

Stakeholders Engagement Policies and Materiality Assessment Process

Introduction:

The stakeholders engagement process is a critical component of our company's strategic framework. It ensures that all parties with a vested interest in the company's operations, decisions, and outcomes are identified, communicated with, and involved in a meaningful way. This process helps in building trust, fostering collaboration, and aligning our business goals with the expectations and needs of our stakeholders.

Objectives:

- To identify and understand the needs and expectations of all stakeholders.
- To establish transparent and effective communication channels.
- To foster a collaborative environment that supports mutual growth and success.
- To proactively address concerns and feedback from stakeholders.
- To enhance corporate reputation and stakeholder satisfaction.

Key Stakeholders:

Internal Stakeholders: Employees, management, and shareholders.

External Stakeholders: Customers, suppliers, investors, regulators, community groups, and non-governmental organizations (NGOs).

Engagement Process:

- Identification:
Conduct a stakeholder mapping exercise to identify all relevant stakeholders.
Categorize stakeholders based on their influence, interest, and impact on the company.
- Analysis:
Assess the needs, expectations, and potential concerns of each stakeholder group.
Determine the level of engagement required for each group.
- Communication Strategy:
Develop tailored communication plans for different stakeholder groups.
Utilize various communication channels such as meetings, reports, newsletters, social media, and websites.
- Engagement:
Organize regular meetings, focus groups, and forums to engage stakeholders.
Involve stakeholders in decision-making processes, where appropriate.
Ensure two-way communication to facilitate feedback and dialogue.

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- **Feedback and Action:**
 - Implement a structured process for collecting and analyzing stakeholder feedback.
 - Address concerns and suggestions promptly and effectively.
 - Integrate stakeholder input into strategic planning and operational improvements.
- **Monitoring and Reporting:**
 - Regularly monitor the effectiveness of the engagement process.
 - Report on engagement activities, outcomes, and impacts to stakeholders.
 - Continuously improve the engagement process based on feedback and performance metrics.
- **Benefits:**
 - Improved decision-making and risk management.
 - Enhanced trust and relationship with stakeholders.
 - Increased stakeholder loyalty and advocacy.
 - Better alignment of business objectives with stakeholder expectations.
 - Enhanced corporate reputation and social license to operate.

Conclusion:

Effective stakeholder engagement is essential for our company's sustainable growth and success. By fostering open communication and collaboration, we can ensure that our business activities align with the interests of our stakeholders, thereby creating long-term value for all parties involved.