

Stakeholder Engagement

Enriching Lives through Meaningful Stakeholder Collaboration



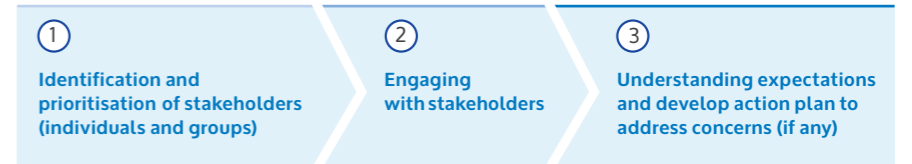
Engaging With Our Stakeholders

Our efforts to create value for stakeholders are guided by the Group Purpose of enriching lives by building dynamic and responsible businesses and institutions that inspire trust. At Hindalco, we have always collaborated with our stakeholders as part of our journey to build a Greener, Stronger, and Smarter world.

We regularly connect with our stakeholders to identify their concerns and inputs. Our concerted efforts to address stakeholder concerns and inputs are instrumental in meeting our strategic priorities.

Aditya Birla Group's [Stakeholder Engagement Policy](#) is the guiding principle for our stakeholder engagement process.

Our three-step approach for effective stakeholder engagement:







Our stakeholder groups comprise employees, customers, suppliers and vendors, communities, investors and shareholders, government and regulatory authorities, NGOs, industry associations, and media. We engage with respective stakeholders through various modes and channels to understand their expectations. We regularly communicate the expectations of our stakeholders to the ESG or CSR Committee, which are further briefed to the Board quarterly.



Stakeholder Engagement

Stakeholder	Engagement modes and channels	Stakeholder expectations	Our approach
 <p>Employees</p> <p>Frequency of Engagement Continuous</p> <p>Significance of the relationship Our employees play an important role in our journey towards enriching the lives of our stakeholders. Employees are integral to our Human Capital, contributing to all other capital</p>	<ul style="list-style-type: none"> ▶ Hi-intranet and knowledge portals ▶ Coverage of Shillim events ▶ Leadership townhalls ▶ Unit level journals ▶ Employee satisfaction surveys ▶ Feedback mechanism ▶ Employee engagement programmes ▶ Grievance redressal mechanism ▶ Website ▶ Social Media 	<ul style="list-style-type: none"> ▶ Fair wages and equal opportunities ▶ Training and skill development with career growth ▶ Rewards and recognition ▶ Employee well-being ▶ Occupational health and safety ▶ Transparent communication ▶ Medical facilities and operational continuity 	<ul style="list-style-type: none"> ▶ 60.7% of the employees are covered under the provision of collective bargaining at Hindalco ▶ Ensuring compliance in terms of payment of minimum wages ▶ Providing technical and behavioural training ▶ E-learning events and development programmes by Hindalco Technical University (HTU) ▶ Awareness programmes on health and wellness ▶ Occupational health and safety training ▶ Sufficient notice period regarding any significant operational change
 <p>Customers</p> <p>Frequency of Engagement Continuous</p> <p>Significance of the relationship As drivers of our revenues, customers also provide valuable inputs for improving products and solutions, service excellence, and operational efficiency.</p>	<ul style="list-style-type: none"> ▶ Emails and meetings ▶ Customer satisfaction surveys ▶ Periodical site visits ▶ Grievance redressal mechanism 	<ul style="list-style-type: none"> ▶ Post-sales support ▶ Sustainable product offerings and solutions ▶ Innovative solutions 	<ul style="list-style-type: none"> ▶ Key account management ▶ Net Promoter Score (NPS) model combining a top-down and bottom-up approach ▶ Enhanced product portfolio with customer-centric solutions
 <p>Suppliers / Vendors</p> <p>Frequency of Engagement Continuous</p> <p>Significance of the relationship Suppliers and vendors provide us with raw materials, associated process materials, equipment and services required in our operations.</p>	<ul style="list-style-type: none"> ▶ Emails and meetings ▶ Vendor assessments and review ▶ Supplier audits ▶ Training workshops and seminars ▶ Stakeholder engagement surveys 	<ul style="list-style-type: none"> ▶ Continuity of orders ▶ Capacity building ▶ Embedding ESG principles across the supply chain 	<ul style="list-style-type: none"> ▶ Sustainable procurement policy ▶ Supplier Code of Conduct ▶ ESG assessment of suppliers ▶ Contractor safety management system
 <p>Government and Regulatory Bodies</p> <p>Frequency of Engagement As per requirement</p> <p>Significance of the relationship Conforming to applicable laws, regulations and policies</p>	<ul style="list-style-type: none"> ▶ Annual Reports ▶ Communication with regulatory authorities ▶ Formal dialogues ▶ Policy advocacy 	<ul style="list-style-type: none"> ▶ Compliance with laws and regulations 	<ul style="list-style-type: none"> ▶ Implementation of compliance tracking framework. ▶ Ensuring compliance with applicable laws and regulations

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 <p>Local communities</p> <p>Frequency of Engagement Continuous</p> <p>Significance of the relationship Community engagement enhances our reputation as a responsible corporate entity and reinforces our commitment to maintaining a social license to operate</p>	<ul style="list-style-type: none"> ▶ Stakeholder engagement surveys ▶ Community need assessment exercise ▶ Meetings directly or through NGO partners ▶ Community development initiatives 	<ul style="list-style-type: none"> ▶ Community Infrastructure development ▶ Local employment ▶ Community development programmes ▶ Livelihood opportunities 	<ul style="list-style-type: none"> ▶ Development of community infrastructure in villages ▶ Identifying affected communities and range of stakeholders ▶ Implementing a stakeholder engagement plan ▶ Focus on livelihood and skill development programmes ▶ Social awareness camps ▶ Responsible mining practices ▶ Focus on societal reforms ▶ Conducting socio-economic baseline assessments
 <p>Investor and Shareholders</p> <p>Frequency of Engagement Quarterly</p> <p>Significance of the relationship Provides financial resources to compound business growth</p>	<ul style="list-style-type: none"> ▶ Board meetings ▶ Annual reports ▶ Newsletters ▶ Quarterly briefings ▶ Investor meets / roadshows 	<ul style="list-style-type: none"> ▶ Sustainable growth and returns ▶ Market share ▶ ESG commitment and disclosure ▶ Operational and financial performance ▶ Risk management ▶ Corporate governance ▶ Ethics and integrity 	<ul style="list-style-type: none"> ▶ Regular updates on operational and business performance ▶ Focus on cost optimisation and value-added products ▶ Enterprise risk management framework ▶ Corporate governance framework
 <p>Industry associations</p> <p>Frequency of Engagement As per requirement</p> <p>Significance of the relationship Industry associations help share knowledge of leading practices and support policy advocacy efforts</p>	<ul style="list-style-type: none"> ▶ Meetings and seminars 	<ul style="list-style-type: none"> ▶ Compliance with industry standards ▶ Business collaborations ▶ Knowledge sharing 	<ul style="list-style-type: none"> ▶ Participation in meetings, conferences and discussions related to the industry ▶ Sharing of leading industry practices ▶ Policy advocacy efforts
 <p>Media</p> <p>Frequency of Engagement Periodically</p> <p>Significance of the relationship Media helps in projecting our vision and strategy to various stakeholders</p>	<ul style="list-style-type: none"> ▶ Digital platforms such as websites and social media ▶ Press releases ▶ Interviews 	<ul style="list-style-type: none"> ▶ Transparent communication 	<ul style="list-style-type: none"> ▶ Regular communication of progress through press releases and interviews