

Stakeholder Engagement Policy

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1. Purpose

The purpose of this Stakeholder Engagement Policy is to establish clear standards and protocols for engaging with UFlex Limited (hereinafter to be referred as “UFlex”) stakeholders. This policy aims to:

- Identify the risks and opportunities arising from stakeholders' material issues.
- Cultivate and promote a deep understanding of stakeholders' requirements, interests, and expectations.
- Build a relationship of trust and transparency with stakeholders to foster mutual respect and a shared commitment to corporate success.
- Ensure open, honest, and effective communication, which will contribute to continuous value creation for all involved parties.

2. Scope

The policy applies to UFlex Limited and its 100% subsidiaries and covers all stakeholders of UFlex, including employees, customers, government authorities, suppliers, investors, and shareholders. It outlines the principles and guidelines for engaging with these stakeholders and is intended to help UFlex foster strong, lasting relationships that are based on shared values and expectations.

3. Definitions

- **Stakeholders:** Individuals, groups, or organizations that are impacted by or can impact the Company's activities, products, or services. This includes employees, customers, suppliers, investors, government authorities, and shareholders.
- **Engagement:** The process of communicating and building relationships with stakeholders through various channels, such as meetings, reports, and digital platforms.

4. Policy Commitments

UFlex Limited is committed to:

- Engaging with stakeholders regularly to gather insights, concerns, and feedback on various issues.
- Promoting open communication and a clear understanding of stakeholders' needs, expectations, and feedback.
- Identifying risks and opportunities from stakeholder interactions and utilizing that information to improve business practices and decision-making.
- Building long-term, trust-based relationships with stakeholders to drive shared value and business success.
- Ensuring transparency and accountability in stakeholder communications.

5. Roles and Responsibilities

- **Board of Directors:** Oversee the implementation and effectiveness of this policy. Ensure that stakeholder engagement practices align with corporate goals and values.
- **Management Team:** Responsible for the day-to-day implementation of the policy, ensuring that engagement is consistent, timely, and appropriate across all stakeholder groups.
- **Employees:** All employees are expected to be aware of this policy and contribute to stakeholder engagement in their respective roles, especially those in customer-facing or external relations roles.
- **CSR Committee:** Monitor and ensure that UFlex's engagement with stakeholders is aligned with the company's sustainability and corporate social responsibility objectives.

6. Communication and Training of the Policy

- The Stakeholder Engagement Policy will be communicated to all employees, stakeholders, and the public through the company's website and other communication platforms. Further details on our stakeholder communication plan can be found in the next section of this Policy.
- Employees involved in stakeholder engagement will undergo periodic training to ensure they understand the policy's objectives, stakeholder needs, and appropriate engagement techniques.
- The policy will be reviewed and updated regularly to ensure relevance and effectiveness in addressing the needs of all stakeholders.

7. Stakeholder Communication Plan

UFlex is committed to interacting with our stakeholders in a transparent and meaningful manner. The stakeholder communication plan below provides guidance on interactions with various key stakeholders:

Stakeholder	Channels of Communication	Frequency of Communication
Customers	<ul style="list-style-type: none"> • Customer meets/events. • Trade Shows • Media campaigns and advertising • Knowledge seminars and events • Digital platforms • Corporate website 	Ongoing
Government and regulatory authorities	<ul style="list-style-type: none"> • Engagements with local/state/ national government officials and ministries • Corporate presentations/reports • Participation in conferences • Dissemination of press releases • Submissions of various returns and compliances with statutory authorities, via their portal 	Ongoing

Investors and shareholders	<ul style="list-style-type: none"> • Annual General Assembly meetings • Shareholder gatherings • Annual financial statements/Quarterly performance updates • Press releases. • Corporate website • Stock Exchange (SE) notifications. • In-person meetings/teleconferences 	Ongoing
Suppliers/Value chain partners	<ul style="list-style-type: none"> • Visits and personal/ telephonic interactions • Supplier onboarding session • Trainings • Collaborative meetings 	Ongoing
Employees	<ul style="list-style-type: none"> • Intranet platform • Email communication. • Survey software. • Town hall sessions • In-person meetings • Newsletters • Orientation/Induction programs • Training and development programs 	Ongoing
Local communities	<ul style="list-style-type: none"> • Community gatherings • Interactions facilitated by the corporate social responsibility (CSR) implementation division 	Ongoing

8. Monitoring and Review

- The Board of Directors will review the policy at least annually to ensure its effectiveness. Any amendments or changes to the policy will be communicated to stakeholders through appropriate channels.
- Stakeholder engagement practices will be continuously monitored to assess the effectiveness of communication strategies and identify areas for improvement.
- Feedback from stakeholders will be used as a basis for improving engagement practices and ensuring that UFlex is responsive to their concerns.

9. Grievance Mechanism

- Stakeholders who have concerns, grievances, or feedback related to UFlex's operations may submit their complaints via the established grievance channels.
- The grievance process will include timely acknowledgment, investigation, resolution, and feedback on the outcomes to the concerned stakeholder.
- All grievances will be handled with the highest level of professionalism, confidentiality, and in line with the company's grievance redressal procedures.

10. Related Policies

This policy should be read alongside the following policies of UFlex:

S. No.	Policy
1	Customer Care policy
2	CSR Policy
3	Code of Conduct