

HARIOM PIPE INDUSTRIES LIMITED

Stakeholder Engagement Policy

Purpose

Hariom Pipe Industries Limited (HPIL) believes in nurturing enduring connections with its stakeholders and strives to deliver value to them through every facet of its operations. Constructive, ongoing, and comprehensive dialogues with stakeholders play a pivotal role in cultivating enduring relationships. HPIL engages with stakeholders to comprehend their requirements and anticipations, and integrates these considerations into its business expansion strategies. An integral facet of its corporate governance involves stakeholder communication and involvement. To facilitate seamless implementation, HPIL will adhere to the guidelines and principles outlined in the policy throughout the organization.

Scope and Objective

This Policy provides a predominant approach for engaging with all the stakeholders of HPIL. It has been put in place to ensure that the stakeholder engagement is applied consistently across the operational boundaries of HPIL. This stakeholder engagement policy is committed to being responsible, transparent, and accountable towards the citizens of society, especially in all communities where HPIL has its workspace and operations. The policy shall honor and maintain the rights of HPIL stakeholders, encouraging them to conjoin and collaborate constructively in matters that are of interest to the stakeholders.

The objectives of this Policy are:

- to convey and strengthen HPIL commitment towards all its stakeholders.
- to continue to enhance stakeholders' trust to build long-lasting and robust relationships.
- to develop a network to understand needs and expectations of stakeholders.
- to encourage the recognition by all its stakeholders of HPIL commitment to diversity in the broad sense.
- to continue to enhance stakeholders' trust and confidence in our processes and activities, while promoting a good understanding of stakeholders' needs and expectations.
- to improve the communication to engage stakeholders' and to convey and reinforce HPIL commitment towards all its stakeholders.

Guidelines and core principles for stakeholder engagement

Stakeholder Identification and Prioritization: HPIL shall identify individuals or groups of individuals (including Companies, Partnership firms and Proprietary Firms) who are impacted by HPIL products, services and activities as well as individuals or groups of individuals which have a direct or indirect impact on HPIL. Upon such prioritization, HPIL shall analyse the risks and impacts of HPIL operation, whether direct or indirect on each Stakeholder.

Implementing communication strategies: HPIL is committed to maintaining close and regular engagement with stakeholders to foster robust relationships, cultivate accurate perceptions, establish trust, and generate value.

Disclosure of information: HPIL shall disclose permissible information about the company’s activities in a timely manner in order to ensure the transparent processes.

Key stakeholder groups:

HPIL has pinpointed crucial stakeholder categories with which it will maintain ongoing engagement. The identified stakeholder groups are as follows:

- Employees and Workers
- Investor and Shareholders
- Customers
- Suppliers and Dealers
- Government and Regulatory authorities
- Industry associations
- NGOs and Communities
- Media

Stakeholder Engagement Matrix

Stakeholder Group	Engagement Channel
Employees and Workers	<ul style="list-style-type: none"> • Trainings and development programmes • Performance management system • Emails, written communication • Newsletters, circulars and internal publications • Employee engagement initiatives • Functional and cross-functional committees
Investors and shareholders	<ul style="list-style-type: none"> • Annual shareholder meeting • Press releases and newsletters
Customers	<ul style="list-style-type: none"> • Customer satisfaction surveys • Marketing and advertising • Complaint handling and feedback • Electronic Communication - Social media, WhatsApp, Calls and SMS • Company website
Suppliers and Dealers	<ul style="list-style-type: none"> • Regular interaction through online and offline meetings, phone calls, e-mails • Conferences and dealers meet • Trainings and awareness programmes

Government and Regulatory authorities	<ul style="list-style-type: none"> • Meetings and formal dialogue • Written communications
Industry Associations	<ul style="list-style-type: none"> • Conferences, events and workshops • Press releases and newsletters • Written Communications • Meetings • Publications and Announcements
Communities and NGOs	<ul style="list-style-type: none"> • Conferences and workshops • Communication via telephone, email, etc. • Community-participation events • CSR partnerships - Contribution towards various causes
Media	<ul style="list-style-type: none"> • Written Communications • Meetings • Publications and Announcements • Media releases

Grievance Mechanism

- I. HPIL is dedicated to establishing effective and substantive communication channels with its stakeholders, addressing any inquiries or apprehensions they may possess. To facilitate this, HPIL has implemented a structured Grievance Redressal Mechanism.
- II. In case any of queries, feedback or concerns, stakeholders may write to HPIL By post or courier on the following address:
- III. By email: info@hariompipes.com

Annexures:

Practices towards Stakeholders:

1. Employees and workers

HPIL shall:

- i. Recruit employees through an efficient selection process, keeping in mind the equal employment conditions.
- ii. Treat all employees with utmost fairness and sensitivity, respect their personal rights and protecting the same from being violated.
- iii. Provide all employees across departments and levels with appropriate and consistent professional training and development to aid them in carrying out their responsibilities as well as to raise awareness on ethical principles and guidelines concerning the Company.
- iv. Endorse the spirit of teamwork to cultivate unity and to help build awareness about work ethics and discipline.
- v. Assess employees' performance and offer equitable compensation aligned with the suitability, capacity, and proficiency of each individual. The provided benefits will be competitive with those of other prominent companies within the same industry.
- vi. Motivate employees to strive for a harmonious equilibrium between their professional commitments and personal family life.

2. Investors and shareholders

HPIL recognizes and emphasizes the significance of shareholders as integral stakeholders in its business. To ensure equitable and fair treatment of all shareholders, encompassing executives, employees, and the Board of Directors, the company has established the subsequent guiding principles:

- i. Operate in accordance with the Company's corporate vision and governance framework with utmost integrity, by avoiding any case of conflict of interest, while striving to generate good returns for each shareholder in a balanced manner.
- ii. Always respect the rights of all its shareholders and provide equitable treatment to all. HPIL shall not perform or engage in any act that may violate or threaten the rights of its shareholders.
- iii. Implement measures to prohibit Directors, executives, employees, as well as their spouses and children, from utilizing non-public information for personal gain or the advantage of others prior to its public disclosure.
- iv. Provide shareholders with all the necessary details concerning shareholders' meetings and the associated meeting agenda items, in a timely manner.
- v. Disclose significant information related to the Company, such as financial reports, and minutes of the meeting, in an accurate, timely, transparent and reliable manner through

accessible channels to keep shareholders well-informed and aware of HPIL operating performance as recorded during the financial year.

3. Government and Regulatory authorities

- i. Ensure business continuity through compliance with all necessary legislation and regulations.
- ii. Be a responsible corporate citizen and proactively track global and domestic developments for effective advocacy towards shaping future policies.
- iii. Strategies action plan for working towards low-carbon growth through use of cleaner fuels, resource and energy efficiency, emission reduction technologies, carbon mitigation instruments, etc.

4. Customers

HPIL shall:

- i. Endeavour to deliver best customer experiences by being agile and flexible.
- ii. Develop environmentally friendly practices and aim to minimize impact on environment wherever possible across all functions of business.
- iii. Store all customer data with utmost safety and maintain the highest level of privacy.
- iv. Treat all customers equitably and fairly.
- v. Not offer any gifts/benefits to customers.
- vi. Not to work with any customers that participates in illegal acts or acts against public order and good morals.

5. Suppliers and Contractors

HPIL shall:

- i. Build a highly capable and committed supplier network to build growing business which deliver highest value by fostering a meaningful relationship with all suppliers.
- ii. Ensure that business operations are sustainable and transparent and comply with all the terms and conditions formalized in a transaction
- iii. Ensure payments, strictly in accordance with the agreed terms.
- iv. Treat all involved parties equitably and fairly
- v. Not demand or accept any gifts/benefits from suppliers and contractors.
- vi. Encourage procurement of environmentally and socially sustainable products.
- vii. Not disclose information of suppliers to others without their consent.
- viii. Not to work with any supplier that participates in illegal acts or acts against public order and good morals.

6. Community/NGOs:

HPIL shall:

- i. Contribute towards people centric inclusive development for the nation building through its following focus areas:

- Education
 - Health
 - Environment
 - Women’s Empowerment
 - Sports
- ii. Partner with foundations and charitable organizations to design, execute programmes contributing to larger vision of people centric inclusive development and the nation building.
 - iii. Contribute to initiatives designed to improve the quality of life of people in society to enable people to become self-reliant.
 - iv. Conceptualizing and implementing initiatives in healthcare with focus on contributing towards challenges of public health in the area of affordability and accessibility.
 - v. Endeavour to conserve the environment near operating locations and nearby communities.
 - vi. Promote and support activities in the areas of conservation of art, cultural heritage preservation, and sustaining religion and traditions.
 - vii. Encourage and open opportunities for communities and other stakeholders to take part in the activities/projects, to voice their opinions and suggestions.

7. Industry Associations

HPIL shall:

- i. Provide its thought leadership and expertise that creates value in the steel industry.
- ii. Participate in industry events at a national level to promote national connectivity for the local steel industry.
- iii. Collaborate with industry associations to address impacts of climate change and support transition to low carbon technology.

8. Media

HPIL shall:

- i. Disclose information to the media equitably in an accurate, transparent and clear manner.
- ii. Communicate information on a quick and timely basis.