



TERMINALS

Allcargo Terminals Limited

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Stakeholder Engagement Policy

Purpose

Allcargo Terminals Limited (“ATL” / the “Company”) trusts in developing long-term relationships with all its stakeholders and endeavours to create value for them through all its operations. Productive, continuous and detailed dialogues with stakeholders are imperative for fostering long-term relationships. ATL participates with its stakeholders to understand their needs and expectations, and factor in those while developing its business growth strategies. An important characteristic of its corporate governance lies in its stakeholder communications and engagement. To ensure the smooth functioning of the same, ATL shall follow the guidelines and principles in the policy across the organization.

Scope and Objective

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

The objectives of this Policy are:

- to formalize the process for identifying and prioritizing ATL’s stakeholders;
- to convey and strengthen ATL’s 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 ATL’s 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 ATL’s commitment towards all its stakeholders.

Guidelines and core principles for stakeholder engagement

1. Stakeholder Identification and Prioritization:

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

2. Implementing communication strategies:

ATL shall closely engage with Stakeholders on periodic intervals to build a strong relationship to gain the right perception, build trust, and create value.

3. Disclosure of information:

ATL shall disclose permissible information about the company's activities in a timely manner in order to ensure the transparent processes.

4. Stakeholder engagement:

ATL shall endeavour to implement necessary processes to ensure Stakeholders engagement so that their ideas and opinions are given due consideration.

Key stakeholder groups:

ATL has identified key stakeholder groups that it shall engage with on a continuous basis. The identified stakeholder groups are as follows:

- Employees and Workers;
- Investor and Shareholders;
- Customers;
- Suppliers and Contractors;
- 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"> • Intranet portal • 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 • Investor presentations and conference calls • Investor conferences and meets • Press releases and newsletters
Customers	<ul style="list-style-type: none"> • Customer satisfaction surveys • Marketing and advertising

	<ul style="list-style-type: none"> • Customer service centres • Complaint handling and feedback • Electronic Communication - Social media, WhatsApp, Calls and SMS • Company website
Suppliers and Contractors	<ul style="list-style-type: none"> • Regular interaction through online and offline meetings, phone calls, e-mails • Conferences and workshops • Trainings and awareness programmes • Supplier Audits
Government and Regulatory authorities	<ul style="list-style-type: none"> • Meetings and formal dialogue • Representation through various trade bodies Workshops • Written communications
Industry Associations	<ul style="list-style-type: none"> • Conferences, global 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 • Communication with Beneficiary Committees
Media	<ul style="list-style-type: none"> • Written Communications • Interviews and Forums • Meetings • Publications and Announcements • Media releases

Grievance Mechanism

ATL strives to ensure close and meaningful communication with its stakeholders and resolve any issues or concerns its stakeholders might have. ATL has set up a formal Grievance Redressal Mechanism. The details can be found in its Whistleblower policy available on the website.

In case any of queries, feedback or concerns, stakeholders may write to ATL by email on whistle.blower@allcargoterminals.com

Annexures:

Practices towards Stakeholders:

1. Employees and workers

ATL 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. Evaluate employees' performance and provide fair remuneration based on the suitability, capability, and competence levels of each individual. The benefits provided will be at par with the other leading companies in the same industry.
- vi. Raise awareness on occupational health and safety matters for all employees to help maintain an encouraging and safe work environment.
- vii. Inspire employees to work towards maintaining balance between work and their respective family life.
- viii. Provide appropriate channels for disclosure of information to employees so as to keep them informed and up to date about all ATL's business unit operations.
- ix. Provide appropriate and accessible channels of communication for all employees across the organization file to report grievances, and to also protect employees from any retribution or penalty (if any) post the filing of a complaint.

2. Investors and shareholders

ATL places great importance on and prioritizes shareholders who are owners of its business. To ensure appropriate and just treatment of its shareholders, including executives, employees as well as the Board of Directors, it has set forth the following 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. ATL shall not perform or engage in any act that may violate or threaten the rights of its shareholders.
- iii. Assign independent directors to take care of minor shareholders and to both receive as well as address complaints/suggestions raised by the shareholders.
- iv. Ensure to prevent Directors, executives and employees and their respective spouses and children from using inside information for self-interest or for the benefit of others before disclosure to the public.

- v. Provide shareholders with all the necessary details concerning shareholders' meetings and the associated meeting agenda items, in a timely manner.
- vi. Establish efficient and effective measures for internal control and documentation, internal audit and risk management purposes.
- vii. 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 ATL's 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. Strategize 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

ATL shall:

- i. Deliver high quality services and world class solution leveraging IT, Digital platforms, and newer technologies to address all the Customers' needs.
- ii. Endeavour to deliver best customer experiences by being agile and flexible.
- iii. Develop environmentally friendly practices and aim to minimize impact on environment wherever possible across all functions of business.
- iv. Store all customer data with utmost safety and maintain the highest level of privacy.
- v. Treat all customers equitably and fairly.
- vi. Not offer any gifts/benefits to customers.
- vii. Provide customers with a dedicated customer support office to help provide all service related information, resolve queries raised and to take into consideration their feedback.
- viii. Not to work with any customers that participates in illegal acts or acts against public order and good morals.

5. Suppliers and Contractors

ATL 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. Formulate well-defined and detailed procurement processes
- iii. Ensure that business operations are sustainable and transparent and comply with all the terms and conditions formalized in a transaction.
- iv. Ensure payments, strictly in accordance with the agreed terms.
- v. Treat all involved parties equitably and fairly.

- vi. Not demand or accept any gifts/benefits from suppliers and contractors.
- vii. Encourage procurement of environmentally and socially sustainable products.
- viii. Not disclose information of suppliers and contractors to others without their consent.
- ix. Not to work with any supplier that participates in illegal acts or acts against public order and good morals.

6. Community/NGOs:

ATL shall:

- i. Contribute towards people centric inclusive development for the nation building through its following focus areas:
 - Education
 - Health
 - Environment
 - Women's Empowerment
 - Sports
 - Disaster Relief
- 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. Plan need based programmes for the vulnerable and marginalized communities for empowering targeted communities.
- iv. Contribute to initiatives designed to improve the quality of life of people in society to enable people to become self-reliant.
- v. Conceptualizing and implementing initiatives in healthcare with focus on contributing towards challenges of public health in the area of affordability and accessibility.
- vi. Undertake programmes in the area of education to prevent drop out of the students, encourage and make them employable with skill development initiatives.
- vii. Endeavour to conserve the environment near operating locations and nearby communities.
- viii. Promote and support activities in the areas of conservation of art, cultural heritage preservation, and sustaining religion and traditions.
- ix. Undertake initiative towards promoting women's empowerment.
- x. Contribute to disaster-relief initiatives.
- xi. Undertake initiatives promoting youth participation in sports.
- xii. 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

ATL shall:

- i. Provide its thought leadership and global expertise that creates value in the logistics industry.
- ii. Participate in industry events at a global level to promote global connectivity for the local logistics industry.
- iii. Collaborate and partner with the industry associations on relevant issues to find a collective solution.
- iv. Collaborate with industry associations to address impacts of climate change and support transition to low carbon technology.

8. Media

ATL shall:

- i. Disclose information to the media equitably in an accurate, transparent and clear manner.
- ii. Communicate information on a quick and timely basis.
- iii. Create a good rapport with the media through various activities such as plant visits to allow the media to observe management processes as well as obtain accurate first-hand information wherever possible.
- iv. Provide avenues to media to meet and interact with senior executives as and when possible.

Version	Effective Date	Description of changes
Version 1.0	5 th July 2023	Adoption of Policy at the Board Meeting held on 5 th July 2023