






From insights to **impact**



Our commitment to stakeholder engagement focuses on fostering trust, transparency and growth across diverse groups. Through regular interactions, we align our goals with the needs of each stakeholder, enhancing both relationships and outcomes for mutual success.

	Customers 	Employees 	Suppliers and vendors 
Importance	Building loyalty and expanding our customer base	Empowering talent to drive the achievement of our goals	Ensuring supply chain stability and reliability
Interests	<ul style="list-style-type: none"> • Service quality • Product innovation • Transparent pricing • Customer support 	<ul style="list-style-type: none"> • Career growth • Fair compensation • Work-life balance • Training & development 	<ul style="list-style-type: none"> • Transparent procurement • Timely payments • Long-term partnerships • Quality standards
Engagement mode and frequency	<ul style="list-style-type: none"> • Regular client meetings • Feedback sessions • Digital surveys • 24/7 customer support • Loyalty programmes 	<ul style="list-style-type: none"> • Leadership programmes • Annual appraisals • Engagement surveys • Learning management system • HR policy updates 	<ul style="list-style-type: none"> • Vendor meetings • Procurement policy updates • Grievance redressal channels • Supplier audits • Performance reviews
Topics of engagement	<ul style="list-style-type: none"> • Service improvements • Product updates • Value-added features • Customer satisfaction • Enhanced user experience 	<ul style="list-style-type: none"> • Skill development • Career planning • Workplace improvements • Compensation packages • Employee well-being 	<ul style="list-style-type: none"> • Quality expectations • Pricing agreements • Delivery timelines • Compliance requirements • Relationship building
Outcomes	<ul style="list-style-type: none"> • Improved service standards • Increased customer loyalty • Enhanced feedback loop • Stronger brand loyalty 	<ul style="list-style-type: none"> • Higher employee retention • Skill enhancement • Positive work culture • Effective succession planning 	<ul style="list-style-type: none"> • Enduring supply chain partnerships • Streamlined procurement • Consistent quality • Prompt issue resolution

Investors and shareholders 	Government and regulatory bodies 	Communities 
Accessing capital and leveraging strategic growth insights	Maintaining compliance and fostering cooperation	Supporting local development and social welfare
<ul style="list-style-type: none"> Financial performance Strategic direction Market position Sustainable growth 	<ul style="list-style-type: none"> Regulatory compliance Policy alignment Community impact Environmental commitments 	<ul style="list-style-type: none"> Employment opportunities Infrastructure support Healthcare and education Environment-friendly initiatives
<ul style="list-style-type: none"> Quarterly results Annual General Meeting Analyst briefings Investor presentations Regular statutory updates 	<ul style="list-style-type: none"> Policy discussions Regulatory filings Industry forums Stakeholder meetings Community partnerships 	<ul style="list-style-type: none"> Community meetings Site visits Philanthropic partnerships Awareness programmes CSR activities
<ul style="list-style-type: none"> Financial performance Strategic updates Risk management ESG goals Dividend and growth outlook 	<ul style="list-style-type: none"> Compliance requirements Industry standards Community development Environmental policies Sectoral growth 	<ul style="list-style-type: none"> Local hiring Infrastructure projects Educational support Healthcare services Environmental stewardship
<ul style="list-style-type: none"> Greater shareholder trust Strengthened investor relations Transparent financial communication 	<ul style="list-style-type: none"> Stringent regulatory alignment Policy support License renewals 	<ul style="list-style-type: none"> Positive community relations Enhanced local infrastructure Social welfare