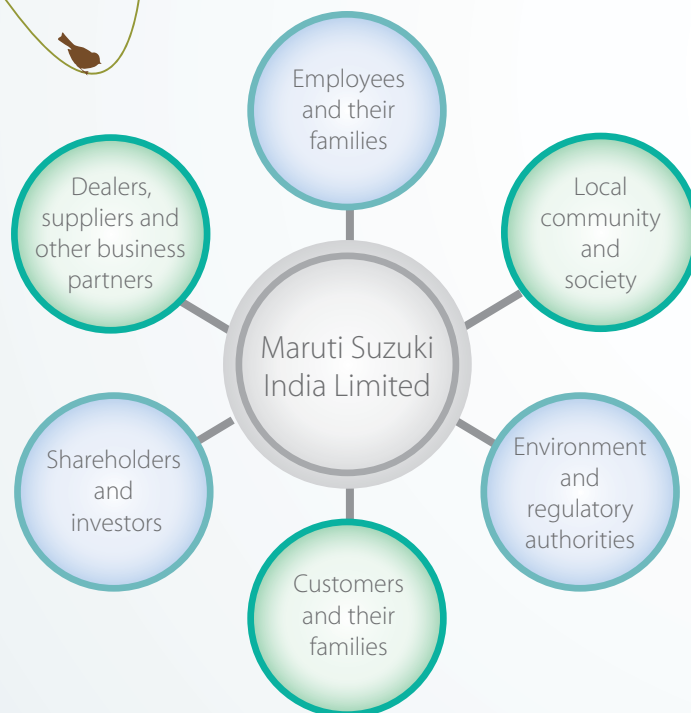
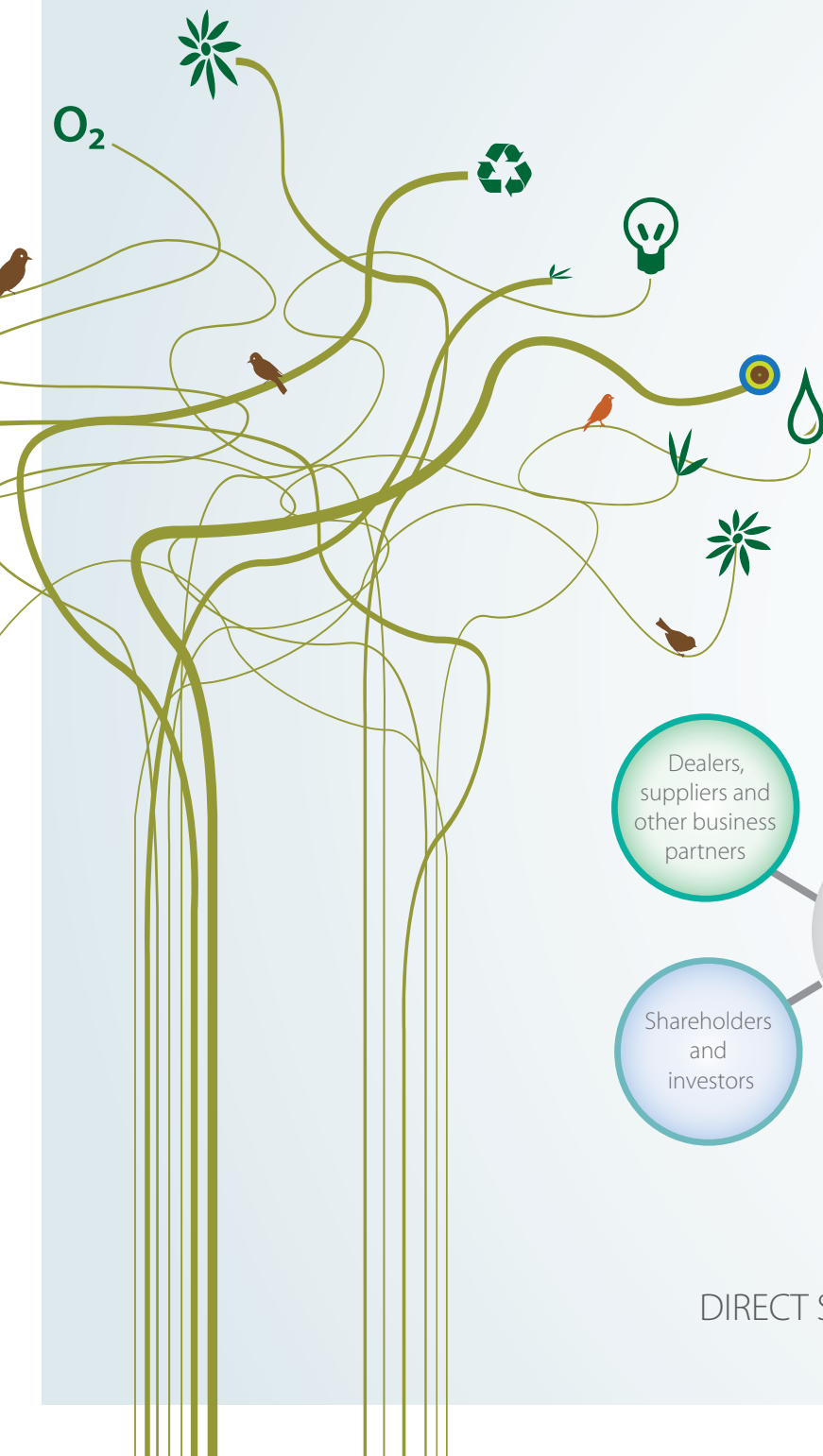


stakeholder engagement



DIRECT STAKEHOLDER GROUPS



Maruti Suzuki considers all organisations and individuals who are impacted by its operations and who can potentially impact its long term sustainability as its stakeholders. The Company has, over time, developed and fine-tuned its engagement with its various stakeholder groups. Stakeholder engagement is a continuously evolving, dynamic process and the Company believes

its stakeholders are partners in its journey towards sustainability.

Details of stakeholder engagement are mentioned in the tables below. Here *ongoing* refers to programmes/events conducted more than once in a month.



EMPLOYEES

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
Divisional Communication Meetings	Ensures uniform and structured communication flow to all employees	Monthly
Human Resources Initiatives Development Committee	Ensures employees' participation in framing employee related policies	Once in two months
Family interaction		
a) Parivaar Milan (for associates)	Develops bond between families of associates and the Company	Monthly
b) Family Connect (for executives & above)	Allows families of employees to connect with the Company	Quarterly
c) Family Day Function	Facilitates a feeling of togetherness	Annual
Inter-Divisional Sports Tournaments and Motor Sports Events	Allows employees to pursue their hobbies in sports and develop team spirit	Annual
Suggestion Schemes and Quality Circles	Empowers employees to implement their suggestions	Ongoing
360 Degree Feedback	Improves leadership capability through direct feedback from peers and seniors	Annual
Stay Interviews	Provides a structured platform for employees to share their concerns	Ongoing
Employee Relations Development Committee	Ensures constructive discussions between workers' union and Company officials	Monthly

stakeholder engagement

CUSTOMERS

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
Brand Track	Gauges customers' perception of corporate brand and product brands	Ongoing
Customer Meets	Gauges customer satisfaction level with the product and services	Ongoing
Customer Satisfaction Feedback	Analyses customer feedback to take suitable measures for upgrading products and services	Ongoing
Mega Service Camps	Gives first-hand customer feedback and resolves complaints on the spot	Ongoing
Customer Care Cell	Allows customers to register complaints on a 24X7 toll-free number(18001800180)	Ongoing
Product Clinics	Collects product specific feedback from customers	Before launch of product



SHAREHOLDERS AND INVESTORS

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
Annual General Meeting (AGM)	Allows investors to directly interact with top management of the Company	Annual
Press Releases and Emails	Disseminates information to investors such as financial results, new model launches, price changes etc	Ongoing
Investor Meets	Updates investors on current business environment and Company strategy to meet challenges	5-6 meets a year
One-to-One Meetings and Conference Calls	Addresses investor specific queries	Ongoing



Note: The Company has a dedicated Investor Relations team. Investors can contact the team at msilinvestorrelations@maruti.co.in or on phone numbers 011-46781126/22.

SUPPLIERS

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
Maruti Centre for Excellence (MACE)	Upgrades suppliers through sharing of Company's best practices	Ongoing
Suppliers' Club	Provides opportunity to select suppliers to discuss critical issues with the Company's top management	Ongoing
Quality Month	Enhances quality consciousness amongst suppliers	Annual
Value Analysis and Value Engineering (VA-VE) Month	Achieves cost competitiveness through a joint activity with suppliers	Annual
Quality Circle (QC) Competition	Promotes quality circle culture amongst suppliers	Annual
Joint Venture HR Meeting	Reviews HR and IR issues and suggests necessary countermeasures	Once in two months
Vendor Conference	Offers a platform for Company's top management and suppliers' CEOs to share their thoughts and best practices	Annual
Project Shikhar	Facilitates upgradation of suppliers in quality, shop floor and people practices	Ongoing





DEALERS

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
Balanced Score Card (BSC)	A tool for sustained performance improvement of dealers in areas such as operations, sales, service, spares etc	Quarterly
Dealer Management Systems (DMS)	Enables dealerships across India to have seamless business transactions and build lasting relationships with customers	Ongoing
Dealer Conference	Provides a platform to share best practices, offer future direction and receive feedback from dealers	Annual
Guidance on Business and Financial Matters	Guides dealers on business processes, manpower development, fund management and opportunities for growth	Ongoing



LOCAL COMMUNITY AND SOCIETY

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
a) Community development		
Meetings with Community Leaders and Village folk	Discussion and review of implementation of social projects	Ongoing
Factory Visit	Visit of community leaders to Manesar plant and an opportunity to share feedback with MSIL officials	Annual
b) ITI Project		
Institute Management Committee (IMC) Meeting	Reviews institute development and decides on future projects	Quarterly
Students and Staff visits to MSIL Plants	Provides industry exposure to students and staff	Monthly
c) Road Safety		
IDTR Society AGM	AGM convened in accordance with the Societies Act	Annual
Dealer Review Meeting	Reviews Maruti Driving Schools' performance	Quarterly
Evaluation of Trainees	Assesses effectiveness of the driving training imparted	Ongoing
School Awareness Programmes	Spreads road safety awareness among school children	Ongoing



ENVIRONMENT AND REGULATORY AUTHORITIES

ACTIVITY	ACTIVITY DETAILS	FREQUENCY
Community Feedback	Gauges environmental impacts of the Company on the neighbouring community	Annual
Interaction with Regulatory Authorities	Environment team remains in touch with Centre and State Pollution Control Boards and Ministry of Environment and Forests officials to discuss environmental issues	Ongoing
Advocacy on Future Environmental Regulations and Policies	Officials from Engineering business vertical and Corporate Planning participate in the committees set up by the automobile industry body SIAM and the Government to decide on future environment regulations, policies and implementation plans	As per agenda requirements

