aligns with community needs and expectations as well and the same will be carried out in all the manufacturing plants.

**Stakeholder Grievances Management:**

Our stakeholders can communicate and address their grievances through the below mentioned communication channels:

**Employees:** can communicate through internal email, the intranet portal, HR helpdesk, and regular town hall meetings. Grievances are addressed via a formal procedure, confidential reporting options, and regular feedback sessions with HR.

**Customers:** use channels like customer service hotline, email support, online chat, feedback forms, and social media. Complaints are handled through a dedicated resolution process, service recovery programs, and feedback analysis.

**Investors and Shareholders:** receive updates via an investor relations website, quarterly reports, AGMs, and conference calls. Their concerns are addressed through direct contact with investor relations, a formal complaint handling process, and transparent reporting.

**Partners & Collaboration** communicate through partnership meetings, project management tools, and direct emails or phone calls. Issues are resolved via a conflict resolution process, regular check-ins, and clear contractual agreements.

**Government & Regulators** interact through official correspondence, regulatory meetings, public reports, and direct email or phone communication. Grievances are managed through compliance procedures, feedback channels, and regular audits.

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**Academic Institutions:** engage via research partnerships, academic conferences, and direct communication through emails and journals. Issues are addressed through collaboration agreements, feedback mechanisms, and regular reviews.

**Local Communities** are reached through community meetings with the help of village panchayat heads, local media, advisory panels. Grievances are managed by a community liaison officer, open forums, and transparent impact assessment reports.

**Suppliers & Vendors** use a vendor management system, contract meetings, and direct email or phone communication. Grievances are addressed through contractual dispute resolution, feedback mechanisms, and regular performance reviews.

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Stakeholder group	How we engage with them/ (frequency)	Key concerns	Our response	Impact
Employees	Annual Meetings E-mails Information Boards Town Halls Surveys	<ul style="list-style-type: none"> <li>• Employee Engagement</li> <li>• Safety &amp; Wellbeing</li> <li>• Diversity &amp; Inclusion</li> <li>• Talent &amp; Skill Management</li> </ul>	<p>We ensure that our employees have universal access to various portals to help connect with other teams and team members as well as organizational and policy support.</p> <p>We are prioritizing physical, mental, and emotional well-being through training and healthy interactions</p> <p>We are enhancing our talent pool by sourcing the right talent and helping our people upskill and progress. their careers effectively</p> <p>We are focused on improving the effectiveness of our diversity, equity, and inclusion agenda</p>	<p>“Attrition Rate” If dropped then we can write this is largely due to our people-centric practices that priorities wellness, focused upskilling, flexible working, and a culture built around as well as volunteering activities.</p>

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Customers	Annual Survey Emails Calls Media Houses	<ul style="list-style-type: none"> <li>• Cybersecurity and data privacy</li> <li>• Ethics &amp; compliance</li> </ul>	<p>We follow advanced data governance practices and conduct regular security audits.</p> <p>We are setting global</p>	Satisfaction level measurement need to be mentioned
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			<p>benchmarks in corporate governance and sustainability, anchored by our total compliance to regulatory frameworks and laws applicable to our business operations</p>	
Investors and Shareholders	Annual Meeting Email	<ul style="list-style-type: none"> <li>• Ethics &amp; Compliance</li> <li>• Corporate Governance</li> <li>• Economic Performance</li> </ul>	<p>We follow the policy of 100% compliance to all the laws and regulatory requirements for our business and its operations</p> <p>We periodically review and adopt global best practices in corporate governance.</p> <p>We are focusing on enhancing our profitability and growing our Return on Capital Employed</p>	We have continued to create significant financial value for our investors and shareholders by protecting our margins during a period of volatility and uncertainty.

## STAKEHOLDER MANAGEMENT

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Partners & Collaboration	Conferences Surveys	<ul style="list-style-type: none"> <li>• Climate Impact</li>   <li>• Energy &amp; Emissions Management</li> </ul>	<p>As a global sustainability leader in our industry, we ensure we are on track to achieve our climate action goals.</p> <p>We are collaborating with various agencies to reduce our emissions and</p>	<p>We have made good progress (need to be quantified) in the zero waste to landfill without target of 2028. We convert PCW material to high-quality PCR resin. The resin is eventually utilized in the production of containers tailored to the</p>
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			energy consumption	preferences of key customers.
Government & Regulators	Public policy Engagement Meetings E-mails	<ul style="list-style-type: none"> <li>• Ethics &amp; Compliance</li>   <li>• Climate Change</li> </ul>	<p>We are committed to 100% compliance.</p> <p>We are maintaining integrated approach to our sustainability initiatives and reporting that prioritizes focused and collaborative action as well as transparency</p>	<p>We adhere to total compliance while championing sustainability led initiatives.</p>

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Academic Institutions	Recruitment Drives	<ul style="list-style-type: none"> <li>• Talent &amp; Skill Management</li>   <li>• Innovation</li> </ul>	<p>We are among the reputed packaging company to work with</p> <p>Our innovation framework creates opportunities for employees to learn and progress significantly in their chosen career paths</p>	<p>We strengthen our partnerships with leading academic institutions in the country for new recruitment as well as R&amp;D purposes.</p>
Local Communities	Meetings Events Community Volunteering	<ul style="list-style-type: none"> <li>• Economic Performance</li>   <li>• Diversity &amp; Inclusion</li> </ul>	<p>We are optimizing our spends to deliver maximum benefit to us beneficiaries by extending impact over them lifecycle</p> <p>We are ensuring that 50% of our CSR beneficiaries are women and young minds.</p>	<p>Supporting our communities with development initiatives under the areas of education, employability, and disability.</p>



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Suppliers Vendors	Meetings Workshops	<ul style="list-style-type: none"> <li>• Supply Change Management</li>   <li>• Energy &amp; Emissions Management</li>   <li>• Climate Change</li> </ul>	<p>We are embedding sustainability in our supplier code of conduct, supplier assessment and more</p> <p>We are holding trainings to help our supply chain partners to enhance their performance on energy and emissions management</p> <p>We priorities collaborating with partners. who has robust mechanisms to support the global fight? against climate change</p>	<p>We involve our partners within the value chain in our climate change mitigation efforts. Conducted ESG training, workshops, codes of conduct, and environmental stewardship</p>
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N P Thimmaiah

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