

Attachment 3

D2-3 Depth of Stakeholder Engagement

Various channels for different stakeholders are as follows:

All: A dedicated email ID, grievance@hialbarsha.com , (the email address shown in the employees hand book , notice board, website and in the annual sustainability report) and our advertised policy in place - "all written complaints are treated as confidential and sender's name will not be disclosed", seem to be effective.

Employees: Monthly Get-Together is the platform when SC heads update and appreciate colleagues who have contributed to CSR initiatives .Concerns are encouraged to be aired at these platforms or in writing anonymously posted to a drop-in box.(APP41) Responses by SC Heads are communicated after discussion with CEB..

Owners: Quarterly reports of all initiatives with Social Impact & Environmental Assessments are presented. Feedback is encouraged and directives acted upon.

Guests: "BUZZ"(APP42) – Our monthly newsletter gives sustainability news, asks for feedback via the Front Office, which is acknowledged immediately.

Feedback cards, online feedback forms, personal interaction are their channels are responded by SC Heads

For Donors/Suppliers/ Partners: Annual Sustainability report, face2face interaction, email and phone are the channels