



STAKEHOLDER ENGAGEMENT POLICY

CCL (Products) India Limited

Introduction:

CCL Products (India) Limited ("Company") acknowledges that stakeholder engagement is crucial to the workings of the Company and strives to chart out an approach to collaborate and understand the expectations and needs of its stakeholders and address them appropriately.

Scope:

The policy shall cover both internal and external stakeholders on regional, national, and international levels. It includes and shall not be restricted to:

- Employees & workers
- investors / shareholders
- customers
- suppliers
- local communities
- Government / regulatory authorities
- related organizations (Banks, Dealers, Industry and trade associations, Professionals and consultants)

CCL should provide stakeholders across the value chain with adequate information about environmental and social issues and impacts across product life cycle from design to disposal. This may be done through appropriate and relevant tools such as certifications, labels, ratings and other communication and disclosure platforms including reports, websites, etc.

Objective:

The key purposes of the policy are:

- Put in place, a framework for providing relevant and appropriate guidance on stakeholder engagement.
- Identify the risks in relation to stakeholder engagement.

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Duggirala, Guntur Dist. 522330, A.P., India. | CIN L15110AP1961PLC000874

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- Encourage engagement methods and plans for enabling better communication, thereby enhancing trust and confidence amongst the stakeholders.
- Enable grievance redressal mechanisms for redressing grievances raised by the stakeholders.

Our Commitment:

The Company shall conduct its operation with honesty, integrity and openness and shall provide the Board and Stakeholders with true and fair view of Company's progress. This Policy is implemented through several publicly communicated plans and policies, supported by internal policies and standards. We are committed to maximizing transparency and traceability through the deployment of technologies that operate in accordance with local laws and respect the privacy of individual farmers and landowners.

- Comply with all applicable environmental regulations
- Complying with all relevant regulatory requirements.
- Comply with applicable laws, regulations and consistently endeavor to exceed other requirements related to energy efficiency, energy use and energy consumption.
- In the production and sale of our products and services, we strive for environmental sustainability and comply with all applicable laws and regulations
- We shall comply with all relevant export controls or trade sanctions during our business

Governance:

STAKEHOLDER IDENTIFICATION AND PRIORITIZATION

In line with AA1000 Stakeholder Engagement Standard (SES), 2015, we have induced gradual and sustained efforts to include a wide range of stakeholders whether, public or private, internal or external, project-based or ongoing. The Company intends to provide a simple, relevant, and practical framework to implement high-quality stakeholder engagement in order to integrate stakeholder engagement with the Company's governance, strategy and operations. The stakeholder identification method in the Company shall be guided on the following bases:

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- Dependency – groups or individuals who are directly or indirectly dependent on the Company's activities, products or services and associated performance, or on whom the Company is dependent in order to operate.
- Responsibility – groups or individuals to whom the Company has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities.
- Attention – groups or individuals who need immediate attention from the Company about financial, wider economic, social or environmental issues.
- Influence – groups or individuals who can have an impact on the Company or a stakeholder's strategic or operational decision-making.
- Diverse perspectives – groups or individuals whose versatile views can lead to a new understanding of business situations and identification of opportunities for actions that may not otherwise occur.

Based on the above, we have identified the following key stakeholders:

- Customers
- Investors and shareholders
- Regulators/ Governments
- Employees and workers
- Communities
- Suppliers
- Dealers
- Bankers
- Industry and trade associations
- Professionals and consultants

STAKEHOLDER ENGAGEMENT PROCESS

The Company acknowledges the vital contribution of all stakeholders in building a sustainable business and accords importance to their voices and concerns. We strive to abide by the following principles when engaging with stakeholders:

- Transparency: Maintain openness in communications by clearly sharing the project's goals, progress, challenges, and decisions to build trust and credibility.

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- **Communication:** Keep communication channels consistent, clear, and effective. Tailor messages to meet the specific needs and preferences of different stakeholders, providing timely updates.
- **Respect:** Show appreciation for stakeholders' views, contributions, and concerns. Acknowledge their expertise and value their input.
- **Empathy:** Understand and consider stakeholders' needs and concerns. Empathetic engagement helps build strong relationships and address potential issues proactively.
- **Responsiveness:** Promptly address stakeholder inquiries, feedback, and concerns. Being responsive demonstrates commitment and helps build trust.
- **Accountability:** Take responsibility for decisions and actions related to the project. Clearly define roles and responsibilities, and ensure stakeholders know who to contact for specific issues.
- **Consistency:** Apply consistent principles and approaches in stakeholder engagement to avoid confusion and build reliability in your interactions.
- **Feedback:** Encourage and actively seek feedback from stakeholders. Use this feedback constructively to improve project processes and outcomes.
- **Cultural Sensitivity:** Be aware of and sensitive to cultural differences among stakeholders. Respect cultural norms and practices to ensure effective and respectful engagement.
- **Ethical Conduct:** Uphold ethical standards in all interactions with stakeholders. Avoid conflicts of interest and ensure fairness and integrity in decision-making processes.
- **Long-term Perspective:** Consider the long-term relationship with stakeholders beyond the immediate project. Building strong, lasting relationships can benefit future projects and organizational success.

STAKEHOLDER GRIEVANCE REDRESSAL

Any issue, concern or a problem that a stakeholder wants to be redressed shall be taken up internally with confidentiality to reduce conflicts and strengthen relationships. The stakeholders may reach out to companysecretary@continental.coffee for registering their complaints.

Modes of Stakeholder Engagement:

Sl. No.	Stakeholder Category	Mode of Engagement
1.	Investors and shareholders	<ul style="list-style-type: none"> • Annual General Meeting • Shareholder meets • Email • Stock Exchange (SE) intimations • Investor/analysts meet/ conference calls • Annual report, quarterly results media releases • Company's website
2.	Government / regulatory authorities	<ul style="list-style-type: none"> • Reporting / filings • Submissions / applications • Industry forum meets • Representations in person • Attending workshops organized by regulatory authorities
3.	Dealers	<ul style="list-style-type: none"> • Email • Regular meetings • In-person visits / interviews • Satisfaction surveys
4.	Customers	<ul style="list-style-type: none"> • Email • Advertisements • Website • One-to-one communication channels • In-person meetings
5.	Suppliers	<ul style="list-style-type: none"> • Email • Supplier meetings • In-person visits
6.	Employees and workers	<ul style="list-style-type: none"> • Email • Meetings • Notice board • Website • HR Management System • Welfare camps and related activities • Internal and external trainings
7.	Bankers	<ul style="list-style-type: none"> • Periodic meetings • Periodic reporting • Email

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8.	Communities	<ul style="list-style-type: none"> • Meetings of community representatives, local authorities and the Company's location heads • Community visits and CSR projects in partnership with local charities • Volunteering activities • CSR Partners' meet directly or through the Company's foundation
9.	Industry and trade associations	<ul style="list-style-type: none"> • Email • Regular meetings • Periodic reports
10.	Professionals and consultants	<ul style="list-style-type: none"> • Email • Need-based meetings • Periodic reports

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