

Stakeholders Management Policy

Policy Objective

Happy Forgings believes that engagement with stakeholders is key to understanding their needs, working with them to minimize risks, maintaining social legitimacy, improving credibility, and gaining their trust.

Definition of Stakeholders

- ❖ HFL identifies its stakeholders as groups and individuals, who can influence or/ are impacted by our operations/ activities, change in technology, regulations, market and societal trends either directly or indirectly which comprise of communities, employees, supply chain partners, customers, investors, regulators and civil society organizations for all its operations.
- ❖ We commit to engage openly and authentically with our stakeholders to enhance cooperation and mutual support for a sustainable relationship.

Stakeholder Management Policy Scope

- ❖ Create awareness amongst the employees about importance of listening to the stakeholders and appropriate addressal of their concerns.
- ❖ Demonstrate empathy towards all stakeholders and show visible and active leadership in addressing concerns and meeting their expectations.
- ❖ Provide stakeholders with appropriate and adequate information on HFL policies and values along with necessary guidance, wherever required to uphold the sanctity of the Policies and values.
- ❖ Manage business, operations and projects in a manner that protects stakeholder interests (including those who are: not influential/ disadvantaged/ vulnerable/ marginalized), upholds Company's values, minimize the negative impact and create long-term value for all stakeholders.
- ❖ Increase credibility of the organization by addressing conflicts before they emerge as risk to businesses by addressing key concerns and ensuring learnings are integrated into daily operations/activities.
- ❖ Work with industry associations and regulatory bodies, to develop guidelines and best Practices around stakeholder engagement in the industry.

- ❖ Provide employees with appropriate and adequate capabilities and resources to represent HFL, interact with the stakeholders, resolve issues and escalate when essential.
- ❖ HFL define clear roles and responsibilities for employees involved in stakeholder engagement activities along with a mechanism to hold the senior management accountable for all actions planned or executed.

1. For Employee:-Refer to Employee Grievance Redressal Policy.
2. For Society:-Society Grievance Register is kept at Main Gate of the Plant. Anyone can record and submit their Complaint/Grievances if any in the Register.
3. For Statutory Bodies:-Any Statutory body can visit the plant during business hours and check.
4. For Other Stakeholders:- (as per escalation matrix)below:-
5. Apart from some mentioned, we have engagement through MRM, Committee Meetings, Customer Feedback.

Escalation Levels	Name	E Mail	Redressal Time	
Level 1	Mr. Vikas Thakur	vikas.thakur@happyforgingsltd.co.in	10 days	If not responded in 10 days escalate to Next Level
Level 2	Ms. Bindu Garg	bindu.garg@happyforgingsltd.co.in	10 days	
Level 3	Mr. G S Sandhu	gs.sandhu@happyforgingsltd.co.in	10 days	
Level 4	Ashish Garg	agarg@happyforgingsltd.com	10 days	

The policy is approved by the Board on 24th May 2024 with immediate effect.