

STAKEHOLDER ENGAGEMENT POLICY

Background:

Sunteck Realty Limited (hereinafter referred to as “**Sunteck**” or “**The Company**”) recognizes stakeholder engagement as one of the key components for effective operations of the business. Sunteck believes that stakeholder engagement is an important mechanism to identify stakeholders, understand their expectations and create value for them. The Company understands that stakeholder engagement is vital for its ability to demonstrate fairness, transparency, and accountability in its business decisions and operations. Sunteck recognizes that its’ stakeholders need to have confidence that their input will be valued and that their needs and interests will be meaningfully considered.

Definitions:

1. “*Policy*” means “Stakeholder Engagement Policy”.
2. “*Stakeholders*” means “Shareholders, Employees, Contractors, Tenants, Vendors, Bankers, Regulatory Authorities, Business Partners, NGOs, Media etc.

Purpose: The Company seeks to build and sustain strong relationships with its stakeholders. This Policy supports these relationships and enhances the Company’s capacity to create value through the following objectives:

- to furnish the methodologies, systems, and processes for identifying relevant stakeholders
- to lay out the foundation of a method for engagement with stakeholders who impact and influence our long-term resilience
- to establish a good understanding of stakeholders’ needs, interests, and expectations.
- to ensure purpose driven engagement for internal alignment, support and collaboration on key strategic objectives
- to identify megatrends and material issues of stakeholders to integrate into its corporate strategy and Sustainability Approach
- to understand the impacts that the Company has on its stakeholders, including local community impacts during development activity, and how the Company can enhance positive impacts and minimize negative impacts
- to reinforce the Company’s endeavor to all its stakeholders
- to collaborate with peers, partners, and suppliers to improve industry standards and enhance the benchmark for real estate industry.

Scope:

The Policy outlines the Company’s overarching approach to engagement with its stakeholders and is relevant to all the stakeholders associated with the Company’s operations. The Policy:

- sets out principles for engagement with the Company’s stakeholders
- forms part of the Company’s operating philosophy, policies, standards, and values

Sunteck's stakeholder identification and engagement process:

1. *Identification:* Stakeholders are determined, recognized, and categorized by Sunteck while considering their relationship to each business unit. This is done to examine the risks and repercussions, direct or indirect, incurred to each group of stakeholders fully and explicitly bearing in mind that each group has its own set of viewpoints and expectations. As such seven major stakeholder groups that are essential to the Company's operations have been identified. They are presented below:



2. *Prioritization:* Sunteck prioritizes the stakeholders based on the extent of their influence on the business functions and their dependency on the Company.
3. *Engagement:* Sunteck encourages stakeholders to participate in matters that affect them; provide channels for receiving suggestions, problems, and complaints from stakeholders; give priority; welcome opinion and exchange views constructively to perceive ideas, expectations, and needs of stakeholders. The method and the level of engagement with a stakeholder is defined by nature of relationship that the company has with them or aims to develop with them.
4. *Management of Expectations:* Thorough engagement process helps Sunteck to understand each stakeholder's expectations and as such the Company employs relevant measures to fulfill those expectations.

Methods of Engagement:

Each stakeholder has specific needs and expectations, which the Company is catering to through specific channels and personnel. The following description covers Sunteck's efforts to address its stakeholders in the format given below:

Customers:

- Strengthening customer relationship with frequent meetings
- Dedicated customer relationship portal – Life@Sunteck to account for grievances
- Periodic structured feedback meetings in place to ascertain demand with One-on-one interactions
- Customer helpline channels – Hotline, Media, Website, Emails.

Vendors/Suppliers:

- Local meetings and conventions in place
- Engagement for encouraging responsible practices across supply chain
- Meetings for adherence to supplier code of conduct and its feedback
- Workshops to educate and align with business requirements
- Communication channels dedicated to suppliers – Website, E-mails

Employees:

- Proactive Structured Induction programmes
- Employee engagement surveys and feedback periodically.
- Rewards and recognition programmes to rightly value the efforts and wellbeing.
- Individual performance assessment interviews and sharing of career development goals
- Provisions for Health Benefits, Safety, and security.
- Engagement activities connected with business ethics and reflection on the company culture.
- Employee volunteering Initiatives to fulfill social responsibilities
- Dedicated communication channels – Emails, Skip level meetings etc.
- Grievance redressal mechanisms – HR helpdesk, Employee portal, Employee forum etc.

Contractors:

- Policy setting and sharing made through contract agreements
- Periodic review meetings including one on one interactions for feedback
- Monitoring contractors' performance on sustainability requirements for major developments, refurbishments, and construction activities.

Bankers:

- Frequent meetings with existing bankers to manage the Company's financial risk and opportunities
- Adherence to the terms of debtor's agreements
- Fund raising discussions

NGOs:

- Community development initiatives
- Funding support to various NGOs under our CSR programmes
- Program with regular updates and interactions through our CSR agency

Investors:

- Annual and interim results Announcements, Meetings, and Earnings calls
- Management of investors' expectations and reputational risks
- Ensuring good governance and deepening the trust placed in the brand

Stakeholder Engagement Feedback:

Our stakeholder feedback is derived from surveys, client feedback mechanisms, social media, conferences, and one-on-one meetings.

Accountability & Grievance Procedure:

Sunteck has instituted a robust grievance redressal mechanism for all its stakeholders. A dedicated team has been deployed for efficiently addressing and resolving issues or concerns raised. The Company's official website contains a form for relevant stakeholders to reach out to the Company with their message or grievance. The link for the redressal of grievance is <https://www.sunteckindia.com/grievance.php>

Policy Monitoring and Review:

The Board is regularly briefed on stakeholder engagement activities and its progress, and the Policy will be reviewed at least annually. Any amendment to the same shall be communicated to the Board of Directors of the Company to get approval for implementation.