



Stakeholders Engagement Policy

Policy fact sheet

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Policy approver:	Mr. Raj Tiwari
Version:	00
Date:	10 th March 2026
Scope:	The “Stakeholders Engagement Policy” is applicable to “UPL and its Group Companies” (hereafter referred to as UPL Group) Employees, Contractual Employees, Vendors, Suppliers, Business Partners, and all other stakeholders. This policy is valid for all UPL Group locations globally
Confidential:	Public Access

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1. About the policy

Stakeholders Engagement Policy serves as a guiding framework to foster long-term, trust-based relationships with all individuals and groups affected by our business operations. Our objective is to ensure that stakeholder perspectives are integrated into our strategic decision-making, enabling us to drive innovation, mitigate risks, and create shared value in alignment with our **OpenAg mission**.

1.1 Policy

We, at UPL, are committed to continual improvement in engaging with various stakeholders by establishing effective stakeholders engagement programs within in our operations. The scope of the policy covers all facilities, personnel, and technology that support technical, manufacturing, and project activities.

Our Stakeholder Engagement Policy commits to the following:

- Conducting Double Materiality Assessment to identify material issues.
- Defined methods, systems, and processes to identify and engage with stakeholders.
- Establishing a culture of open, honest, and two-way communication that builds long-term trust and credibility with all internal and external stakeholders.
- Embedding the principles of inclusiveness, transparency, completeness and cultural appropriateness in all our engagement activities.
- Proactively identifying the environmental, social, and governance (ESG) concerns that are most significant to stakeholders and the business.
- Integrating stakeholder feedback, insights, and expectations into the company's strategic planning and operational decision-making processes.
- Formulate clear metrics for evaluating the effectiveness of engagement activities and to report progress transparently through Annual Report and Sustainability Report.
- Provide accessible platforms for engagement that ensure the voices of marginalized groups, smallholder farmers, and diverse communities are heard and respected.

1.2 Stakeholders Engagement Process

At UPL, we value all our stakeholders, and we make sure that we engage with them on a regular basis. The most suitable engagement methods and tools range from, one-to-one meetings, joint projects, written communications information sessions, feedback, surveys, focus group discussions etc.

Stakeholder Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Top management	<ul style="list-style-type: none"> Board meetings Annual General Meeting (AGM) 	<ul style="list-style-type: none"> Quarterly, need- basis Annually 	<ul style="list-style-type: none"> Occupational health and safety Water and hazardous waste management Climate change Demand risk Responsible management of information in the public domain
Permanent employees	<ul style="list-style-type: none"> Employee satisfaction survey National townhall meetings Telephone and e-mails Virtual meetings Magazines and newsletters Mid-year and annual review 	<ul style="list-style-type: none"> Weekly Monthly Quarterly Yearly Need Basis 	<ul style="list-style-type: none"> Increased awareness of all employees on UPL's policies Strategic skill up-gradation programs Lateral deployment Enhanced Standard Operating Procedures (SOP) and system implementation
Contractual employees	<ul style="list-style-type: none"> Email Virtual webinars Employee satisfaction survey Organised training and information sessions Team-building events 	<ul style="list-style-type: none"> Weekly Monthly Need Basis 	<ul style="list-style-type: none"> Reward and recognition programs Strategic implementation of IT initiatives Ethical business practice
Investors	<ul style="list-style-type: none"> Telephonic Email 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Enhanced disclosures across UPL's asset base

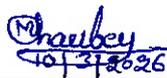
Regulators	<ul style="list-style-type: none"> One-on-one meetings 	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Environmental compliance
Suppliers and vendors	<ul style="list-style-type: none"> Supplier engagement forums Virtual training Supplier events 	<ul style="list-style-type: none"> Quarterly Yearly Need Basis 	<ul style="list-style-type: none"> Delay in payments Cancellation of orders Enhanced sustainable growth
Customers	<ul style="list-style-type: none"> Telephone and e-mails Executive Announcements Meetings with clients and managers 	<ul style="list-style-type: none"> Daily Weekly Monthly Need Basis 	<ul style="list-style-type: none"> Delayed delivery of products Increased customer engagement
Academia	<ul style="list-style-type: none"> Virtual meetings E-mails 	<ul style="list-style-type: none"> Monthly Quarterly Yearly Need Basis 	<ul style="list-style-type: none"> Sustainable agro-product portfolio of UPL Increased employment of technical experts Enhanced R&D practices in conjunction with learning and development initiatives for students
Local community	<ul style="list-style-type: none"> Group meetings One-on-one meetings Impact assessments 	<ul style="list-style-type: none"> Monthly Quarterly Need Basis 	<ul style="list-style-type: none"> Educational infrastructure Health and sanitation Self-help groups Agricultural techniques

For the Grievance Redressal from our various stakeholders, we have a system in place shown in the table below:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	if Yes, then provide web-link for grievance redress policy
Communities	Yes	https://www.upl-ltd.com/downloads/sustainability/UPL-Corporate-Social-Responsibility-Policy.pdf

Investors (other than shareholders)	Yes	The Company does not have a written policy in place, however the grievance redressal mechanism forms part of the Report of Corporate Governance. The contact details are available on UPL website for any grievance - Investor Contact UPL (upl-ltd.com)
Shareholders	Yes	
Employees and workers	Yes	<p>https://www.upl-ltd.com/investors/corporate-governance/policies(policies relating to Global Code of Conduct, Whistler Blower, Anti-Bribery, Information Security, Risk Management, Code of Conduct for Senior Management etc. are listed on this page).</p> <p>The Global Code Conduct provides three modes for aggrieved person to file complaint.</p> <ol style="list-style-type: none"> 1. by email at UPL@tip-offs.com; 2. through a customized website www.tip-offs.com/UPL; 3. Hotline Numbers which are region specific
Customers	Yes	<p>Customer Care Number & Email ID available on packaging labels</p> <p>https://www.upl-ltd.com/downloads/policies/compliances/UPL Global Code of Conduct.pdf</p>
Value Chain Partners	Yes	<p>https://www.upl-ltd.com/downloads/supplier_portal/UPL Supplier Code of Conduct.pdf</p>

Signature



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Date: 10th March 2026
Place: Mumbai
Revision: 0.0