

PARTICIPATORY GOVERNANCE

Based on the 'Principle of Inclusivity', this form of governance lays emphasis on stakeholder involvement in governance. It encompasses the processes in which stakeholders including shareholders, customers, supplier, human capital, value chain partner voice their opinions with zero fear of retaliation. Circular governance, being an integral part of Participatory governance, accords the opportunity to all the stakeholders of the Company to be a part of the governance culture in the Company.

Enactment: The Company has enhanced its customer centricity through regular interactions with its stakeholders through meetings and surveys such as Employee Satisfaction Survey, Supplier Satisfaction Survey etc. as a part of Participatory Governance. Feedback received from its stakeholders are tracked and suggestions implemented