

# STAKEHOLDER ENGAGEMENT

An effective engagement with stakeholders helps in determining their needs and expectations. SCL utilizes platforms that include annual and quarterly meetings, employee feedback surveys, customer grievance mechanisms, customer satisfaction survey, interventions with the local community, among many others. Through these platforms, stakeholder views on key topics and concerns are sought to continuously improve the stakeholder engagement strategy.

The primary objective of undertaking a stakeholder engagement every year is to strengthen existing relationships and identify new stakeholders who are affected by our business operations.

The 13<sup>th</sup> stakeholder engagement for the sustainability report comprised of a multi-function representation to deliberate on the environmental, social and economic topics that are material to the organization. During the consultation process, several modes of engagement were deployed such as interviews, workshops and surveys to renew the material topics and identify other areas of improvements.

## Improving the Consultation Process



### Clear Communication

Increased trust among stakeholders.  
Increased understanding of key topics and concerns



### Support to Senior Management

A clear understanding from the stakeholders results in informed business decisions



### Improved Engagement Strategy

Enables in identifying new areas of intervention  
Improving report content for future reports

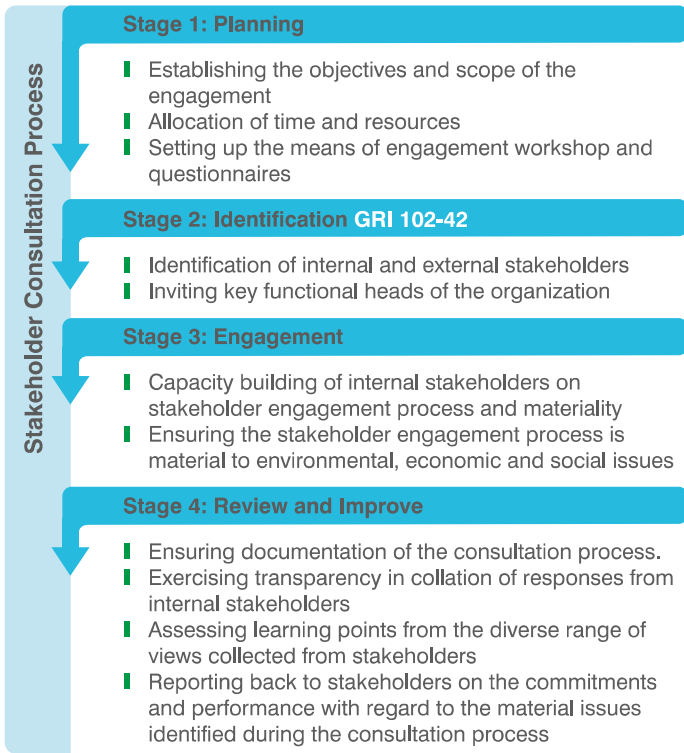


Raipur Unit Team



# STAKEHOLDER ENGAGEMENT

## Stakeholder Engagement Process GRI 102-43



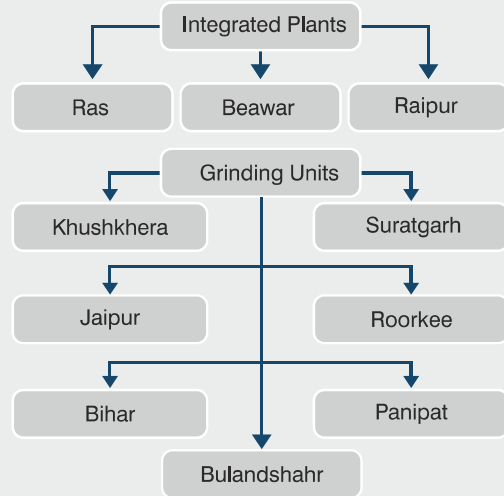
## Key Stakeholders Identified GRI 102-40



### Key Functions Consulted

Environment	Safety
Human Resources	Corporate Social Responsibility
Logistics	Quality Control
Purchase	Electrical
Mechanical	Instrumentation
Mines	Security and Fire

### Coverage Of Engagement



The underlying intention behind the stakeholder engagement is to promote and facilitate stronger ties of the company with both internal and external stakeholders.

## Engagement with Stakeholders

Key Stakeholder Group	Basis for Identification	Key Concerns 102-44 and Topics Discussed	Engagement Mode	Frequency
Regulatory Authorities	Regulatory authorities can influence the operations of SCL, through the deployment of new regulations	<ul style="list-style-type: none"> <li>█ Compliance with relevant regulations</li> <li>█ Management of environmental impact</li> </ul>	Regulatory filings	As and when required
			Facility inspections	As and when required
Customers	Customer satisfaction is essential for long term success	<ul style="list-style-type: none"> <li>█ Quality of product and services</li> <li>█ Pricing of product and services</li> <li>█ Resolution of customer complaints</li> <li>█ Brain storming on product development</li> </ul>	Customer satisfaction survey	Annual
			Meetings with customer representatives	Continuous
			Online communication	Continuous
Media	The extensive reach of media can collectively influence stakeholders	<ul style="list-style-type: none"> <li>█ Corporate announcements</li> <li>█ Disclosing business strategies</li> </ul>	Meetings with media representatives	As and when required
Local Communities	Good relationships with the nearby communities fosters for long-term success	<ul style="list-style-type: none"> <li>█ Minimum environmental impact on the communities</li> <li>█ Hiring of workers from the nearby communities</li> <li>█ Supporting the local economy</li> </ul>	Meetings with the community representatives	Periodic
			Executing CSR interventions in collaboration with NGOs	Continuous
Vendors/ Suppliers	Suppliers are influential business partners for ensuring business growth	<ul style="list-style-type: none"> <li>█ Fair and accountable business.</li> <li>█ Issues related to human rights</li> </ul>	Supplier inspection audits	Periodic
Trade Associations	Trade associations facilitate platforms for collaborating with peer organizations and facilitate policy formation	<ul style="list-style-type: none"> <li>█ Organizing industry events</li> </ul>	Meetings with trade association representatives	As and when required
Shareholders/ Investors	Expectations from investors can influence business strategy	<ul style="list-style-type: none"> <li>█ Financial performance</li> <li>█ Increasing market share</li> <li>█ Strengthening revenue streams</li> <li>█ Effective corporate governance</li> </ul>	Meetings	Annually
			Corporate website, Investor relations	Continuous
Employees	Employee well-being and the work impact can leave a direct impact on the operational performance	<ul style="list-style-type: none"> <li>█ Career development paths.</li> <li>█ Learning and development programs</li> <li>█ Performance feedback</li> <li>█ Fair compensation</li> <li>█ Effective grievance redressal mechanisms</li> </ul>	Safety and Environment meetings	Monthly
			Employee feedback surveys	Annually
			Employee grievance mechanism	Continuous
			Training and workshops	Continuous