RESPONSIBLE CARE®
OUR COMMITMENT TO SUSTAINABILITY

DEEPAK NITRITE RESPONSIBLE CHEMISTRY

# Community Engagement Guideline

## 1. Purpose

The purpose of these guidelines is to establish a structured, inclusive, and transparent approach to engaging with communities impacted by or interested in the operations of Deepak Nitrite Limited (DNL). These guidelines support DNL's commitment to responsible corporate citizenship, sustainable development, and long-term stakeholder trust.

## 2. Scope

These guidelines apply to all DNL manufacturing units, project locations, subsidiaries, and joint ventures across India. They cover the planning, execution, monitoring, and evaluation of all community engagement efforts, including CSR initiatives, local partnerships, and stakeholder interactions.

## 3. Principles of Engagement

Community engagement at DNL shall be guided by the following principles:

- **Respect:** Recognize the dignity, culture, and rights of communities.
- **Transparency:** Share clear and honest information about DNL activities.
- **Inclusiveness:** Involve all segments of the community, especially marginalized groups.
- **Accountability:** Respond to community concerns and report engagement outcomes.
- **Sustainability:** Build long-term relationships and outcomes, not just one-time interventions.

## 4. Objectives of Community Engagement

- To identify and address community needs aligned with DNL's CSR and ESG priorities.
- To minimize potential conflicts or resistance during project execution.
- To create shared value by involving communities in local development.
- To build trust, goodwill, and a positive social license to operate.

## 5. Community Engagement Process

### Step 1: Community Mapping and Profiling

- Conduct baseline assessments to identify demographics, needs, expectations, and potential risks.

- Map key stakeholders (e.g., village leaders, SHGs, youth, women, NGOs, etc.).

**Step 2: Engagement Planning**

- Develop a **Community Engagement Plan** for each site/project.
- Set clear objectives, timelines, communication channels, and responsibilities.

**Step 3: Dialogue and Consultation**

- Organize regular meetings, gram sabhas, and focus group discussions.
- Ensure participation from underrepresented groups (e.g., women, SC/ST, elderly).
- Translate technical information into local language and context.

**Step 4: Program Implementation**

- Align CSR interventions with SDGs and identified community priorities.
- Focus areas: education, healthcare, sanitation, livelihood, infrastructure, environment.
- Partner with credible NGOs, academic bodies, and government schemes for implementation.

**Step 5: Grievance Redressal**

- Redressing the grievance of Communities related to CSR activities by group nodal officer for CSR.
- Assign site-level SPOCs and ensure timely redressal and documentation.
- Track common concerns and use data to improve engagement practices.

**Step 6: Monitoring & Evaluation**

- Define key performance indicators (KPIs) for each engagement initiative.
- Conduct mid-term reviews, community feedback surveys, and impact assessments.
- Use insights for continuous improvement and reporting.

**6. Roles and Responsibilities**

| Role | Responsibility |
|---|---|
| CSR & Sustainability Team | Develop engagement strategy, tools, and guidance |
| Site level SPOCs / CSR Nodal officer | Execute engagement activities at local level, Grievance Resolution |
| Functional Departments | Support in implementing and monitoring CSR initiatives |
| Implementation Partners | Mobilize community, ensure participatory delivery |
| CSR Committee | Review plans, budgets, impact and monitoring |

## 7. Communication Guidelines

- Use culturally appropriate, non-technical language.
- Share updates on CSR activities through wall paintings, community boards, leaflets, or village meetings.
- Build local capacity to participate in program design and monitoring.

## 8. Do's and Don'ts

| Do's | Don'ts |
|---|---|
| Respect local customs and community leadership | Do not make commitments without approvals |
| Ensure inclusion of women and vulnerable groups | Avoid tokenism or superficial engagement |
| Follow up on feedback and concerns raised | Do not ignore grievances or delay response |
| Align programs with actual community needs | Avoid one-size-fits-all CSR initiatives |

## 9. Document Preservation:

| Record | Retention Period |
|---|---|
| Community Needs Assessment Reports | 5 years |
| Record for Discussion with communities | 3 years |
| CSR Project Reports & Impact Data | 5 years |
| Grievance Register & Status Logs | 3 years |
| Meeting Minutes & Attendance Logs | Perpetual |

## 10. Review and Revision

These guidelines will be reviewed **every two years** or earlier if significant changes occur in community dynamics, laws, or business operations.

**Approved by:**
*Chairperson, CSR Committee*
**Deepak Nitrite Limited**
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