

Stakeholder engagement and value creation

At RAIN, sustainable value creation is guided by an integrated approach that aligns stakeholder expectations with our strategic priorities, materiality assessment and risk management framework, ensuring balanced and long-term outcomes across the six capitals.



Customers

Key priorities

Service quality, product innovation, transparent pricing and responsive support

How we engage

Client meetings, feedback sessions, digital surveys, 24/7 support and loyalty programmes

Outcomes

Improved service standards, stronger loyalty and enhanced customer experience

Capitals impacted

Financial

Social and relationship

Intellectual



Employees

Key priorities

Career growth, fair compensation, learning opportunities and workplace well-being

How we engage

Leadership programmes, appraisals, engagement surveys, learning platforms and HR communications

Outcomes

Higher retention, enhanced capabilities and positive workplace culture

Capitals impacted

Human



Suppliers and vendors

Key priorities

Transparent procurement, timely payments, long-term partnerships and quality expectations

How we engage

Vendor meetings, supplier audits, performance reviews, grievance mechanisms and procurement updates

Outcomes

Resilient supply chain, improved procurement efficiency and consistent quality

Capitals impacted

Social and relationship Manufactured



Investors and shareholders

Key priorities

Financial performance, strategic clarity, sustainable growth and governance transparency

How we engage

Quarterly results, AGM, analyst interactions, investor presentations and statutory disclosures

Outcomes

Enhanced transparency, strengthened investor confidence and sustained shareholder trust

Capitals impacted

Financial



Government and regulatory bodies

Key priorities

Compliance, policy alignment, environmental responsibility and operational approvals

How we engage

Regulatory filings, policy discussions, industry forums and stakeholder meetings

Outcomes

Timely approvals, stronger regulatory alignment and improved compliance transparency

Capitals impacted

Financial Human Social and relationship Natural Manufactured



Communities

Key priorities

Local employment, infrastructure development, healthcare, education and environmental stewardship

How we engage

Community meetings, site visits, CSR initiatives, awareness programmes and partnerships

Outcomes

Positive community relationships and improved socio-economic impact

Capitals impacted

Social and relationship