



CRAFTSMAN AUTOMATION LIMITED

STAKEHOLDER ENGAGEMENT POLICY

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1. Purpose:

At Craftsman Automation Limited have developed a Stakeholder Engagement Policy (SEP) that acts as a framework for identifying, mapping and prioritizing stakeholders to determine the best methods for effective communication while making the best use of available resources. SEP aims to mitigate potential conflicts with stakeholder groups, including uncertainty, dissatisfaction, misalignment, disengagement, and resistance to change. It is a step-by-step process outlining Craftsman's process of communicating with stakeholders to increase the likelihood of their positive involvement and engagement in company's operations.

2. Scope and Applicability

The scope of the SEP is extended to Craftsman's operations and facilities. The SEP acts as a guiding principle to interact with all stakeholders of the company including the employees, contractual workers, contractors, business partners, consumers, communities and other relevant stakeholders.

3. Process of Stakeholder Engagement

Craftsman has undertaken the following 3-step approach to effectively engage with all its stakeholders, as depicted below.

Step 1: Identification of Stakeholders

To develop an effective SEP, the first step is identification of stakeholders. Some factors that are considered for identifying stakeholders are,

- Impact on Stakeholders
- Control over Company Resources
- Stakeholder Dependency
- Stakeholder Benefits or Resistance

Based on the type of association with the Company, stakeholders are categorized as Internal & External stakeholders as depicted below:

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Stakeholder Groups	Stakeholders
Internal Stakeholders	
Board of Director	➤ Board Members
Employees	➤ On-roll employees; interns; trainees
Workers	➤ Contractual Workers including security, housekeeping and other workers engaged in the process.
External Stakeholders	
Customers	➤ OEMs
Service Providers	➤ Suppliers/vendors of raw materials, packaging material, machinery/ equipment, office supplies etc., ➤ Contractors
Community	➤ Landowners of Company facilities ➤ Local Community around facility
Institutional Stakeholders	➤ Institutional Investors ➤ Banks/ Payment Gateways
Government Bodies/ Regulatory Authorities	➤ Labour Department ➤ District Administration ➤ Central/State Pollution Control Boards ➤ Fire Safety Department ➤ Other Regulatory Bodies etc.,
Non-Government Organizations (NGOs)	➤ NGOs ➤ Civil based organizations
Other Groups	➤ External influences

The list of stakeholders is likely to expand/change in composition as more Stakeholders might be identified along with the expansion in the business operations of Craftsman.

Step 2: Stakeholder Mapping and Engagement

For undertaking a consultation and engagement process with a diverse set of stakeholders, it is imperative to tailor the engagement process to each stakeholder's individual profiles, purpose and objectives. Craftsman shall undertake periodic analysis of the identified stakeholders and prioritize them based on their influence and interest related to the Company. To ensure efficient utilization of available resources and time, and to achieve the best results, it is important to select the appropriate level of involvement of the stakeholder based on their priority in the Company's operations. SEP adopted for different stakeholders is mentioned below,

Stakeholder Group	Engagement Mechanisms	Responsibility	Frequency of Engagement
Employees and Workers	- Employee Engagement surveys. - Training. - Personal interactions (including performance appraisal discussions). - Internal magazines /newsletters. - Departmental meetings. - Townhall meetings.	HR Department	Need Based
BODs	- Board Meetings - Committee Meetings - Annual General Meetings (AGMs) - Familiarization programs for Board members.	Company Secretary	Need Based
Customers /OEMs	- Personal interaction - Project based discussions - Newsletters - Research report	Operations Team	Need Based
Service Providers	- One-on-one negotiations and meetings. - Surveys.	HR & Procurement Team	Need Based

Community	• Surveys • Personal interaction • Project based discussions • CSR activities	HR, EHS & CSR Department	Need Based
Institutional Stakeholders	• Annual General Meetings • Earnings calls • Annual Reports • Investor meets • Email broadcasts and intimation • Individual meetings with financial media, shareholders and analysts.	Finance Team	Need Based
Government Bodies/ Regulatory Authorities	• Engagements with national, state and local/ government officials. • Participation in industry and regulatory forums, meetings between regulators, and our board and management.	EHS Department	Need Based
Non-Government Organizations (NGOs)	• Collaborative Initiatives • Meetings • Workshops & Seminars • Progress reports	HR Department	Need Based

Step 3: Communication and Continuous Monitoring

The implementation of the Stakeholder Engagement Policy (SEP) involves executing the strategies and methods defined during the identification and mapping phase to establish and maintain effective communication with stakeholders. Various modes of communication, as identified in the mapping phase, are utilized to keep stakeholders informed and engaged with the company's developments. Diverse engagement initiatives, such as workshops, forums, and joint projects, are organized to encourage collaborative problem-solving and promote a shared sense of purpose. Transparent



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feedback mechanisms are also in place to collect input from stakeholders, enabling Craftsman to respond promptly to their concerns and suggestions.

Craftsman can assess the effectiveness of its engagement efforts. This ongoing assessment allows for the adaptation of strategies and communication methods to ensure they remain relevant and effective in meeting stakeholder expectations. Through this adaptive approach, the SEP aims to build trust, foster cooperation, and create long-term, mutually beneficial relationships with stakeholders. Additionally, stakeholders can reach out to us through the "Contact Us" section on the Company's corporate website if they are not satisfied with the service or assistance received. Grievances or opinions submitted directly by stakeholders, as outlined in the Grievance Redressal Mechanism, will receive acknowledgment and resolution within the timeframe defined in the policy. Stakeholder grievances shall be addressed through the Company's formal Grievance Redressal Mechanism and reported as part of BRSR disclosures.

4. Roles and Responsibilities:

The respective teams mentioned in the table above shall be responsible for the overall execution of the Stakeholder Engagement Policy (SEP), leading the development and implementation of engagement strategies, and coordinating all stakeholder activities, with oversight from senior management. These teams shall effectively communicate across departments to ensure seamless coordination, accurate feedback collection, and the timely resolution of stakeholder concerns, ultimately fostering a transparent and inclusive engagement process.

5. Reporting and Transparency:

We are committed to publishing annual reports that detail our engagement activities, inclusive initiatives, and the progress achieved. These reports shall address the number of complaints registered and resolved along with the measures taken to resolve them.



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6. Policy Review:

This policy will be reviewed to ensure it remains aligned with best practices and evolving stakeholder expectations. We will also seek external guidance and benchmark against industry leaders to continually enhance our engagement and inclusiveness efforts.

7. Compliance and Accountability:

Adherence to the principles outlined in this policy is mandatory for all employees and management. Any violations will be addressed with appropriate disciplinary action.

8. Communication:

This policy will be communicated to all employees, stakeholders, and partners. We encourage ongoing feedback and suggestions for improvement through established communication channels.

