

# Stakeholder engagement

At RAIN, we understand the importance of engaging with our diverse stakeholders, enabling us to build strong relationships, gain valuable insights and ensure our actions align with their needs. Our engagement activities with various stakeholder groups demonstrate our commitment to transparency, accountability and shared growth.



## Investors and shareholders

### Capitals linked



### Why we engage

Ensure vital access to capital and progress on strategies

### Modes of engagement

- ▶ Conduct informative analyst meetings
- ▶ Share investor presentations, management commentary and financial results
- ▶ Hold annual general meeting of shareholders
- ▶ File essential statutory and informative reports regularly
- ▶ Issue informative press releases



## Vendors and suppliers

### Capitals linked



### Why we engage

Maintain enduring relationships with vendors and suppliers

### Mode of engagement

- ▶ Conduct regular, in-person and virtual meetings with vendors
- ▶ Implement key procurement policies and undertake vendor selection
- ▶ Effectively communicate with vendors to drive efficiencies
- ▶ Utilise our vendor-grievance redressal process
- ▶ Conduct supplier visits and review meetings



## Employees

### Capitals linked



### Why we engage

Empower employees to drive our Company's trajectory forward

### Mode of engagement

- ▶ Offer important global and regional leadership development programmes
- ▶ Conduct annual performance evaluations for employee development
- ▶ Implement a modern global learning management system
- ▶ Conduct employee-satisfaction surveys to ensure a positive workplace
- ▶ Institute pivotal global Human Resources (HR) policies for recruitment and onboarding
- ▶ Provide competitive compensation and benefits



## Customers

### Capitals linked



### Why we engage

Focus on meeting critical consumer needs and expanding the customer base

### Mode of engagement

- ▶ Provide industry-leading, technical service partnerships with customers
- ▶ Propose and request mutually beneficial customer proposals
- ▶ Conduct in-person and virtual client visits and meetings
- ▶ Make initial strategic contacts and pitches
- ▶ Address and act on relevant client feedback
- ▶ Build strong relationships in sales
- ▶ Identify emerging client needs



## Communities

### Capitals linked



### Why we engage

Contribute to the enhancement and growth of surrounding communities

### Mode of engagement

- ▶ Contribute to essential local welfare activities
- ▶ Support schools and hospitals in specific regions
- ▶ Conduct site visits and vital community meetings
- ▶ Issue informative press releases for public awareness
- ▶ Provide crucial financial support for community infrastructure



## Government/ regulatory bodies

### Capitals linked



### Why we engage

Foster cooperative relationships with government and regulatory bodies

### Mode of engagement

- ▶ Interact with crucial regulatory bodies and government departments
- ▶ Work proactively with regulators, alliances of industry groups and experts to understand and stay ahead of ever-changing regulatory environments
- ▶ Ensure timely payment of all applicable taxes and duties in respective countries, contributing to their Gross Domestic Product