



Stakeholder Engagement Policy

Background:

At Paradeep Phosphates Limited (PPL), we ensure transparent and inclusive communication with all our stakeholders. Our priority is to engage with them regularly, understanding their diverse perspectives, concerns, and expectations. By integrating these insights into our decision-making process, we aim to create long-term sustainable value and align our strategies with the needs of all stakeholders. We believe that fostering strong relationships and continuous dialogue is key to building trust and achieving mutual success. This approach enables us to adapt and grow in a way that benefits both our business and the communities we serve.

1. Scope and Applicability

At PPL, our stakeholder engagement policy outlines a comprehensive approach to interacting with all key stakeholders, including investors, employees, customers, communities, and regulatory bodies. This policy applies consistently across all our operations, including subsidiaries and affiliates and our supply chain, ensuring that each business unit adheres to the principles of effective engagement.

2. Objective

The objectives of PPL's Stakeholder Engagement Policy are to:

- Establish a clear process for stakeholder identification, identifying affected communities and a range of local stakeholders to ensure inclusive engagement.
- Consider vulnerable groups to ensure their voices and needs are addressed
- Establish a clear framework for engaging with stakeholders across all operations and activities.
- Promote effective two-way communication to strengthen relationships with our stakeholders.
- Understand stakeholders' needs and expectations to align strategies with their interests.
- Enhance trust and confidence in our processes, ensuring transparency and accountability.
- Drive long-term, sustainable value for all stakeholders through informed decision-making and collaboration.

3. Policy Descriptions

3.1. Stakeholder Identification and Prioritization

We have conducted a thorough analysis of our internal and external environments to identify key stakeholders. These include individuals, groups, or organizations who:

- are directly or indirectly impacted by our activities, products, or services, or whose performance is linked to ours, either now or in the future;
- Possess the ability to influence or impact our strategic or operational decisions, shaping the direction and success of our business.

Based on the above definition, we have identified our key stakeholders as following:

1. Employees
2. Customers
3. Suppliers, Partners, Vendors
4. Investors/Shareholders
5. Government and Regulatory authorities
6. NGOs/ Community members

3.2. Stakeholder Engagement Process

At PPL, we are committed to fostering an environment of ongoing engagement with all our stakeholders, seeking their valuable feedback to continuously refine and enhance our business practices. Our approach to stakeholder engagement is built upon the following core principles:

1. **Continuous Dialogue:** We prioritize open and responsive communication with all stakeholder groups, aiming to build long-term relationships based on trust, transparency, and mutual respect.
2. **Clear Accountability:** We ensure that each stakeholder engagement effort is supported by the appropriate resources and clear responsibilities. This ensures a structured and efficient approach to addressing stakeholder concerns and feedback.
3. **Responsibility and Impact:** We take full responsibility for the effects of our policies, actions, products, and services on all stakeholders. This includes acknowledging and addressing any potential impacts, whether positive or negative.
4. **Effective Engagement Methods:** We choose the most suitable tools, methods, and channels for engagement, taking into account the specific risks associated with each stakeholder group. This includes managing risks such as engagement fatigue, misinformation, conflicts of interest, or reluctance to participate. We also focus on overcoming challenges related to communication and engagement.

5. **Preparation and Understanding:** We invest in understanding the unique profile and needs of each stakeholder before initiating engagement. We assess their capacity to participate meaningfully and, where necessary, provide support to overcome barriers such as language, distance, or limited resources.
6. **Transparency and Timely Information:** We commit to sharing information about our operations in a timely way.
7. **Inclusivity and Non-Discrimination:** We believe in inclusive engagement, ensuring that all stakeholders, including marginalized or vulnerable groups, have the opportunity to voice their opinions and contribute to the decision-making process. We are dedicated to involving local stakeholders, including communities, authorities, media, associations, and NGOs, in our strategic decision-making process. This commitment ensures that local perspectives and insights are integrated into our strategies, promoting inclusivity and responsiveness to the needs and expectations of our local stakeholders.
8. **Fair Grievance Resolution:** We strive to address stakeholder grievances in a fair, equitable, and transparent manner. Our processes for resolving issues are designed to be just and impartial, ensuring that all concerns are heard and appropriately addressed.
9. **Compliance and Respect for Rights:** All our interactions with stakeholders are conducted in full compliance with relevant laws, contractual agreements, and our internal communication policies.
10. **Incorporating Feedback:** We actively seek and incorporate feedback from our stakeholders to shape our strategies, policies, and initiatives.
11. **Continuous Improvement:** We are dedicated to improving our stakeholder engagement efforts by sharing best practices, lessons learned, and outcomes from our engagement activities. We regularly update our stakeholders through public channels such as our corporate website, annual reports, ESG reports, etc reflecting on the impact and progress of our engagement initiatives.

4. Modes of Engagement with key stakeholders

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Communication channel
Employees	No	<ul style="list-style-type: none"> - Newsletters, emails - Satisfaction surveys - Grievance redressal - Annual engagement activities - Meetings with employee associations and unions
Customers	No	<ul style="list-style-type: none"> -Annual customer meet - Zonal customer meet - Farmer engagement programs

Suppliers, Partners, Vendors	No	<ul style="list-style-type: none"> - Supplier meets - Industry conclave - Conferences and exhibitions - Channel partner meets - Emails, calls, virtual interactions
Investors/Shareholders	No	<ul style="list-style-type: none"> - Investor meets - Press conferences - Annual General Meetings - Annual report, public disclosures, and investor presentations
Government and Regulatory authorities	No	<ul style="list-style-type: none"> - Quarterly progress report - Annual Report - Periodic submissions, Regulatory visits/interactions
NGOs/ Community members	Yes*	<ul style="list-style-type: none"> - Project Meetings - Annual Reviews

* PPL identifies certain members within this stakeholder group as vulnerable and marginalized, specifically focusing on the lower socioeconomic sections of society,

5. Grievance Redressal

We are committed to addressing grievances in a fair and timely manner, in accordance with our internal processes and the nature of the complaint. All employees at PPL are responsible for managing relationships and meeting the expectations of both internal and external stakeholders within their areas of responsibility. Additionally, any concerns raised by our stakeholders are handled by our Compliance Officer, who ensures complete confidentiality. If a stakeholder has any concerns, queries, or complaints, they are welcome to reach out to the Designated Officers as defined below.

Stakeholder Group	Designated Officer	Contact
Employees	Chief Human Resource Officer	hrcommunications@adventz.com
Customers	Chief Commercial Officer	customercareppl@adventz.com
Suppliers, Partners, Vendors	Chief Procurement Officer	supplier.relations@adventz.com
Investors/Shareholders	Compliance Officer	cs.ppl@adventz.com
Government and Regulatory authorities	Compliance Officer	cs.ppl@adventz.com
NGOs/ Community members	Human Resource heads of respective units	csr.ppl@adventz.com

Policy Administration

Any clarification / interpretation with regard to this policy shall be referred to Corporate HR for decision.

This policy version has been formally adopted by the organization following ratification by the ESG Steering Committee, led by the MD and all functional heads, and is currently in the process of getting endorsed by the Committee/Board.