

















Focused Dialogue with People

At Grasim, we believe that engagement and collaboration along the value chain sustains an organisation and makes it more efficacious in delivering value to its stakeholders. By building deep connection with our stakeholders, we identify our challenges and find solutions for mutual benefit.

Stakeholder Group / Capital Impacted / Frequency of Engagement	Key Areas of Interest	Methods of Engagement	Propositions
 Employees 	<ul style="list-style-type: none"> Career growth and skills development Performance management Gender equality, Diversity and Inclusivity Employee bargaining and organisational rights Equitable remuneration packages, performance incentives and benefit structures Work-Life balance Human and labour rights Employee relationships Health and safety 	<ul style="list-style-type: none"> Team meetings Employee satisfaction survey Employee newsletters Townhall meetings Annual performance reviews Forums One-to-one meetings Briefings Portal/intranet Family get-togethers 	<ul style="list-style-type: none"> Invest in advanced technology to empower employees, enabling them to upskill, streamline processes and maximise their productivity Our online portal system enhances work organisation and security of employees Through dedicated programmes, we foster workplace collaboration, diversity and employee well-being
 Local Communities 	<ul style="list-style-type: none"> Socio-economic upliftment Environmental impact in terms of carbon emissions, solid waste disposal, as well as water and effluent management Ethical business conduct Potential local impact 	<ul style="list-style-type: none"> One-to-one meetings Site tours Participants in local events Corporate social responsibility (CSR) 	<ul style="list-style-type: none"> We forge strong community partnerships, engaging employees, supporting our supply chain and maintaining our social license
 Shareholders 	<ul style="list-style-type: none"> Achieving revenue growth, EBITDA growth, and improved return on invested capital Business performance Providing fair executive compensation and incentives Managing corporate governance and minimising non-compliance risk Employee relationships Ensuring sustainable operations Regular disclosure of economic, social, and environmental performance 	<ul style="list-style-type: none"> Annual General Meeting Annual Reports One-to-one meetings Quarterly conference calls Surveys Rating agency notes 	<ul style="list-style-type: none"> We disclose sustainability KPIs, integrate financial and non-financial factors and deliver high-value information to investors and shareholders, driving long-term value

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 Customers 	<ul style="list-style-type: none"> Continuous supply of our products Sustainable and innovative products Grievance redressal Timely delivery Customer relations and contracts Product innovations Proactive communication 	<ul style="list-style-type: none"> Customer satisfaction surveys In-person meetings Social media Company and corporate websites Product information on packaging Customer relationship development Customer conferences 	<ul style="list-style-type: none"> We prioritise strong customer relationships, listening to their needs, and delivering sustainable and innovative products and solutions 'Mission Happiness', an engaging feedback mechanism where nearly 95% of customers provide feedback
 Suppliers and Value-chain Partners 	<ul style="list-style-type: none"> Fair vendor selection process Transparency in terms and conditions in the supplier contract Payment timelines Capacity building on ESG aspects Grievance mechanism platform 	<ul style="list-style-type: none"> Supplier evaluation Questionnaires Contractual meetings Tender quotations Information requests 	<ul style="list-style-type: none"> Maximising value chain opportunities, integrating sustainability into procurement decisions We share our supplier code of conduct policy and endure thorough assessment and evaluation of suppliers
 Government and Regulators 	<ul style="list-style-type: none"> Legal and regulatory compliance Timely responses to queries Potential local impact Health and safety Environment and climate Corporate governance 	<ul style="list-style-type: none"> Briefings and direct meetings Multi-stakeholder forums Industry associations 	<ul style="list-style-type: none"> Contribution to government through taxes Taking stringent targets to align with the Indian government's Net Zero targets Through ethical business practices, sustainability promotion, and prioritising stakeholder well-being, we establish a positive reputation and strong relationship with government and regulators
 Media 	<ul style="list-style-type: none"> Maintaining relationships with external stakeholders. Creating better brand reputation 	<ul style="list-style-type: none"> Press releases Social media platforms like LinkedIn, Facebook and Instagram 	<ul style="list-style-type: none"> Dedicated to adopting a social media-centric approach in order to provide our stakeholders with timely and accurate information. Through various social media platforms, we ensure that our stakeholders have access to the right information when they need it
 NGOs and Other Groups 	<ul style="list-style-type: none"> Organisation's mission and its impact on society Engagement with donors, collaboration with third party and public relations Human and labour rights 	<ul style="list-style-type: none"> One-to-one meetings Presentations Participation in events 	<ul style="list-style-type: none"> Grasim is committed to promoting the well-being of communities by partnering with capable NGOs to implement social upliftment programmes