

Stakeholder Map

Stakeholders	Concerns	Ways of Engagement	Responsibility	Frequency	Format/ Record
Employees	<ul style="list-style-type: none"> • Compensation & Benefits. • Career Development • Job Security. • Employee Welfare. • Working conditions. • Occupational Health & Safety. • Training & Skills Development. 	Direct Communication	Management	Daily communication	Emails, Memos, Notices, performance review form.
		Employee Satisfaction Survey	Human Resource Dept.	Every two years	Survey Questionnaire
		Intranet, Website, Network system.	Management, IT	Daily	Emails, Intranet, Website
		Newsletter, Publications, Posters	Human Resource Dept.	Quarterly	Newsletter, QHSE Posters,
		Training Program	Human Resource Dept.	As per plan	Training plan, attendance, training, evaluation.
		Company activities/ Events	Human Resource Dept.	Quarterly or during special occasions	Events invitation, event reported photos.
Customers & Distributors	<ul style="list-style-type: none"> • Customer Satisfaction. • Quality of Products & Services. • Partnership & Technology. • Availability, Delivery time. • Product Safety & Technology. • Environmental-friendly product 	Customer Satisfaction Survey	Sales & Marketing	Yearly	Customer Satisfaction Survey Questionnaire
		Site Visits	Sales & Marketing	Daily/ monthly	Site visit reports, photos.
		Customer-oriented publications, brochures	Business Development Manager/ Sales & Marketing	Yearly / As Required	Company brochures, Catalogue, media ads, web publication.
		Customer meetings/ events	Business Development Manager/ Sales & Marketing	As per plan	Event reviews, photos.
		Partnerships/ contracts	Sales & Marketing	Annual / As required	Contracts, project reports.
Neighbors & Local Communities	<ul style="list-style-type: none"> • Social Investments. • Environment, Health & Safety. • Compliance for regulations. • Employment opportunities. • Community Engagement process. 	Local reporting, Publications	HSE & Compliance Dept.	Quarterly, Annual	Annual reports, Newsletters, brochure.
		Events, Workshops	HSE & Compliance Dept. / Business Development Manager	Annual	Programs, reviews, photos, new ads.
		Internet, website	IT	Daily	Website post.
		Site visits	HSE & Compliance Dept.	As scheduled	Photos, reports.
Media	<ul style="list-style-type: none"> • Industry challenges & developments. • Health & Safety. • Environmental concerns. 	Press. media releases	Business Development Manager/ Sales & Marketing	Monthly/ Quarterly	Interviews, press releases, advertisements.
		Internet & Social networks	HSE & Compliance Dept. / IT	As scheduled	Website, web posts.
		Active involvement in industry organizations.	HSE & Compliance Dept.	As scheduled	Meeting minutes, Correspondence.
Business & Industry Organizations	<ul style="list-style-type: none"> • Long term industry challenges. • Climate change. • Human Rights. • Energy & Water consumption. • Employee Health & Safety. • Responsible sourcing. 	Participation in industry events.	Business Development Mgr./ HSE & Compliance Dept.	Annual / as scheduled	Event reviews, photos.
		Internet web releases.	HSE & Compliance Dept. / IT	Daily, quarterly	Web posts/ads, website.
		Publications	HSE & Compliance Dept.	Annual	Industry reports, publications
		Personal Dialogues	HSE & Compliance Dept.	As scheduled	Correspondences.

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Non-Government Organizations	<ul style="list-style-type: none"> Formal Meetings. Correspondences. Publications. Internet, media releases. Events. 	Formal meetings	Business Development Mgr./ HSE & Compliance Dept.	As scheduled	Meeting minutes.
		Correspondences	End User, HSE & Compliance Dept.	As scheduled	Letters, emails
		Publications	Business Development Mgr./ HSE & Compliance Dept.	Annual	Annual reports, Newsletters, brochure.
		Internet, media, releases	IT/ Business Development Mgr.	Daily	Web posts/ads, website.
		Events	HSE & Compliance Dept.	Annual	Event reviews, photos.
Government agencies & Regulators	<ul style="list-style-type: none"> Regulatory compliance. Social & Economic Development. Employment Opportunities. Investments. Biodiversity 	Dialogues, Direct Communications	HSE & Compliance Dept.	As necessary	Meeting Minutes / Action Reports
		Social meets, "Society uplift" activities.	HSE & Compliance Dept.	Annual or as scheduled	Event invitation, Event reviews, photos, HSE Week, Fun Run
		Inspections & Audits.	HSE & Compliance Dept.	Annual	Audit reports / Inspection Report
		Conferences, Speaking Engagements.	HSE & Compliance Dept.	As scheduled	Conference materials, Event report, brochure.
Accreditation, Certification Authorities	<ul style="list-style-type: none"> Product conformity, quality Management system implementation. Corporate policies & governance. Standards & schemes. Environment, Health & Safety. Biodiversity 	Site Visits, Inspections and Audits	Quality Dept. / HSE & Compliance Dept.	Six Months / Yearly	External Audit Reports
		Regular correspondence.	Quality Dept. / HSE & Compliance Dept.	As required	Memos, letters, Emails.
		Dialogues, meetings.	Quality Dept. HSE & Compliance Dept.	Annual or as required	Minutes, action plan.
		Newsletter, Publications.	Business Development Mgr.	Quarterly	Standards, newsletters, website, brochure.
Lenders, Owners & Investors	<ul style="list-style-type: none"> Corporate responsibility management. Code of Ethics/ business conduct. Corporate governance. Employee Health & Safety. Climate change, environment 	Regular board meeting	Director	Quarterly	Minutes, Resolutions.
		Correspondence	Director	As required	Memos, letters, circulars.
		Publications, Website	IT	Quarterly, Annual	Newsletters, website, brochure.
		Open House	Business Development Manager	As scheduled	Event reviews, photos.
		Personal Engagement, Conference calls.	Management	Annual	Memos, emails.
		VIP Site visits	Senior Plant Mgr	As scheduled	Reports, photos.
Suppliers	<ul style="list-style-type: none"> Contract terms including pricing & payment Supplier Code of Conduct Legal Compliance Health, Safety & Environment 	Regular conversations with individual suppliers	Purchasing	As required	Emails, brochure
		Supplier Meetings	Purchasing	As required	Minutes (if required)
		Supplier Audits	Purchasing	Yearly / As Required	Supplier Audit Questionnaire
		Formal supplier assessments	Purchasing	Yearly	Supplier Evaluation Records

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Rev. No.	Issue Date	Amendment Description	Effective Date
00	30/03/2014	Document established	30/03/2014

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