

## STAKEHOLDER ENGAGEMENT POLICY

The term “Company” refers to Titan Company Limited.

### **Preface**

The Company strives to ensure that all its products, services, and interactions with its stakeholders are held true to its vision and mission of elevating experiences. As with every improvement approach, the Company constantly strives to enhance these experiences through effective feedback mechanisms, including grievance redressal approaches.

### **Objectives**

The objective of this policy is to provide guidelines to the Company for effective stakeholder engagement. The Company’s key stakeholder engagement objectives as highlighted in this document are provided below:

- Identify processes or mechanisms for effective stakeholder engagement;
- Improve and enhance trust and confidence of the stakeholders by understanding their requirements, interests, and expectations;
- Improve communication to engage effectively with the stakeholders.

### **Scope**

This policy applies to all the business operations managed by the Company and covers all stakeholders. The Company identifies its stakeholders by considering various factors such as relevance, inclusivity, dependence, influence, and diverse perspectives. The Company’s key stakeholders include:

- Employees
- Customers
- Investors and Shareholders
- Business Associates
- Suppliers
- Government & Regulators
- Lenders
- Local Communities

### **Procedure**

The Company promotes a culture of ongoing engagement with every stakeholder group to understand their needs and expectations and collect their feedback internally on an ongoing basis. The respective business divisions and functions are responsible for the stakeholder engagement in their normal course of service delivery. For various stakeholders, appropriate engagement methods are employed, ranging from one-to-one meetings, post-delivery feedbacks through multiple touchpoints at its retail stores spread across the country for direct interactions with the staff or through multiple formal meets such as vendor meets, business associate/franchisee meets, NGO partner meets, investor meets (one-on-one and in groups), and addressing the shareholder queries at the Annual General Meetings. There are well-laid-out internal processes to address such feedback for improvement and grievance redressal.

Every stakeholder group has a separate grievance redressal platform. The Company also encourages its stakeholders to use common forums and channels such as:



Helpline: 1800-266-0123

Company Website:

- <https://www.titancompany.in/contact-us>

The Brand Websites:

- <https://www.titan.co.in/help-faqs.html>
- <https://www.tanishq.co.in/help-faqs.html>
- <https://www.titaneyepius.com/contact-us>
- <https://www.skinn.in/skinn-contact-us.html>

Investors:

- <https://www.titancompany.in/investors/contact-details>

Shareholders:

- <https://www.titancompany.in/investors/contact-details>

Whistle Blower Policy:

- [https://www.titancompany.in/sites/default/files/2023-08/Whistle%20Blower%20Policy\\_1.pdf](https://www.titancompany.in/sites/default/files/2023-08/Whistle%20Blower%20Policy_1.pdf)

These mechanisms are available to all stakeholders, and the inputs from these and other customised channels are constantly used to improve the Company's product offerings or service approaches.

**Review:**

The Company has appropriate systems and processes in place to regularly monitor this policy on a regular basis.

**Amendment**

The Company may amend or modify this Policy in whole or in part at any time to the extent required considering various external and internal factors or due to any regulatory requirements.