MAN INFRACONSTRUCTION LIMITED

MICL STAKEHOLDER ENGAGEMENT POLICY

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. This policy applies to MICL including its Associate Companies, Subsidiaries, and Joint Ventures.

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. MICL 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. MICL 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.
   - Stakeholders can also connect through physical channels and on-ground interactions with the senior management.
   - Proactively engage and address the needs of Vulnerable and Marginalized Groups which includes group of individuals who are unable to realize their rights or enjoy opportunities due to adverse physical, mental, social, economic, cultural, political, geographic or health circumstances. These groups can be in any of the stakeholder segment. The Interfacing Group mentioned in Section 4 would be responsible for the same in their respective segment.

   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.
   - Redressal of all stakeholder grievances in a fair, equitable and timely manner.

MAN INFRACONSTRUCTION LIMITED

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, etc.
		Quarterly: Financial statements, press conferences
		Continuous: Disclosures on the investors page on the website
		Annual: Annual General Meeting, Annual Report
Customers	Sales/Presales Marketing CRM Customer Care Senior Management	**As needed:** Sponsored events, mailers, newsletters, brochures, brand campaigns, sales pitches, customer visits, webinars
		Continuous: MICL 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, CP Performance rewards, Business reviews
Suppliers	Central Procurement Team	**As Needed:** On boarding through empanelment; MICL 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
Employees	HR Corporate Communications Senior Management	**As needed:** Project Reviews, Video conferences. Webinars, one-on-one counselling
		Continuous: Website, Grievance Redressal System, Reward & Recognition
		Annual: Performance Management System, Employee surveys,
Contractual Support Staff	HR 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.

6. **Policy communication and Implementation:**

Stakeholder engagement policy is available 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. These feedbacks after due deliberations and discussion are implemented and communicated to all stakeholders.