Stakeholder Engagement

Employees	Shareholders and Investors
WHY IT MATTERS	
Our employees handle complex chemical processes and drive innovation in surfactants and green chemistry. Ensuring their safety, well-being and continuous development is essential for operational excellence and long-term growth.	Transparent communication on financial and sustainability performance is important for maintaining investor confidence and supporting long-term value creation.
HOW WE ENGAGE	
We foster continuous feedback, participation, and responsiveness through monthly interactions, digital platforms like VIBE and HRMS, safety programmes, Sahakari Mitra, Parichay, KYG, Town Hall meetings, and the Employee Welfare Council.	Quarterly investor calls, one-on-one meetings and regular disclosures, including BRSR filings, RSPO ACOP disclosures, CDP participation and ESG updates on our website, provide clarity on strategy, performance and risk management.
OUTCOME CREATED	
Strengthened employee engagement, improved safety awareness and a more collaborative workplace culture.	Enhanced transparency, stronger investor confidence and improved visibility on ESG progress and business performance.
FUTURE FOCUS	
Further strengthening capability development, employee well-being and participation in sustainability-led initiatives across operations.	Strengthening ESG disclosures and improving alignment with evolving investor and sustainability expectations.
FREQUENCY	
Monthly	Quarterly
MATERIAL TOPICS	
• Labour relations – fair labour practices • Employee health, safety and well-being • Diversity and inclusion in the workforce • Career management: Recruitment, training and development • Human rights	• Financial growth • Risk management • Compliance • Business ethics and transparency • Digitisation • ESG performance • Responsible sourcing

Government and Regulatory Bodies	Local Communities
As a specialty chemicals manufacturer, compliance with environmental, occupational health & safety, product stewardship and corporate governance regulations is critical to maintaining our licence to operate.	Our operations directly interact with local communities, making inclusive development and environmental stewardship important across our value chain.
Regular compliance reporting, audits, licence renewals, EPR filings on the CPCB portal and participation in regulatory developments support proactive engagement with regulatory authorities.	CSR initiatives, community consultations, stakeholder engagement meetings and structured feedback mechanisms help us address local priorities across healthcare, livelihoods and environmental initiatives.
Strengthened regulatory compliance and improved alignment with evolving environmental and operational requirements.	Improved community participation, stronger local relationships and enhanced social impact across operating locations.
Enhancing compliance preparedness and strengthening alignment with emerging global regulatory frameworks.	Expanding community engagement programmes and strengthening long-term livelihood and environmental initiatives.
Quarterly and as required	Ongoing throughout the year
	
• GHG emission accounting, air emissions • measurement, monitoring & reporting • Measurement, monitoring and reduction of effluents, waste, spillage • Regulatory requirements • Compliance • Policy advocacy	• Local community engagement and impact assessment • Protection of indigenous rights • Corporate Social Responsibility spend

Stakeholder Engagement

Customers	Suppliers
WHY IT MATTERS	
Customer expectations on product performance, safety and sustainability directly influence our innovation and product development approach.	Our supply chain, particularly palm-based and petrochemical derivatives, has significant environmental and social implications across the value chain.
HOW WE ENGAGE	
Continuous technical interactions, customer feedback systems, product collaborations and industry platforms support ongoing engagement. Inputs from CDP reporting, SEDEX and EcoVadis assessments, customer questionnaires, Code of Conduct alignment and performance tracking through SCTT, SPI and EPI further strengthen collaboration. We also align with customer decarbonisation programmes to support sustainable and high-performance surfactant solutions.	Regular supplier assessments, audits and capacity-building initiatives such as GalSustain strengthen supplier engagement. Our approach includes supplier training, grievance handling, adherence to the Supplier Code of Conduct, CDP Forest disclosures, one-on-one engagement with key suppliers, SPI and EPI monitoring, supplier recognition programmes and alignment with RSPO, NDPE and traceability requirements.
OUTCOME CREATED	
Improved customer responsiveness, stronger product collaboration and enhanced alignment on sustainability priorities.	Improved supplier alignment on responsible sourcing, stronger traceability and enhanced sustainability performance across the supply chain.
FUTURE FOCUS	
Advancing sustainable product innovation and strengthening collaboration on low-carbon and responsible sourcing initiatives.	Further strengthening traceability, supplier capability development and adoption of sustainable sourcing practices across the value chain.
FREQUENCY	
Continuous	Continuous engagement and periodic assessments
MATERIAL TOPICS	
• Fair marketing and advertising • Customer privacy • Customer communication/engagement • Customer complaints resolution • Product Lifecycle thinking • Product quality and safety • Product and process design and improvement	• Sustainable Palm Oil (RSPO-certified) • Engagement with suppliers • Suppliers evaluation and audits • Oil Palm Traceability till plantations level • Onboarding for a smallholder projects • Risk management • Human rights due diligence • Responsible sourcing

Non-Governmental Organisations (NGOs)	Industry Associations and Trade Unions
NGOs provide valuable insights on social, environmental and human-rights priorities, helping strengthen the effectiveness, transparency and impact of sustainability initiatives.	Industry bodies and trade unions influence regulatory direction, sectoral standards and workforce practices across the chemicals industry.
Partnerships across CSR projects, community programmes and sustainability initiatives are supported through regular communication, consultations and feedback mechanisms.	Active participation in industry platforms such as RSPO, TBIA, TMA, TIMA, JIA, ICC and the Bombay Chambers of Commerce supports policy dialogue, sustainability standards and responsible sourcing practices, while trade union engagement supports workforce-related matters.
Enhanced community impact and stronger collaboration on environmental and social initiatives.	Improved industry collaboration, stronger policy alignment and enhanced knowledge sharing across the sector.
Deepening partnerships to expand programme reach and strengthen long-term community outcomes.	Strengthening participation in industry-led sustainability initiatives and responsible sourcing collaborations.
Quarterly and project-based	Annual and as required
	
• Local community engagement and impact assessment • Protection of indigenous rights • Corporate Social Responsibility spend	• Labour relations – Fair labour practices • Sustainable Palm Oil (RSPO-certified) • Risk management • Policy advocacy