



**HGIEL**  
*We Make People Move...*

Version 2.0


# Stakeholder Engagement Plan



Document Owner:

Respective departments


H.G. INFRA ENGINEERING LIMITED

	<b>H.G. Infra Engineering Limited</b>		
	Document No.	Version No.	Date:
	HGIEL/SEP/07/22	V2	01.03.2024
	<b>Stakeholder Engagement Plan</b>		

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## 1. INTRODUCTON

A Stakeholder Engagement Plan (SEP) documents the involvement and influence of our project related activities & service on various stakeholders. It also outlines how you plan to communicate with stakeholders.

It also outlines our stakeholder communication plan, including when to reach out each stakeholder, what platform to use, and how much information to deliver.

Stakeholders can either be individuals from within our team or external parties that are impacted by the work.


- a. Internal stakeholders may include project managers, operations teams, department heads, and board members.
- b. External stakeholders may include clients, customers, investors, suppliers, company partners, or shareholders.

At H. G. Infra Engineering Limited (hereafter referred as 'The Company' or 'HGIEL'), stakeholder engagement strategy ensures a precise level of advocacy and transparent communication with our stakeholder groups on the challenges that HGIEL faces as well as the various opportunities and initiatives introduced to address stakeholder concerns. Accordingly, HGIEL has formed strategic stakeholder groups based on specific criteria in accordance with the nature of each group. The stakeholder engagement process has incorporated requisite channels of communication to build on our robust relationships as well as increase our understanding of stakeholder concerns and challenges. The interaction with stakeholders will also enable us to develop a better perspective on relevant material matters.

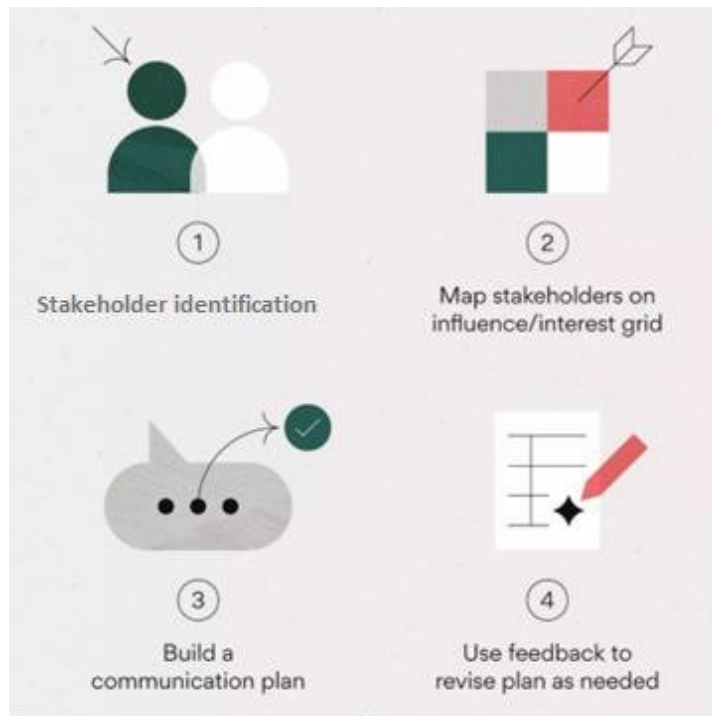
## 2. SCOPE AND OBJECTIVE


The objective of the stakeholder engagement plan is to know expectations and concerns of all stakeholders associated with H. G. Infra Engineering Limited, by establishing a transparent communication across projects.

The stakeholder engagement plan applies to HGIEL and its subsidiaries. This plan sets forth the responsibilities of Head of the departments or the person nominated by him/her, to engage with stakeholders with utmost integrity. This plan also encourages employees and other stakeholders to establish a transparent communication at all levels of its operation.

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### 3. STEPS TO PREPARE STAKEHOLDER ENGAGEMENT PLAN



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### 3.1. Stakeholder Identification

#### i. Investors

- We create long-term value by adding capacity and improving cost efficiency through prudent capital allocation

#### ii. Lenders

- Our primary lenders are Banks and financial institutions.

#### iii. Clients / Users/ Commuters

- Our customers are primarily private companies, state-owned or central Govt. authorities & organization that looks after the construction, operations & management of the National Highways, Expressways, State Highways & corridors in the country (e.g. NHAI, PWD, UPEIDA, etc.). We continuously engage with our existing and new customers under established commercial and regulatory channels.
- Users/ commuters of the road can be engaged with the company through awareness posters in toll plazas, distribution of templates and grievance box/register.

#### iv. Employees or Contractual Workforce

- We strive towards creating a healthy and safe work environment for our employees as well as our contractual workforce.

#### v. Government/Regulatory Authorities

- We operate in a regulated business and need to continuously engage with the central and state governments, as well as central and state regulatory bodies to ensure that our businesses are compliant with the existing regulations and standards.

#### vi. Society


- Starting from the project planning stage to the operational stage, we engage with the local communities that are affected by our business. Our CSR and Welfare programmes address local needs, enabling us to maintain harmonious relationship with our communities.

#### vii. Vendors & Suppliers

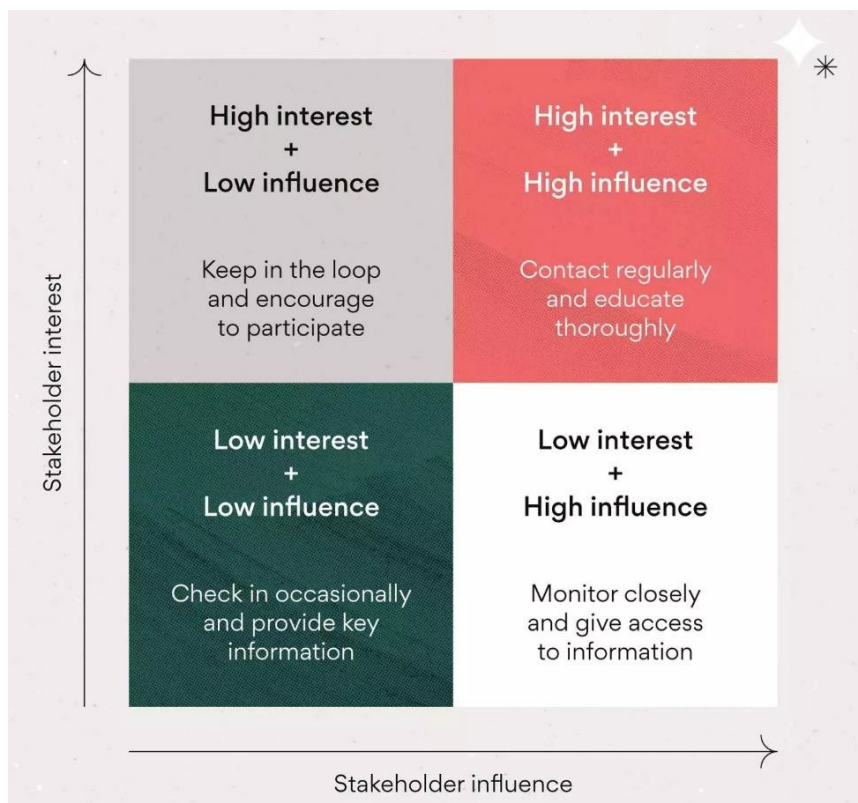
- We engage with them continuously from the onboarding process, conduct site visits and collaborate with them for knowledge exchange based on the results of monitoring and evaluation.

#### viii. Board of Directors & Leaders

- The company has transparency and clarity in the shared information on business operations through board meetings, circulars, newsletters, and Annual Report.

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### 3.2. Map Stakeholders on Influence/Interest Grid




### 3.3. Stakeholder Communication / Engagement Mechanism

Stakeholder mapping offers some guidance on how to communicate with stakeholders based on their level of influence and interest. (Annexure 1)

A communication plan is critical because it informs how to educate and update one's stakeholders. Regardless of what quadrant they fall into, stakeholders must have a way to access relevant project information.

There are two steps to creating a communication plan:

- Identify different communication channels**  
Which communication channels does team regularly use? What is each communication channel for?
- Identify what type of communication each stakeholder quadrant needs**  
Communication isn't one-size-fits-all. Figure out how the company will communicate and educate stakeholders during the project lifecycle.

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### 3.4. Revise Plan for Continual Improvement


Stakeholders often change behaviour throughout the course of a project, so not only it needs a revision of plan based on behaviour changes but also can share plan with stakeholders and ask for their feedback.


Few means to get the Stakeholder feedback are below:

- Written feedback or a formal survey with detailed questions on engagement process
- Engagement with internal team on to collect views on engagement plan
- Communicate any changes w.r.t. the engagement plan - Feedback through audio/video call if it's easier and more convenient for the stakeholder


### 3.5. HGIEL's Stakeholder Engagement Strategy

Stakeholder Group	SPOC from HGIEL for the stakeholder group	Why are they important	Engagement Mechanism	Outcome of engagement
<b>Investors</b>	Head of Investor Relations (CFO) or the Person nominated by him/her	Investors provide financial capital that enables the sustainable growth of HGIEL.	<ul style="list-style-type: none"> <li>- Scheduled investor meets</li> <li>- Quarterly results call</li> </ul>	<ul style="list-style-type: none"> <li>- Growth and profitability of Infra projects</li> <li>- Better communication about progress on Company targets</li> <li>- Discussion on future plans</li> </ul>
<b>Lenders</b>	Head of Finance or the Person nominated by him/her	Lenders provide debt capital for the expansion of HGIEL's business activities.	<ul style="list-style-type: none"> <li>- Periodic Meetings</li> <li>- Consortium Meeting</li> </ul>	<ul style="list-style-type: none"> <li>- Financial status of Client companies</li> <li>- Increased disclosure on Environment, Social and Governance (ESG) aspects</li> </ul>

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<b>Customers / Client / Users / Commuters</b>	Head of Operations or the Person nominated by him/her	Customers/Clients/ Users / Commuters are bedrock for our growth as a Company. Their dissatisfaction may cause reputational risk. Hence, positive feedback is pivotal to the operations & maintenance.	<ul style="list-style-type: none"> <li>- Formal and informal feedback</li> <li>- Written communication</li> <li>- Display of information at toll plaza</li> <li>- Grievance box/ email for commuters</li> </ul>	<ul style="list-style-type: none"> <li>- Quality and reliability of our service in construction &amp; infra projects</li> <li>- Improved notifications of disruption, failures or maintenance for customer transparency</li> </ul>
<b>Employees &amp; Contractual Workforce</b>	Head of Human Resource or the Person nominated by him/her	Employees and contractual workforce form the backbone of our business activities and play an important role in improving productivity, efficiency and boost our profits.	<ul style="list-style-type: none"> <li>- Departmental meetings</li> <li>- Townhall meetings</li> <li>- Quarterly Management</li> <li>- communication</li> </ul>	<ul style="list-style-type: none"> <li>- Work-life balance</li> <li>- Transparent appraisal and promotion policy</li> <li>- Stability of internal</li> <li>- Policy</li> <li>- Fair remuneration structure</li> <li>- Career Development Plan</li> </ul>
<b>Government / Regulatory Authorities</b>	Head of legal and contracts or the Person nominated by him/her	HGIEL gets access to quantum of projects through government authorities. Regulatory authorities provide operating licenses and imposes regulatory measures.	<ul style="list-style-type: none"> <li>- Scheduled meetings</li> <li>- Regular liaising</li> <li>- Industry Forums</li> </ul>	<ul style="list-style-type: none"> <li>- Climate change awareness and alignment to Nationally Determined Contributions (NDC)</li> <li>- Timely compliance as per regulation</li> </ul>
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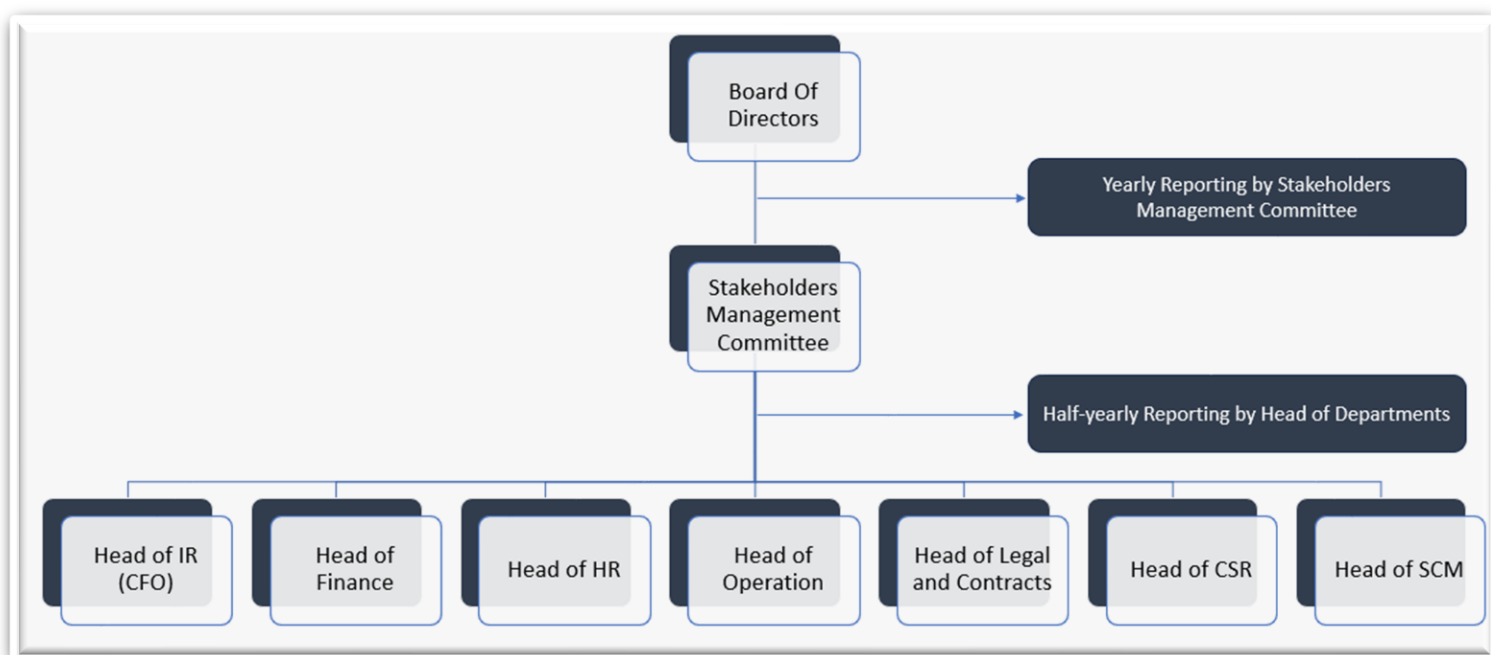
<b>Society (Includes Local Communities &amp; NGOs)</b>	Head of CSR or the Person nominated by him/her	Society (local communities & NGOs) provides a better socio-economic context in our operating environment to ensure long-term viability of our business activities. They also enable better implementation of our environment and social initiatives.	<ul style="list-style-type: none"> <li>- Project-based stakeholder meets</li> <li>- Participation in CSR activities</li> <li>- Periodic meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Increased infrastructure for community</li> <li>- Ethical business practices</li> <li>- Increased community involvement in social welfare</li> <li>- Transparency in business practices and their impacts</li> </ul>
<b>Vendors and Suppliers</b>	Head of supply chain management or the Person nominated by him/her	Suppliers & vendors help us develop our business ecosystem, support our sustainability initiatives and create shared value.	<ul style="list-style-type: none"> <li>- Regular Supplier/ Vendor meets</li> <li>- Contract revision and negotiation meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Formal supplier assessment to verify ESG performance</li> <li>- Increased awareness for partnering in green initiatives</li> </ul>
<b>Board of Directors &amp; Leadership</b>	Managing Director or the Person nominated by him/her	Board of Director and leadership ensures the prosperity of HGIEL through collective direction of the Company's affairs whilst meeting the appropriate interests of our stakeholders and shareholders.	<ul style="list-style-type: none"> <li>- Scheduled Board meetings</li> <li>- Scheduled and special Board Committee meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Business plans for grabbing competitive advantage in various business sectors</li> <li>- Focus on customer-centric policies and ethical billing</li> <li>- Proactive interaction with high stakeholders.</li> <li>- Implementation of procedures &amp; systems</li> </ul>

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#### 4. STAKEHOLDER ENGAGEMENT COMMITTEE

ESG Council will act as Stakeholder Engagement Committee for this policy.

The identified SPOCs for each stakeholder group shall submit half-yearly report (In the format of Annexure -2) on stakeholder engagement to the ESG Council. Cumulative report on the stakeholder engagement shall be shared on yearly basis with the Board by the ESG council.



*Mechanism of Reporting*

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## 5. BENEFITS OF STAKEHOLDER ENGAGEMENT PLAN

A strong stakeholder engagement plan helps team to inform and educate stakeholders. The other benefits of the plan include:


- i. **Manages expectations:** Ensures stakeholders know the project's trajectory and what to expect through each project phase.
- ii. **Reduces project risks:** Keeps stakeholders from making large changes that risk the project's success.
- iii. **Builds trust:** Creates stronger relationships between team members and stakeholders.
- iv. **Improves decision making:** Makes it easier to anticipate stakeholders' needs and desires to determine the next steps.
- v. **Promotes synergy:** When teams communicate, they're able to collaborate and create more effectively.

## 6. GRIEVANCE REDRESSAL MECHANISM

- HGIEL has a grievance mechanism for stakeholders to raise concerns, complaints and comments pertaining to issues pertaining to social and environmental risks.
- All the stakeholders will be informed of the grievance mechanism at the time of engagement
- The mechanism involves an appropriate level of management, escalation matrix, promptness in addressing concern, transparent process providing timely feedback to those concerned.
- The mechanism also has provision for anonymous complaints raised and addressed.
- All the records pertaining to complaints raised and resolved will be properly maintained within the organization.

Please refer our detailed Grievance Redressal Procedure (GRP) for more information at our website.

<https://www.hginfra.com/investors-relation.html#btn-policy>

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## 7. STAKEHOLDER ENGAGEMENT REGISTER

The stakeholder engagement register will be maintained as per Annexure 2.

## 8. QUERIES

Stakeholders are encouraged to raise any concerns or grievances arising out of their business relationship with HGIEL. If you have any questions about the provisions detailed in this document, please contact:

### **CHAIR - ESG COUNCIL**

H.G. Infra Engineering Limited

Corporate Office, III Floor, Sheel Mohar Plaza, A-1, Tilak Marg, C-Scheme, Jaipur, Rajasthan - 302001

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Approved by the Board of Directors

(Amended w.e.f. March 01, 2024)

**Annexure 1**

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## Annexure 2

### STAKEHOLDER ENGAGEMENT REGISTER TEMPLATE

Department/ Function -						
Date	Stakeholder Group	Mode of Engagement	Sample Size	Objective/Expectations/Interests	Contact Information	Action Plan