



Principle

04

Stakeholder Engagement



We actively engage our stakeholders—including employees, customers, suppliers and communities—to understand and address their needs. We foster strong, mutually beneficial relationships through open communication and dedicated outreach programmes, ensuring that stakeholder feedback informs our decisions and aligns with our long-term goals.



Material Topics



Labour Relations and Human Rights



Value Chain and Stakeholder Management



Community Development Initiatives

Capitals Impacted



Human Capital



Social and Relationship Capital

Stakeholders



Employees



Government and Regulatory Bodies



Vendors and Suppliers



Communities



Customers



Investors and Shareholders

Key highlights of CY 2024

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Key stakeholder groups for RAIN

Multi-platform engagement with stakeholders

Contribution to SDGs



Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity:

We consider our key stakeholders to be individuals, groups, institutions or entities that contribute to shaping our business, that add value or constitute a core part of the business value chain. Our stakeholders are both internal and external and direct as well as indirect. Our key stakeholders include employees, investors and shareholders, suppliers and vendors, customers, government and regulatory bodies and the communities.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

| Stakeholder Group | Whether identified as Vulnerable & Marginalised Group (Yes / No) | Channels of communication (Email, SMS, Newspaper, Pamphlet, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually / Half yearly / Quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|----------------------------------|--|---|--|--|
| Employees | No | We use digital as well as physical channels of communication including, but not limited to, e-mails, leadership touchpoints and appraisal and training programmes for personal and professional growth. | Daily | Through physical and digital channels of communication, we aim to provide our employees an empowering workplace that encourages transparent engagement and the freedom to act, innovate and grow as professionals and individuals. Our ongoing effort is to maintain two-way engagement with colleagues globally including those in corporate offices, manufacturing locations and in the field. |
| Investors and Stakeholders | No | We interact with our shareholders, potential investors and research analysts through investor meetings / calls, conferences, earnings call, investor events, e-mail, press releases, stock exchange intimations, investor presentations and annual reports. | Quarterly and need based | We engage with them so that they can take an informed decision to invest in the Company. The key areas of engagement includes an update on the business and financial performance, the Company's strategy and growth levers, potential opportunities and risks. |
| Customers | No | Physical and virtual meetings, customer events, calls, e-mail and websites. | Daily | We engage with our customers to ensure regular supply of products, keep them informed about new products, participate in the bids / tenders and maximise the outreach of our products. |
| Suppliers and Vendors | No | Physical and virtual meetings, supplier forums, partner events, calls, e-mail and websites. | Frequent and need-based | To make suppliers aware of the requirements of the Company with respect to quality and other specifications. They are also made aware of the policies of the Company with respect to the ethical practices and the quality standards maintained by the Company. |
| Government and Regulatory Bodies | No | Our interactions with authorities take place through e-mails, meetings, submissions, etc. as required. | Need-based | With regulatory authorities, our engagement is aimed at discharging responsibilities. With policy-makers, our engagement aims to understand and discuss matters pertaining to the industry. |
| Communities | No | Our engagement with the community includes physical visits as well as digital channels. | Frequent and need-based | With giving back to society as a core tenet of the Company, our corporate social responsibility and employee volunteering programmes target the areas of education, health and rural development. |

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics, or if consultation is delegated, how is feedback from such consultations provided to the Board:

Consultation with the respective stakeholder groups is done by the relevant business and functional heads. Feedback from such consultations is shared with the Board during the quarterly Board meetings.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes. Effective engagement helps us connect stakeholder needs with organisational goals, creating the basis of an effective strategy development and unlocking greater shared value for all stakeholders. We use multiple platforms to engage with a wide variety of stakeholders to understand their unique needs and concerns and to chart out suitable strategies to address them. Our internal and external stakeholders identified key material topics across ESG that are likely to impact RAIN's businesses. One of the topics is 'corporate governance and business ethics' which covers reliable product supply, responsible pricing and affordability, high-quality, safety, anti-bribery and corruption. These topics have been considered in the list of RAIN action areas and in our sustainability framework.

3. Provide details of instances of engagement with and actions taken to, address the concerns of vulnerable / marginalised stakeholder groups:

RAIN endeavours to bring meaningful difference in the lives of its associated stakeholders in thrust areas like healthcare, infrastructure support and education. Several initiatives towards healthcare, education, sanitation, safe drinking water, integrated rural development, creation of sustainable livelihoods, etc. have been taken under Corporate Social Responsibility activities of the Company and its subsidiaries.

Through engagement with stakeholders, we focus on addressing key social, environmental and economic issues. Our corporate social responsibility (CSR) efforts in healthcare, education and rural development ensure meaningful impact for the marginalised communities.

