



**JUPITER WAGONS LIMITED**

CIN: L28100MP1979PLC049375

## **Stakeholder Engagement Policy**

## 1. Preface

At Jupiter Wagons Limited (also referred to as “JWL” or “the Company”), sustainable business success is built on meaningful relationships with all stakeholders. The Stakeholder Engagement Policy (also referred to as “the policy” or “this policy”) articulates the commitment to fostering open dialogue, understanding diverse perspectives, and building lasting partnerships that contribute to mutual growth and success. Through structured engagement and transparent communication, the aim is to create value not just for the business but for all those connected to its operations.

The Stakeholder Engagement Policy establishes a comprehensive framework for building and maintaining productive relationships with all stakeholders. It seeks to create clear channels for two-way communication that enable understanding and responsiveness to stakeholder needs while sharing the Company’s vision and progress. By gathering and acting on stakeholder insights, decision-making processes are strengthened, and trust is built through transparent and ethical engagement practices. This approach supports the goal of driving sustainable business growth through collaborative relationships.

## 2. Scope

This policy applies to all internal and external stakeholders, including but not limited to:

- a) **Internal stakeholders:** Board of Directors, Key Managerial Personnel (KMPs), employees
- b) **External stakeholders:** Customers, suppliers, investors & shareholders, bankers and regulators

## 3. Principles of Engagement

JWL’s stakeholder engagement is guided by the following core principles:

- a) **Inclusivity:** Actively engage with all relevant stakeholder groups, ensuring diverse representation.
- b) **Transparency:** Communicate openly about JWL’s activities, decisions, and their impact.
- c) **Responsiveness:** Address stakeholder concerns and grievances promptly and effectively.
- d) **Proactivity:** Anticipate stakeholder needs and take pre-emptive actions to address emerging issues.
- e) **Accountability:** Ensure that stakeholder feedback leads to measurable actions and outcomes.
- f) **Sustainability:** Align stakeholder engagement with JWL’s sustainability objectives and business goals.

## 4. Stakeholder Identification and Prioritization

JWL systematically identifies and prioritizes stakeholders based on the following criteria:

- a) **Relevance:** The extent of the stakeholder’s influence or impact on JWL’s operations and decisions.

- b) **Dependence:** Stakeholders who rely on JWL for goods, services, or community benefits.
- c) **Engagement Willingness:** Stakeholders' readiness and ability to engage with the Company.

## 5. Engagement Framework

JWL adopts a structured framework for stakeholder engagement, which involves:

- a) **Stakeholder mapping and analysis**
  - Conduct periodic mapping exercises to identify stakeholders and their level of influence, expectations, and concerns.
  - Categorize stakeholders into primary, secondary, and tertiary groups based on their relevance to JWL's operations.
- b) **Engagement planning**
  - **Define objectives:** Establish the purpose of engagement for each stakeholder group.
  - **Select methods:** Use tailored engagement approaches, including meetings, surveys, workshops, focus groups, digital platforms, and reports.
  - **Set frequency:** Determine engagement frequency based on the stakeholder group's influence and priorities.
- c) **Implementation**
  - Ensure alignment of engagement activities with JWL's sustainability goals and business strategy.
  - Build internal capacity to manage stakeholder relationships effectively, including training employees on best practices.
- d) **Communication**
  - Use diverse communication channels such as newsletters, sustainability reports, community forums, and digital platforms to share information and outcomes.
  - Ensure two-way communication by actively soliciting and responding to stakeholder feedback.

## 6. Grievance Redressal Mechanism

JWL is committed to addressing grievances in a fair, transparent, and timely manner.

- a) **Grievance submission**
  - Stakeholders can submit grievances through multiple channels, including:

- Dedicated email addresses.
- Online grievance forms on the Company's website.
- In-person submission at designated locations.

#### **b) Grievance handling process**

- **Acknowledgment:** All grievances will be acknowledged within 5 working days.
- **Investigation:** The grievance will be investigated thoroughly within 30 working days.
- **Resolution:** Corrective actions will be implemented within 15 working days of completing the investigation.
- **Feedback:** The resolution and actions taken will be communicated to the stakeholder, and feedback will be sought.

#### **c) Escalation**

- Stakeholders unsatisfied with the resolution can escalate their grievance to the senior management.

#### **d) Monitoring and reporting**

- All grievances will be documented and reviewed quarterly to identify patterns and improve processes.
- Grievance resolution performance will be included in the Company's sustainability reports.

## **6. Monitoring and Evaluation**

- Stakeholder engagement activities will be regularly reviewed to ensure alignment with JWL's objectives.
- Performance indicators such as engagement frequency, stakeholder satisfaction, grievance resolution time, and feedback quality will be monitored.
- Annual stakeholder satisfaction surveys will be conducted to assess the effectiveness of engagement practices.

## **7. Monitoring**

The BRSR committee will have the primary responsibility for overseeing and establishing the policy, while the designated coordinators will be tasked with its comprehensive implementation.



## 8. Review and Amendment

This Policy shall be reviewed and evaluated as and when required to establish and confirm that it meets the objectives of the relevant legislation and remains effective. The Board has the complete right to make amendments to this Policy in whole or in part, at any point of time without assigning any reason, whatsoever.