

## **Stakeholder Engagement Policy**

Endurance Technologies Limited (the “Company”), recognises the significance of engagement with its stakeholders. The Company has framed this Stakeholder Engagement Policy (“Policy”), *inter alia*, for identification, prioritization of stakeholders and management of the relationship with them.

Stakeholders of the Company shall be those whose interests are affected or could be affected by the business activities of the Company and shall include its, employees and workers, customers, suppliers, shareholders’, government (central and state), local communities (including vulnerable groups), non-governmental organizations, amongst others.

### **Objective**

The objective of this Policy is to lay down principles for engaging with stakeholders of the Company and its management mechanism. The Company focusses on understanding stakeholders’ needs, concerns and their effective resolution to manage associated risks and add value to all its stakeholders.

### **Scope**

The Policy extends to all business operations including various functions and departments of the Company. The Company encourages its value chain partners to take a similar approach towards stakeholders’ management.

### **Principles**

- a. Identify and engage with the stakeholders of the Company in a systematic manner;
- b. Understand the priorities and concerns of all stakeholders, and address them in a fair, equitable and transparent manner;
- c. Incorporate stakeholder feedback for determining material Environment, Social and Governance (“ESG”) priorities for the Company and where appropriate, create and modify processes to address them.
- d. Establish accountability by allocating adequate resources and responsibilities for effective stakeholder engagement;
- e. Conduct stakeholder engagement in an interactive and non-discriminatory manner and encourage feedback from stakeholders.
- f. Implement robust stakeholder grievance mechanisms and monitor timely resolutions.

## Governance Structure

Heads of plants and the respective function / department heads shall be responsible for carrying out consultation and grievance redressal of stakeholders concerned. At manufacturing locations, stakeholder consultation shall be carried out under guidance of the respective plant heads. Overall stakeholder grievance collation at corporate level shall be done by the secretarial function.

The Policy shall also be disclosed on website of the Company for information and reference of the stakeholders of the Company.

## Grievance Mechanism

For redressal of any grievances / concerns, the stakeholders can reach the Company through the following communication channels:

Stakeholder	Grievance communication channel
Employees	<ul style="list-style-type: none"><li>➤ Respective Head of Department</li><li>➤ Human Resource Department</li></ul>
Workers	<ul style="list-style-type: none"><li>➤ Plant HR Head at respective location</li><li>➤ Industrial Relationship Department</li></ul>
Customers	<ul style="list-style-type: none"><li>➤ Customers are provided with login id and password for helpdesk</li><li>➤ E-mail id: <a href="mailto:marketing@endurance.co.in">marketing@endurance.co.in</a>; <a href="mailto:customercare@endurance.co.in">customercare@endurance.co.in</a></li></ul>
Suppliers / Vendors	Suppliers / Vendors have access to a vendor portal for operational concerns and can e-mail the CSO for any escalations.
Shareholders	Shareholders can mention their queries / grievance on <a href="mailto:investors@endurance.co.in">investors@endurance.co.in</a> ; and <a href="mailto:rnt.helpdesk@linkintime.co.in">rnt.helpdesk@linkintime.co.in</a>
Local communities (including vulnerable groups) and NGOs	CSR Team and Plant Administration
Others	NA

Alternatively, stakeholders can send an email to [etl\\_governance@endurance.co.in](mailto:etl_governance@endurance.co.in) or can register their grievance in the complaints register maintained at each facility by the Company. HR and Admin departments at the respective facility are responsible for monitoring these registers daily and ensuring appropriate resolution of these grievances.

## Amendments

The Company reserves the right to amend or modify this Policy in whole or in part, at any time without assigning any reason whatsoever. The updated policy shall forthwith be posted on the website of the Company indicating the date of revision to the Policy.

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