Stakeholder Engagement Policy	Policy Number: MK/01
	Policy Owner: Marketing
	Authorized by: President Marketing

1. **Scope**

   This Policy endeavours to institutionalize a standard stakeholder engagement process to build effective relationships with our stakeholders. Our engagement with them enables us to seek their insights, listen to their concerns and use their foresight to identify risks ahead of time to protect and grow our business.

2. **Identification of stakeholders**

   We categorise our stakeholders as internal or external basis the nature of their association Company.

Internal Stakeholders	Groups or individuals within a business who work directly within the business. Lodha internal stakeholder includes employees and contractual support staff
External Stakeholders	Groups or individuals outside a business who are affected in some way by the decisions of the business. Lodha external stakeholder includes investors, lenders, value chain partners, customers, community, media and the Government

3. Stakeholder **engagement approach and commitments**

   Our stakeholder engagement approach is based on potential channels communication between the business and the stakeholders:

   - Digital platform of engagement is available for all stakeholders.
   - Local stakeholders can also connect through physical channels and on-ground interactions with the teams and senior management.

   Our commitments for stakeholder engagement

   - Have a robust stakeholder engagement framework which entails the purpose, scope and frequency of the engagement
   - Assign responsibilities and resources for effective stakeholder engagement
   - Provide feedback and positive engagement with all stakeholder in business operations
   - Engagement strategy shall be inclusive of local stakeholders to ensure their active participation and representation in our decision-making processes
   - Ensure that a fair, equitable, and timely grievance mechanism is available for all the stakeholders to voice their concerns and complaints
   - Actively identify the communities affected by our business operations and engage with a wide range of local stakeholders to ensure comprehensive understanding and collaboration
   - Pay special attention to identifying vulnerable groups within the community to ensure their voices are heard and their needs are addressed

4. Stakeholder engagement framework

Stakeholder	Interfacing Group	Engagement Frequency and Timelines
Investors and shareholders	Investor Relations Company Secretariat Senior Management	**As needed:** Press Releases, Press conferences, emailer advisories, investor conferences,
		Quarterly: Financial statements, press conferences
		Continuous: Disclosures on the investors page on the website
		Annual: Annual General Meeting, Annual Report
Customers	Sales/Presales Marketing HPM Customer Care Senior Management	**As needed:** Sponsored events, mailers, newsletters, brochures, brand campaigns, sales pitches, customer visits, webinars
		Continuous: Lodha Group website; social CSR Volunteering activities
		Annual: Customer satisfaction surveys, Sponsored community events
Channel Partners	Sales/PreSales	**As needed:** Product trainings, Channel Partner meets, Brand Campaign alignment trainings
		Continuous: Website, Lodha CP portal, CP Performance rewards, Business reviews
Suppliers	Central Procurement Team Vendor Management Team	**As Needed:** On boarding through empanelment; Lodha code of conduct policy trainings
		Continuous: Grievance Redressal System, Audits and monitoring, Timely payments
Government; NGOs; local communities; society at large	Corporate Communications Team CSR Team Senior Management	**As needed:** Governance presentations, Due diligence, press releases, media interviews
Media	Corporate Communications / Media Relations Team Marketing Senior Management	**Continuous:** CSR Interventions, Field visits, Community events, brand campaigns
		Continuous: performance updates ongoing basis through press note, industry / trend led authored content - by spokesperson
		Quarterly: Corporate news / performance - quarterly interviews with MD & CEO

Stakeholder	Interfacing Group	Engagement Frequency and Timelines
Employees	HR Corporate Communications Senior Management	**As needed:** Project Reviews, Video conferences. Webinars, one-on-one counseling
		Continuous: Website, CEO Connect (Coffee with Abhishek), Town-halls, Lodha World Newsletter, Grievance Redressal System, Reward & Recognition, Key Associate Group Initiatives
		Annual: Performance Management System, Employee surveys,
Contractual Support Staff	HR HPM Team CSR Team	**As needed:** Community support interventions Periodical review meetings

5. Stakeholder Engagement Risk mitigation

- Potential stakeholder engagement risks are considered prior to selecting the level or method of engagement and ways and means are devised to address them
- Potential risks may include participation fatigue, lack of stakeholder integrity, conflicts of interests, disruptive or uninformed stakeholders, and an unwillingness to engage
- Proper planning and preparation are undertaken to understand the stakeholder profile and facilitate the stakeholders to have an open conversation
- Stakeholder capacity is periodically assessed before selecting the method of engagement to ensure higher effectiveness
- In case the stakeholders lack the capacity to engage, measures are taken to provide the necessary support and resources to enable effective engagement

6. Policy communication and Implementation

Stakeholder engagement policy is available at our HRIS system and also on our website. The interfacing group regular shares the outcome of our engagement activities at relevant platforms for review, corrective actions.

7. Policy review

Regular feedback is collected from all stakeholders, interfacing group and senior management to review the policy – content, flow and any new business or stakeholder requirement. This feedback after due deliberations and discussion are implemented and communicated to all stakeholders. Implementation of the policy is overseen by the central sustainability team with an oversight from the ESG Committee of the Board.