



**Stakeholder Engagement Policy**  
of  
**Veedol Corporation Limited**  
*(formerly Tide Water Oil Company (India) Limited)*  
(hereinafter referred to as 'the Company')

Particulars	
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Administrator Responsible:	ESG Apex Committee

Revision History

Version	Approved By	Revision Date	Description of Change	Author
V1	BoDs	12.11.2024	Approval and adoption	Head (HR & Admn.) and Co. Secy

## 1 Introduction

Stakeholders play a pivotal role in shaping a company's vision and achieving its objectives. Therefore, the Company believes it is important to engage with them and understand their expectations, needs and concerns. Such engagements also ensure seamless and enduring collaboration.

The Stakeholders Engagement Policy ('the Policy') outlines the Company's objectives in engaging with its stakeholders. It also provides guidance on who the Company's stakeholders are and how we can and should engage with them.

Our engagement is aimed at:

- Building trust across stakeholders
- Identifying material issues that stakeholders' deem important
- Seeking feedback
- Ensuring continuous improvement
- Managing risk and reputation for the Company

## 2 Stakeholder Identification and Prioritization

We identify stakeholders as those individuals, groups of individuals or organizations that affect us and/or could be affected either directly or indirectly by our activities, products or services and the associated performance. The Company analyses its internal and external environment to identify its internal and external stakeholders, which may include those individuals, groups of individuals and/or organisations:

- that are directly or indirectly dependent on the Company's activities, products or services and associated performance, or on whom the Company is dependent in order to operate;
- to whom the Company has, or in the future may have, legal, commercial, operational or social/ethical/moral responsibilities; and
- who can influence or have impact on the Company's strategic or operational decision-making;

Our key stakeholders include:

- Investors
- Customers
- Suppliers / Vendors
- Employees
- Communities, NGOs/Social organizations
- Business partners
- Financial service providers
- Regulatory and government bodies
- Media

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Stakeholders are prioritized based on the relevance and profiled into different categories depending upon the specific context of engagement.

### 3 Stakeholder Engagement Process

We promote a culture of ongoing engagement with every stakeholder group, collecting feedback. The most appropriate engagement tools and methods range from written communications, one-to-one meetings, feedbacks, information sessions, surveys, focus group discussions, etc.

We strive to abide by the following when engaging with any stakeholder:

- Prior to engaging with a stakeholder, define the purpose, scope and frequency of engagement and design appropriate engagement methods. The method and the level of engagement with a stakeholder is defined by nature of relationship that the Company has with them or aims to develop with them;
- Assign adequate resources and responsibilities for effective stakeholder engagement, striving to imbibe the principles of inclusiveness and transparency at all times;
- Acknowledge and assume responsibility about the impact of the Company's policies, decisions, products, services and associated operations on the stakeholders;
- Consider potential stakeholder engagement risks prior to selecting the level or method of engagement, and devise ways and means to address them. Potential risks may include lack of stakeholder integrity, conflicts of interest, disruptive or uninformed stakeholders and an unwillingness to engage. Proper planning and preparation are undertaken to understand the stakeholder profile and facilitate the stakeholder to have an open, credible and honest dialogue;
- Assess the capacity of the stakeholder to effectively engage while selecting the method of engagement. In case the stakeholders lack the capacity to engage (e.g. financial resources, technical capability, time, language, skills, cultural understanding or awareness of issues), appropriate capacity building measures may be taken by engaging business function, such as assistance in overcoming the barriers of language, distance, knowledge, skills and resources, as appropriate and keeping in consideration the purpose and scope of engagement;
- Allow stakeholders to provide feedback and engage positively in business operations;
- Proactively engage with and respond to those that are disadvantaged, vulnerable and marginalized.
- Settlement of stakeholder grievances in a fair, equitable and timely manner;
- Align our goals and actions with the stakeholders' high priority areas based on our assessment; and

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- Communicate and report the outcome of the stakeholder engagement to internal and external stakeholder groups through various modes as appropriate, including but not limited to the annual business responsibility and sustainability report, notices or updates on our official website or social media handles, one-to-one meetings etc.

## 4 Common Modes of Engagement with Key Stakeholders

Our methods of engagement include multiple channels and means of communications reliant on each specific stakeholder group and can be grouped under the following broad categories: (i) monitoring, (ii) informing, (iii) consulting and (iv) collaborating.

A more detailed list of common modes of engagement deployed for major stakeholders is provided in stakeholder engagement matrix below:

Investors	<ul style="list-style-type: none"> <li>- Annual shareholder meeting</li> <li>- Press releases</li> <li>- Stock exchange intimations</li> </ul> <p>The Company may also undertake to arrange for Quarterly investor presentations and conference calls and Investor conferences and meets</p>
Customers	<ul style="list-style-type: none"> <li>- Direct consumer calls</li> <li>- Customer satisfaction surveys</li> <li>- Complaint handling &amp; feedback</li> <li>- Marketing and Advertising</li> <li>- Electronic Communication</li> <li>- Training sessions</li> <li>- Customer meets</li> <li>- Regular interaction through phone, e-mail and in person</li> <li>- Mobile applications and portals</li> </ul>
Suppliers / Vendors	<ul style="list-style-type: none"> <li>- Regular interaction through phone, e-mail and in person</li> <li>- The Company may undertake surveys and assessments</li> </ul>
Employees	<ul style="list-style-type: none"> <li>- Centralized employee communications</li> <li>- Employee town halls</li> <li>- Cultural events</li> <li>- Trainings and performance management system</li> <li>- Functional and cross-functional committees</li> <li>- Emails, written communication</li> <li>- Centralized Employee portals</li> </ul>
Community, NGOs/Social organizations	<ul style="list-style-type: none"> <li>- CSR interventions and initiatives</li> <li>- Awareness camps</li> <li>- Community development through various events</li> <li>- Community meetings, surveys and consultations</li> </ul>
Business Partners	<ul style="list-style-type: none"> <li>- Regular interaction through phone, e-mail and in person</li> <li>- The Company may undertake surveys and assessments</li> </ul>

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Financial Service Providers	- Meetings, letters, emails, calls - Respective mobile applications and portals
Regulatory and Government Bodies	- Annual reports - Communications with regulatory bodies - Formal dialogues - Face to face meetings - Through Chambers
Media	- Press Conferences - Written Communication - Audio & visual communication

Business teams are encouraged to use the aforesaid channels at the desired frequency to have a meaningful interaction with stakeholders.

Additionally, stakeholders can get information and updates about the operations and activities of the Company through its website [www.veedolindia.com](http://www.veedolindia.com).

## 5 Feedback implementation

Any feedback gathered in the course of the engagement is considered and, after due evaluation, incorporated to improve business processes and come up with optimal solutions. Significant learnings may also help shape the Company's strategic initiatives and growth levers.

Stakeholders are encouraged to put forth any concerns relating to their engagement with the Company and to reach out to senior management, if necessary. They can also write to the Company at [corporate@veedol.com](mailto:corporate@veedol.com).

## 6 Power to Amend

The company reserves the right to amend the policy at any time without assigning any reason whatsoever. The utility and interpretation of the policy will be at the sole discretion of the Management.

## 7 Complaint / Request / Grievance

The Company has a system that ensures quick response and remediation to complaints, requests, grievances or other issues. At the first instance complaint / request / grievance is to be lodged with the respective Functional Head. The Functional Head shall endeavour to address / redress the complaint / request / grievance within 15 working days of receipt of the same. In case it is found that the complaint / request / grievance is not resolved by the Functional Head within the stipulated period then the same can be directly raised with the Head of the HR function of the Company by way of a written communication either through email at [head.hr@veedol.com](mailto:head.hr@veedol.com) or through a physical letter addressed to The Head (HR & Administration), Veedol

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Corporation Limited, 902, Godrej TWO, Vikhroli, Eastern Express Highway, Mumbai - 400 079. The Head of the HR function shall look into the complaint / request / grievance, examine and investigate the same, wherever required and provide a report thereof to the Managing Director within 15 working days of receipt of the same alongwith its recommendations towards steps to be undertaken for addressing / dealing / resolving the complaint / request / grievance. The Head of HR may take external help in case deemed necessary in this regard.