RESPONSIBLE CARE®
OUR COMMITMENT TO SUSTAINABILITY

DEEPAK NITRITE RESPONSIBLE CHEMISTRY

Stakeholder Engagement

1. Purpose

The purpose of this Stakeholder Engagement Plan is to define a structured approach for identifying, engaging, and collaborating with stakeholders who influence or are affected by the operations and decisions of Deepak Nitrite Limited (DNL). This plan supports transparent communication, sustainable development, and shared value creation in alignment with our ESG commitments and ISO 26000 principles.

2. Objectives

- Identify and map key internal and external stakeholders.
- Establish methods for two-way communication and consultation.
- Integrate stakeholder feedback into strategic decisions and CSR initiatives.
- Build trust-based relationships that contribute to long-term value.
- Ensure alignment with SDGs, regulatory requirements, and the company's Responsible Care® framework.

3. Guiding Principles

DNL's stakeholder engagement is based on the following principles:

- **Inclusiveness:** Engage all relevant stakeholders, especially marginalized and vulnerable groups.
- **Transparency:** Share relevant and timely information in an open and honest manner.
- **Responsiveness:** Actively listen to stakeholders and incorporate their feedback into decisions.
- **Consistency:** Maintain regular and structured interactions across all touchpoints.
- **Accountability:** Clearly define roles, responsibilities, and actions taken based on engagement.

4. Stakeholder Identification and Mapping

Stakeholder Group	Interest / Influence	Engagement Objective
Employees	Workplace safety, career growth, well-being	Enhance engagement, inclusion, and morale
Customers	Product quality, pricing, sustainability	Meet expectations, build long-term loyalty
Suppliers & Contractors	Fair practices, payment terms, ESG compliance	Promote responsible sourcing
Communities	Local development, environment, CSR impact	Create positive social & environmental value

Investors/Shareholders	Financial returns, risk management, ESG disclosures	Strengthen trust and long-term investment
Government/Regulators	Legal compliance, environmental and labor laws	Ensure compliance and proactive cooperation
NGOs & Civil Society	Social impact, transparency, collaboration	Foster partnerships for inclusive growth
Media	Reputation, public awareness	Promote transparency and positive image
Academic Institutions	Research, innovation, training	Encourage collaboration and thought leadership

5. Engagement Methods

Stakeholder Group	Engagement Tools / Channels	Frequency
Employees	Town halls, surveys, training, intranet, HR forums	Monthly / Quarterly
Customers	Customer feedback systems, technical support, audits	Ongoing
Suppliers	Supplier code of conduct, assessments, supplier meets	Annual / Biannual
Communities	Gram Sabhas, CSR consultations, grievance redressals	Quarterly / On demand
Regulators	Compliance reporting, consultations, industry associations	As per schedule
Investors	AGMs, sustainability disclosures, investor briefings	Quarterly / Annual
NGOs & Partners	Joint reviews, MoUs, collaboration platforms	Project-based
Media	Press releases, interviews, site visits	As needed
Academia	Research MoUs, internships, innovation projects	Ongoing / Semester-wise

6. Stakeholder Engagement Process

1. **Identification** – Determine who is affected or can affect DNL's activities.
2. **Mapping** – Assess stakeholder influence and interest using tools like Power-Interest Matrix.

3. **Planning** – Define engagement level: Inform, Consult, Involve, Collaborate, or Empower.
4. **Execution** – Use appropriate tools (see Section 5).
5. **Feedback & Integration** – Capture insights, analyze, and incorporate into policies/projects.
6. **Monitoring & Evaluation** – Track effectiveness of engagement and update strategies accordingly.

7. Monitoring & Evaluation Framework

Metric	Target	Tool
No. of stakeholder interactions	Increasing trend year-on-year	Stakeholder register
Stakeholder satisfaction score	>80% satisfaction	Perception survey
CSR project feedback integration	100% high-impact projects reviewed	CSR impact assessment reports
Grievances resolved within timeframe	>95% within SLA	Grievance redressal mechanism

8. Roles and Responsibilities

Role	Responsibility
CSR & Sustainability Head	Develop & oversee stakeholder engagement strategy
Site Heads	Local-level stakeholder interface & community liaison
HR Department	Employee engagement and communication
Corporate Communications Team	Media, investor, and customer communication
Procurement Team	Supplier engagement and ESG due diligence
CSR Committee	Oversight, review, and escalation support

9. Review and Updates

This plan will be reviewed bi-annually or as required due to business expansion, regulatory change, or feedback from stakeholders. Updates will be documented and shared with relevant internal stakeholders.

Approved by:
Head – CSR & Sustainability
Deepak Nitrite Limited
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