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# Stakeholder Engagement Policy



Title: **STAKEHOLDER ENGAGEMENT POLICY**

Number: BOD/CG/003

Effective Date: April 19, 2018

Version: 1

### **Objective:**

We recognize that listening to our stakeholders and responding thoughtfully to their concerns and ideas are vital to our success as a business, and to our progress as a corporate citizen. Understanding stakeholder insights can better help the Company to align to stakeholder needs and understand how and where the Company can make a real difference.

#### **1. Shareholders**

As the support of our investors is invaluable, the Company shall endeavor to operate in a manner that aims to provide a robust return on our shareholders' investment while maintaining compliance with the relevant prevailing regulatory and legal regimes, in addition to the Company's own requirements of profitability.

#### **2. Customers and Suppliers**

The Company shall be committed to open and transparent communication with its customers and suppliers as it recognizes that its business success is contingent upon building respectful and mutually beneficial relationships thereof. As such the Company shall establish channels of communication and engagement in order to give due consideration and respond to the interests and concerns of its customers and suppliers.

#### **3. Banks and other Lenders**

The Company shall prioritize provision of accurate and transparent information with respect to its dealings with financial institutions in order to facilitate the maintenance of beneficial relationships. The Company shall ensure timely re-payments of loans to its financial intuitions.

#### **4. Media**

The marketing function of the Company shall operate to create business value and enhance the Company's brand equity. The Company shall establish a presence on key media platforms which allows it to engage with its stakeholders regularly, in accordance with its prevailing Marketing Policy.



## 5. Regulators

The Company shall be at the forefront of good governance practices as required by the prevailing legal and regulatory framework.

## 6. Employees

The Company shall seek to increase diversity in the workplace, as well as actively promote a culture of inclusion, participation and meritocracy. Additionally, Company operations shall be carried out in a manner that adheres to international good practices of HSE.

## 7. Community

Community engagement shall be an integral part of the Company's manner of conducting business.; measures shall be taken to reduce the Company's carbon footprint, as well to give back to the community in which we operate via social uplifting endeavors in accordance with the ESG Policy of the Company.

Prepared by:

**Nazifa Khan**

Manager Legal Affairs and Company Secretary

Reviewed by:

**Kamal A. Chinoy**

Chief Executive Officer

Approved in the 445<sup>th</sup> Board Meeting held on April 19, 2018:

**Mustapha A. Chinoy**

Chairman - BoD