



Exide Industries Limited
Stakeholder Engagement Policy



Introduction

Exide Industries Ltd. (EIL / the Company) as a company understands the sizeable impact which can be made through its operations and imbibes this within the organisation's core values. The Company towards this purpose, endeavours to listen, learn and collaborate with different stakeholders to leverage collective power as a force for good. EIL is dedicated to developing an open and constructive dialogue with our stakeholders. This enables it to recognize and respond effectively to the changing dynamics of the business environment.

The Company comprehends the value of an effectual stakeholder engagement process which addresses their needs and concerns, towards enhancing the Company's performance, building long-term partnerships and achieving sustainable development. As a responsible organisation, EIL consistently strives to integrate sustainable practices into all facets of its operations, drawing upon the extensive expertise over several decades. By doing so, the aim is to create long-term value not only for its esteemed stakeholders, but also for the society at large.

The ambit of the policy covers the following key stakeholder groups:

- Employees and workers
- Vendors/Suppliers and Alliance Partners
- Distributors/Dealers and Sub-Dealers
- Customers including OEMs (original equipment manufacturers)
- Local communities & Community Based Organizations
- Shareholders and Investors
- Government and Regulatory Bodies

Stakeholder Mapping and Prioritisation

The Company shall identify different stakeholder groups who are either directly and indirectly impacted or influence the business operations.

The Company shall prioritize building enduring relationships with its stakeholders and engage with them regularly, for identifying their key concerns and addressing them appropriately. The Company effectively and accurately disseminates relevant information on a regular basis, through systematic engagement practices, helping build strong relationships based on trust and mutual understanding.

This includes employees & workers, vendors/suppliers & alliance partners, distributors/dealers & sub-dealers, customers including OEMs, communities, shareholders & investors, government & regulatory bodies and Community Based Organizations.

Communication Channels and Methods

Key stakeholder groups identified by the Company are listed below. Engagements with most of these stakeholders shall be on an ongoing basis throughout the year. The frequency of engagement for a few of the stakeholder groups will be dependent on the nature of interaction and mutual terms between the stakeholder and the Company.

| Stakeholder Group | Communication Channels | Discussion Areas |
|-----------------------|---|--|
| Employees and Workers | a) Intranet and in-house newsletters, email communication b) Training & coaching initiatives c) Management-employee Town Hall meets d) Periodic surveys e) Performance dialogue & | a) Sharing Policies and Welfare Schemes b) Appraisals c) Career Development d) Health & Safety e) ESG f) Learning & Development |

| Stakeholder Group | Communication Channels | Discussion Areas |
|---|---|---|
| | appraisals | |
| Vendors/Suppliers and Alliance Partners | <ul style="list-style-type: none"> a) Supplier meetings and site visits b) Supplier audits c) Vendor due diligence d) Quarterly supplier engagement e) Feedback f) Emails/SMS/digital platform | <ul style="list-style-type: none"> a) Production plans b) Grievances c) Long term relationship d) Ethical business conduct e) ESG f) Continuous assistance and support in SCM g) Assured product quality h) Timely payments |
| Distributors/Dealers and Sub-Dealers | <ul style="list-style-type: none"> a) Dealer Distributor meet b) Regular visit by Company's representative c) Meeting with senior management d) Embracing digital platforms e) Email/SMS f) Advertisements/phone calls | <ul style="list-style-type: none"> a) Production plans b) Invoices and Bill payments c) Grievances d) Long term relationship |
| Customers including OEMs (original equipment manufacturers) | <ul style="list-style-type: none"> a) Embracing digital platforms to strengthen after-sales services b) Serving Automotive customers through the Exide Care website as well as providing door-step services such as Batmobile and Service 2.0 dealers network c) Industrial customers can connect through Exide EDGE, Toll free number and "QSR" QR code d) Emails/ advertisements/ website | <ul style="list-style-type: none"> a) Product innovation and improvement based on customer inputs b) Efficient after sales service c) ESG d) Grievance resolution mechanism |
| Local communities & Community Based Organizations | <ul style="list-style-type: none"> a) Community meetings b) Physical and virtual meetings c) CSR initiatives & interventions d) Robust grievance mechanism e) Community meetings f) Need & Impact assessment survey g) Communication via newsletters, social media, etc. | <ul style="list-style-type: none"> a) Planning and monitoring of CSR initiatives. a) Employee volunteering b) Individual contributions c) Ensuring meeting the goals against each of the five focus areas of - Exide Aarogya, Exide Akshar, Exide Kaushal, Exide Paryavaran and Exide Saksham |
| Shareholders and Investors | <ul style="list-style-type: none"> a) Physical and virtual meetings (AGM/EGM) b) Stock exchange communications c) Investor presentation, earning calls, investor meetings with management d) Complaints and grievance management e) Email, Newspaper, Website | <ul style="list-style-type: none"> a) Financial and non-financial report sharing b) Dividend c) IEPF related matters d) Performance and future strategies |
| Government and Regulatory Bodies | <ul style="list-style-type: none"> a) E-mail b) Websites c) Meetings | <ul style="list-style-type: none"> a) Seeking various consents and approvals to run our |

| Stakeholder Group | Communication Channels | Discussion Areas |
|-------------------|------------------------|--|
| | | operations b) Implementation / applicability of various local laws, rules & regulations and other requirements c) Good governance and compliance on topics such as policy advocacy, participating in national forums, etc. d) ESG |

Stakeholder Collaboration and Partnerships

The Company shall endeavour to foster collaboration and partnerships with different stakeholders across various categories to nurture a conducive business environment that stimulates growth, innovation and sector-wide discussions.

We will also strive to create a meaningful, positive impact within the communities we operate in by way of our five core thrust areas in CSR – Health, Education, Environment, Empowerment and Employability.

Stakeholder Dialogue and Feedback

The Company understands that by addressing the needs and concerns of its stakeholders, long-term partnerships can be created that helps achieving sustainable business operations. In this regard EIL shall continue to engage in participative dialogues with its stakeholders across various categories, through the established communication channels to act on the feedback received, address any shared challenges and generate positive outcomes.

Grievance Redressal Mechanism

The Company shall ensure adherence to a fair and accessible grievance redressal process aligned to its core values and meeting statutory guidelines. All efforts will be made to follow a transparent investigation process for resolving stakeholder grievances in a timely and satisfactory manner.

The outcomes of the grievance redressal process shall be communicated to the stakeholders involved.

| Stakeholder Group | Grievance Redressal contact |
|---|---|
| Employees and Workers | <ul style="list-style-type: none"> grievance@exide.co.in |
| Vendors/Suppliers and Alliance Partners | <ul style="list-style-type: none"> Designated points of contact (Central Procurement team) Periodic supplier meets; |
| Distributors/Dealers and Sub-Dealers | <ul style="list-style-type: none"> Continuous feedback system |
| Customers including OEMs (original equipment manufacturers) | Automotive: <ul style="list-style-type: none"> Exide Care- exidecare@exide.co.in Exide Batmobile Service Toll Free number WhatsApp |
| | Industrial: <ul style="list-style-type: none"> CRM solution Exide Edge- indlcare@exide.co.in Toll Free number “Quick Service Registration” QR scanning |
| Local communities & Community Based Organizations | Local communities: <ul style="list-style-type: none"> Plant level CSR sub-committee |

| | |
|----------------------------------|--|
| | <ul style="list-style-type: none"> • csr@exide.co.in |
| | Community Based Organizations: <ul style="list-style-type: none"> • Corporate CSR department; • Review meetings; • Third party impact assessment; • csr@exide.co.in |
| Shareholders and Investors | <ul style="list-style-type: none"> • cosec@exide.co.in ; investor.relations@exide.co.in |
| Government and Regulatory Bodies | <ul style="list-style-type: none"> • cosec@exide.co.in |

Training and Capacity Building

At Exide, we value all our stakeholders, and our efforts are directed towards creating a long-term cordial relationship with them. We aim to achieve and sustain outstanding levels of performance that meet or exceed the expectations of all stakeholders. The essence of this principle is embedded in the Company's vision, mission, and core values statement. These are fundamental to our existence and practiced in our processes, activities, and behaviour. This is also encouraged through the Exide Leadership Behaviour (ELB) framework

Each individual stakeholder group shall continue to receive knowledge exchange, training and associated support to effectively make the engagement sessions interactive and participate, which nurture a collaborative environment.

Reporting and Disclosure

The Company shall endeavour to disclose the processes, associated outcomes and any material concerns arising out of the stakeholder engagement activities in its annual reports / Integrated reports as and where applicable.

Monitoring and Evaluation

The Company shall periodically review and assess the efficacy of the policy to identify improvement areas based on the feedback and industrial best practices.

Version History

| Version Number | Date of Enforcement |
|----------------|-----------------------------|
| V1.0 | 1 st April, 2024 |