

Collaboration that Shapes Progress

Stakeholder engagement is central to our Company’s materiality approach supported by tailored questionnaires and on-ground interactions. By engaging diverse internal and external stakeholders, including communities and employees, our Company captures varied perspectives on ESG impacts, risks and opportunities, ensuring a comprehensive, balanced and informed assessment.



CUSTOMERS

Our customers inspire us to deliver high-quality products and experiences that consistently meet evolving needs.

Dialogue Tools

- Regular interactions through meetings, calls and business reviews to understand requirements and ensure satisfaction
- Continuous communication via digital channels for order updates, feedback and issue resolution
- Quality assurance processes and timely delivery to meet customer expectations and standards
- Feedback mechanisms to capture customer insights and drive continuous improvement

Frequency of Engagement

On a regular basis

2.6* MNT
Pellets Sold



EMPLOYEES AND WORKERS

Our employees are the driving force behind innovation, productivity and long-term organisational success.

Dialogue Tools

- Regular engagement through town halls, toolbox talks and departmental meetings to ensure open communication and alignment
- Training and capacity-building programmes focused on safety, skill development and career growth
- Continuous interaction through digital platforms, notice boards, and on-site supervision for real-time communication
- Grievance redressal mechanisms and worker committees to address concerns and promote a safe, inclusive workplace

Frequency of Engagement

On a regular basis

100+*
Training and development programmes



INDUSTRY BODIES

We work with institutions and industry bodies to advance standards, knowledge and sectoral growth.

Dialogue Tools

- Conferences and seminars organised by industry bodies, including national and regional committees and sub-committees, to deliberate on key issues impacting the industry

Frequency of Engagement

As and when required

12+*
Collaborations



SUPPLIERS

Our suppliers are trusted partners in building resilient, efficient and ethical value chains.

Dialogue Tools

- Regular supplier meetings, performance reviews, and pre-bid discussions to ensure alignment on quality, safety and compliance standards
- Vendor development and capacity-building initiatives to enhance supplier capabilities
- Continuous communication through digital channels and on-site interactions for timely issue resolution
- Feedback and grievance mechanisms to promote transparency and strengthen long-term partnerships

Frequency of Engagement

On a regular basis

₹ 656.3* crore
Sourced from MSMEs



COMMUNITY

Our employees are the driving force behind innovation, productivity and long-term organisational success.

Dialogue Tools

- Regular engagement through community meetings, public consultations and interactions with local leaders to understand concerns
- Continuous communication via community liaison officers and local platforms for timely information sharing
- Implementation of CSR initiatives and development programmes based on community needs
- Grievance redressal mechanisms to address issues and build trust with local communities

Frequency of Engagement

On a regular basis

181.2* crore
CSR spend



REGULATORY BODIES

We engage constructively with government and regulators to ensure compliance and support national priorities.

Dialogue Tools

- Regular engagement with regulatory authorities through meetings, inspections and compliance reviews
- Timely submission of reports, disclosures and statutory filings as per applicable regulations
- Continuous coordination for approvals, permits and adherence to legal requirements
- Transparent communication and prompt resolution of any compliance-related observations

Frequency of Engagement

As and when required

₹ 5,039.9* crore
Taxes paid

*Standalone figures

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