

ISM T Limited

Stakeholder Engagement Policy

Introduction:

ISM T Limited (“ISM T”/ “Company”) recognizes that value creation for stakeholders is the reason for our existence and we understand that engaging with stakeholders is integral to our business. Therefore, it is important for us to engage with stakeholders on a regular basis to understand their needs and expectations, so that we can formulate informed business strategies to promote long-term sustainable value for all.

Scope:

The Stakeholder Engagement Policy (“Policy”) is applicable to all business operations in relation to any stakeholder interactions of the Company.

Guiding principles:

We accept and promote the following basic principles to engage and establish relations of trust with our Stakeholders:

- **Participation:** Encourage participation of the stakeholders through bi-directional communication in the Company’s activities, promoting voluntary consultation processes.
- **Collaboration:** Promote collaboration with the stakeholders such that it contributes to the goals of the Company and aligns with our values.
- **Responsibility:** Act responsibly and build relationships with our stakeholders in areas of sustainable development, human rights, and community development.
- **Transparency:** Ensure transparency in financial and non-financial communications, sharing truthful, sufficient, relevant, complete, clear, reliable and useful information with our stakeholders.
- **Continuous improvement:** Seek continuous improvement of our stakeholder engagement mechanism through regular review and feedback processes.

Stakeholder Identification Process:

We have identified our key stakeholder groups as those who are impacted by our activities, products and services, and whose actions have present and potential impact on our business. We place a high importance on regular communication and engagement with them and have effective feedback mechanisms in place to incorporate their concerns and issues into our business planning and execution strategy.

Based on the above definition, we have identified our key internal and external stakeholders as following:

- Shareholders and Investors
- Employees
- Customers
- Dealers, suppliers and business partners
- Communities
- Regulatory bodies and Government

Stakeholders are further prioritized based on the level of their interest and influence and profiled into different categories depending upon the specific context of our engagement with them.

Stakeholder Engagement Method:

In addition to regular meetings/ conversations/ interactions/ day to day communication/ communication through social media, ISMT uses the following channels for active engagement:

Stakeholder Group	Engagement Channels
Shareholders and Investors	<ul style="list-style-type: none">- Annual General Meetings- Postal ballot- Website- Conferences / Investors Meet- Quarterly earning calls- Investor presentations- Press release / Published notices- Annual Reports
Employees	<ul style="list-style-type: none">- Employee on boarding- Performance review forums- MD Annual Address- Weekly team meetings- Training and Development programs- Cultural events- Employee engagement activities- Round table events- Website- Intranet- Employee engagement survey
Customers	<ul style="list-style-type: none">- Website- Press release- Customer satisfaction survey- Customer events- Helpdesk
Dealers, suppliers and business partners	<ul style="list-style-type: none">- Workshops- Dealer conferences and meets- Exhibitions- Website- Vendor satisfaction survey
Communities	<ul style="list-style-type: none">- Interaction with NGOs for CSR initiatives- Employee Volunteering- Website- Society perception survey
Regulatory bodies and Government	<ul style="list-style-type: none">- Regular compliance filings and meetings- Participation at industry forums- Press release- Website

Grievance Redressal:

All employees are accountable for managing relationships and meeting expectations of internal and external stakeholders within their areas of responsibility. The details are available in our Grievance Redressal Policy.

Policy Review:

This Policy may be amended or modified from time to time, as necessary, in case of any changes to the provisions of applicable Regulations/Acts or when deemed necessary to strengthen Stakeholder Engagement.

For ISMT Limited

Nishikant Ektare
Managing Director
Date: March 6, 2023
Place: Pune