

## Stakeholder Engagement Method

	Employee	Customers	Suppliers	Community	Investors	Regulatory Bodies
<b>Key issues of interest to our stakeholders</b>	<ul style="list-style-type: none"> <li>- Health and Safety of workers</li> <li>- Job Security and staff turnover</li> <li>- Salaries and benefits</li> <li>- Operational Leadership</li> <li>- Career Development</li> <li>- Training and development</li> </ul>	<ul style="list-style-type: none"> <li>- Product Quality</li> <li>- Customer Loyalty</li> <li>- Complaint Resolution</li> <li>- Customer Satisfaction</li> <li>- Safety of products</li> </ul>	<ul style="list-style-type: none"> <li>- Code of responsible sourcing</li> <li>- Business to SMEs</li> <li>- Ethical business practices</li> <li>- Product quality</li> </ul>	<ul style="list-style-type: none"> <li>- Clean Environment</li> <li>- Employment</li> <li>- CSR</li> <li>- Health</li> <li>- Safety</li> <li>- Skill development</li> </ul>	<ul style="list-style-type: none"> <li>- Corporate governance</li> <li>- Accountability</li> <li>- Transparency</li> </ul>	<ul style="list-style-type: none"> <li>- Social development</li> <li>- Economic development</li> <li>- Environmental protection</li> <li>- Health and Safety protection</li> <li>- Working conditions</li> </ul>
<b>How we engage</b>	<ul style="list-style-type: none"> <li>- One to one meetings</li> <li>- emails and intranet</li> <li>- Town hall meetings</li> <li>- Training programs</li> </ul>	<ul style="list-style-type: none"> <li>- Customer Satisfaction Surveys</li> <li>- Dealers meets</li> <li>- One to one meetings</li> <li>- Exhibitions</li> </ul>	<ul style="list-style-type: none"> <li>- One to one meetings</li> <li>- Emails, phones etc</li> <li>- Vendor meets</li> </ul>	<ul style="list-style-type: none"> <li>- Field visits</li> <li>- Interactions, workshops</li> <li>- Impact assessments</li> <li>- One to one meetings</li> <li>- Collecting community Issues through <i>Wali</i>*</li> </ul>	<ul style="list-style-type: none"> <li>- One to one meetings</li> <li>- emails, phones etc</li> <li>- Financial updates</li> </ul>	<ul style="list-style-type: none"> <li>- One to one meetings</li> <li>- Formal meetings</li> <li>- Forums</li> <li>- Correspondences</li> </ul>
<b>Importance of Stakeholders to Jindal Shadeed</b>	<ul style="list-style-type: none"> <li>- Development of employees</li> <li>- Conflict resolution</li> </ul>	<ul style="list-style-type: none"> <li>- Goodwill/ Credibility</li> <li>- Reliability</li> <li>- Timely delivery</li> <li>- Pricing/ Brand building</li> </ul>	<ul style="list-style-type: none"> <li>- On time delivery</li> <li>- Competitive price</li> </ul>	<ul style="list-style-type: none"> <li>- Trust and bonding with Community</li> </ul>	<ul style="list-style-type: none"> <li>- Financial performance Improvement</li> </ul>	<ul style="list-style-type: none"> <li>- Regulatory compliances</li> <li>- Strong governance</li> <li>- Transparency in disclosures</li> </ul>
<b>Importance of Jindal Shadeed to Stakeholders</b>	<ul style="list-style-type: none"> <li>- Secured Employment</li> <li>- Learning &amp; experience</li> </ul>	<ul style="list-style-type: none"> <li>- Value added quality product</li> </ul>	<ul style="list-style-type: none"> <li>- Business opportunities</li> <li>- Timely payment</li> </ul>	<ul style="list-style-type: none"> <li>- Employment</li> <li>- Business opportunities</li> <li>- Skill development Opportunities</li> </ul>	<ul style="list-style-type: none"> <li>- Sustainable growth</li> </ul>	<ul style="list-style-type: none"> <li>- Protection of interests of Stakeholders</li> <li>- Performance improvement</li> <li>- Trust and branding</li> </ul>

\* Wali is a government position – District Head who reports to State Governor

