










Stakeholder inclusiveness

ENGAGING CLOSELY WITH STAKEHOLDERS

Stakeholder engagement is critical to the Tata Motors Group’s long-term performance and sustainability.

Engagement aimed at establishing and maintaining mutually beneficial relationships creates both opportunities to enhance performance and manages emerging risks to the business. We focus on creating long-term relations with a range of stakeholders to continuously improve the alignment of interests between the Group and its key stakeholders. We remain committed to maintaining the highest standards of integrity and ethical conduct in dealing with all our stakeholders.

| STAKEHOLDER GROUP | ENGAGEMENT MECHANISM |
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| Employees  | Weekly/Monthly Reviews, HR Forum, Townhalls, Focused Group Discussions |
| Communities  | Meetings |
| Suppliers/ Service Providers  | Sustainable Supply Chain Initiative, Technology Days, Supplier Meets, Vendor Council, Audits |
| Experts/Academic and Research Institutions  | Case Based Meetings |
| Media  | Regular Interactions |
| Dealers and Service Centres  | Dealer Meets, Joint Programmes, Special Training Programmes, Dealers Council, Dealer Visits, Audits, Dealers Sustainability Initiative |
| Customers  | Customer Meets, Key Account Process, Surveys, Feedback Calls, Training Forums, Direct Visits |
| Investors and Shareholders  | Investor Meets, Investor Calls, Shareholder/Investors Grievance Forum, Stakeholders’ Grievance Committee, One-to-one Interactions |
| Regulators/ Government Authorities  | One-on-one Meetings, Meetings in Industry Forums |