

STAKEHOLDER ENGAGEMENT POLICY

BirlaNu is dedicated to maintaining the highest standards of transparency, accountability, and ethical conduct across its operations. The Company categorizes stakeholders as any entities, groups, organizations, or communities influenced directly or indirectly by its own operations or across its value chain.

Actively engaging with these stakeholders facilitates a comprehensive and responsive approach to their needs and feedback, thereby allowing for the adaptation of business operations and processes. This systematic approach ensures that the Company can effectively engage with its stakeholders and address their concerns in a manner that aligns with its core values and objectives.

Objectives:

- Outline the processes for identifying and engaging with stakeholders;
- Continue to enhance communication for greater stakeholders' trust and confidence in BirlaNu;
- Promote a good understanding of stakeholders' needs and expectations;
- Convey and reinforce BirlaNu's commitment towards all its stakeholders for value creation;
- Develop mechanisms to receive stakeholder feedback to improve business operations including the Company's ESG performance.

Scope and Implementation: The scope of this policy extends to all departments and functions responsible for managing relationships with BirlaNu's internal and external stakeholders. Representatives from each department, across BirlaNu's plants and offices, are expected to comply with this policy to foster and strengthen the Company's stakeholder relationships.

Stakeholder Identification and Prioritization: BirlaNu analyses its internal and external environment to identify its internal and external stakeholders, which may include those individuals, groups of individuals and/or organisations:

- that are directly or indirectly dependent on BirlaNu's activities, products or services and associated performance, or on whom BirlaNu is dependent in order to operate;
- to whom BirlaNu has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities; and
- who can influence or have impact on or are impacted by BirlaNu strategic or operational decision-making;

BirlaNu prioritizes its key stakeholder groups based on their impact on the value created by the Company and those impacted by its business activities. The Company currently identifies its key stakeholders as local communities, employees and workers, consumers, suppliers and business partners, government and regulatory authorities, shareholders and investors, dealers and distributors as well as influencers (Architects & Designers, Construction Contractors and applicators).

Further, any additional stakeholders that are identified from time to time by the Company will be included within the scope of this policy.

Guidelines for Stakeholders Engagement:

- Maintaining positive legal and regulatory compliance to applicable stakeholder engagement and disclosure regulations;
- Assigning adequate resources with defined responsibilities and clear accountability for effective stakeholder engagement, striving to imbibe the principles of inclusiveness and transparency at all times;
- Ensure that all stakeholders benefit fairly from the value creation by the Company's business while ensuring resolution of any differences in a timely, just, fair, and equitable manner.
- Encourage consultation and participation from our stakeholders to improve the positive impacts from our business.



- Engage with internal and external stakeholder groups through various modes as appropriate, and comply with disclosure requirements including but not limited to the annual report, notices on our official website, one-to-one meetings etc.
- Establishing clear responsibility and accountability with related functions about the impact of BirlaNu’s policies, products, services and associated operations on the stakeholders with a focus on improving policies and processes as needed based on stakeholder feedback.
- Ensure that BirlaNu’s employees are empowered to responsively manage stakeholders through regular engagement, are accountable and effective in grievance resolution processes.
- Proactively engage and respond towards those stakeholders who are disadvantaged, vulnerable and marginalized and further enhance positive outcomes through its corporate social responsibility activities.
- Communicating and reporting the outcome of the stakeholder engagement to the executive team, functional leadership and the Board to help define business, operational and ESG strategy.

Implementation: The Chief Compliance Officer will be the custodian of this policy and shall monitor grievances centrally. Each functional and departmental leader shall be responsible to ensure that their teams are trained periodically on this policy and that stakeholder grievances are monitored, resolved and reported.

Stakeholders’ Grievance Mechanism: The Company has provided feedback mechanisms through different policies available on Company’s website and intranet. However, we encourage you to reach out to us with any grievances, feedback, or suggestions you may have as under:

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| Employees & workers | Connect with the HR SPOCs at the respective Plant / Office(s). The Company also has an HRMS Portal and AI based Interactive Tool, Amber - https://chat.infeedo.com |
| Shareholders, Regulators and other stakeholders | cs@birlanu.com |
| Communities | cs@birlanu.com Toll free number 180042542599 |
| Ethical concerns | whistleblower@birlanu.com |
| Sexual harassment at the workplace related concerns | posh@birlanu.com |
| Customers, Suppliers & Business Partners, Dealers, Distributors, Influencers, Architects & Designers, Construction Contractors and Applicators | Toll free number 180042542599 Email: coustmer.care@birlanu.com You can also write on ‘write to us’ section on ‘Contact Us’ page on the website of the Company, www.birlanu.com , and fill in the e-form provided. |

The mechanism to ensure the appropriate redressal of all queries/grievances. The Company enforces a strict non-retaliation policy, maintains confidentiality to protect the complainant's identity, and offers avenues to report any retaliatory actions promptly. Any individual who targets the complainant will be subject to disciplinary action.

Feedback and Continuous Improvement:

Any communication will be handled with strict confidentiality, and in case of a grievance, we will take all necessary steps to ensure a fair and satisfactory resolution. Our aim is to learn from every engagement and continually improve our product/services, and the overall experience for all our stakeholders. We will also periodically undertake stakeholder satisfaction surveys to gauge our strengths and areas of improvement for BirlaNu.



Periodic reviews will be conducted to identify trends, root causes of grievances, and opportunities for process enhancement. Feedback will be sought from complainants regarding their satisfaction with the grievance redressal process.

Akshat Seth
Managing Director & CEO
