VENTIVE HOSPITALITY LIMITED

(Formerly known as "Ventive Hospitality Private Limited" and "ICC Realty (India) Private Limited")

STAKEHOLDER ENGAGEMENT POLICY

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1. Introduction

Ventive recognises the vital role that stakeholder engagement plays in fostering sustainable business practices. The company deeply values its relationships with a diverse range of stakeholders, acknowledging the significant impact these connections have on its overall success. This Stakeholder Engagement Policy underscores Ventive's commitment to cultivating transparent, open, and meaningful interactions with all stakeholders.

a. Objective

The objective of this Stakeholder Engagement Policy is to establish a robust framework for engaging with a broad spectrum of stakeholders, including employees, customers, suppliers, local communities, and regulatory bodies. Ventive is dedicated to fostering transparent and inclusive communication channels, ensuring active involvement of stakeholders in its operations. By facilitating open dialogue, addressing concerns promptly, and incorporating stakeholder feedback into decision-making, Ventive aims to remain responsive to the varied needs and perspectives of its stakeholders. This approach will help foster collaborative and mutually beneficial relationships, enhancing the company's overall operations.

b. Scope

This policy applies to all Ventive employees and departments involved in stakeholder interactions. It encompasses engagements related to operations, products, services, and corporate social responsibility. The scope ensures that all stakeholder interactions across Ventive's operations align with the principles set out in this policy, promoting consistency and transparency.

2. Defined Terms

Terms	Description
Stakeholders	Individuals or groups directly affected by Ventive's operations, including employees, customers, suppliers, local communities, and regulatory bodies. Their interests, concerns, and perspectives are integral to Ventive's business decisions.
Engagement	Engagement refers to the process of establishing and maintaining meaningful interactions with stakeholders to understand their concerns, expectations, and perspectives.
Feedback	Feedback is the information and insights provided by stakeholders regarding their experiences, perceptions, or concerns related to an organisation's activities, decisions, or impact.

3. Responsibility

- Senior Management: Provide overall oversight of stakeholder engagement strategies and ensure alignment with organisational goals and values.
- Employees: Maintain positive daily interactions with stakeholders, upholding the principles of transparency and respect in all communications.
- Specific Departments:
    - CSR Team: Drive community engagement initiatives and manage relations with social organisations and local communities.
    - Communications Team: Ensure consistent and accurate information sharing through various channels and address stakeholder queries effectively.

4. Stakeholder Identification

At Ventive, stakeholders are defined as individuals or groups directly or indirectly affected by our operations, products, or services, as well as those essential to our successful functioning. This includes entities with legal, commercial, operational, or ethical ties to us and those who can influence or be influenced by our strategic and operational decisions.

Stakeholder Identification Process

Our stakeholder identification process is guided by best practices, including the Stakeholder Engagement Standard, and involves a structured analysis of internal and external environments. The steps include:

- Mapping Relationships: Identifying all individuals, groups, or entities connected to our operations, products, or services.
- Analysing Context: Evaluating how these stakeholders are impacted by or can influence our decisions, processes, and outcomes.

Categorising Stakeholders

We categorise stakeholders based on their:

- Level of Influence: The degree to which they can impact our decision-making processes or business operations.
- Level of Interest: Their level of concern, involvement, or investment in our business or specific initiatives.
- Impact: The extent to which our operations or decisions affect them, positively or negatively.

Stakeholder Prioritisation

Stakeholder prioritisation is carried out using criteria such as:

- Strategic Importance: Alignment with Ventive's goals and objectives.
- Operational Necessity: Dependence on stakeholders for day-to-day operations.
- Ethical Responsibility: Ensuring accountability towards stakeholders affected by our business activities.

Our Key Stakeholders

Ventive's key stakeholders are vital to our operations and overall success. They include:

- Internal Stakeholders:
    - Investors: Those who contribute to Ventive's financial growth and success.
    - Employees: The workforce that drives Ventive's daily operations and long-term success.
- External

  - Customers: Individuals or organisations utilising Ventive's products and services.
  - Communities: Local and global communities affected by or influencing Ventive's operations.
  - Business Partners: Entities collaborating with Ventive to achieve shared goals.
  - Financial Service Providers: Institutions critical to Ventive's financial operations.
  - Regulatory and Government Bodies: Organisations that regulate and oversee Ventive's operations.
  - NGOs/Social Organisations: Non-governmental organisations or social groups with an interest in Ventive's activities.
  - Media: Channels that disseminate information and shape public perceptions.

  Stakeholder prioritisation is based on relevance and context, ensuring that engagement approaches are tailored to align with Ventive's commitment to transparency and effectiveness.

5. Modes of Engagement

At Ventive, effective engagement with stakeholders is fundamental to fostering trust, transparency, and collaboration. To ensure meaningful interactions, we adopt the following modes of engagement:

- Information Sharing
  - Newsletters:
  - Websites
  - Reports
- Consultation
  - Surveys:
  - Public Hearings
  - Focus Groups
- Collaboration
  - Partnerships
  - Working Groups
- Empowerment
  - Participatory Decision-Making
  - Capacity-Building Programs

6. Guidelines

- Address Stakeholder Concerns Promptly and Effectively: Create robust mechanisms for receiving and addressing stakeholder concerns in a timely and efficient manner. Implement effective solutions and communicate outcomes, showcasing Ventive's commitment to addressing and resolving issues.
- Integrate Stakeholder Feedback into Decision-Making Processes: Actively seek stakeholder feedback to inform key decision-making processes. Adapt strategies and plans based on valuable insights from stakeholders to enhance the effectiveness of the organisation.
- Uphold Ethical Standards and Respect Stakeholder Interests: Ensure all engagements align with ethical standards, emphasising honesty, integrity, and fairness. Respect the diverse interests and concerns of stakeholders, acknowledging their rights and addressing their needs.
- Regularly Assess and Update Engagement Strategies: Periodically assess the effectiveness of stakeholder engagement strategies. Adjust approaches based on evolving stakeholder dynamics, industry trends, and organisational priorities to ensure continued relevance and effectiveness.

7. Compliance

Ventive is committed to the continuous enhancement of its stakeholder engagement initiatives through systematic monitoring and evaluation. The effectiveness of these activities is assessed using robust methodologies, including stakeholder feedback analysis and periodic reviews.

Key performance indicators (KPIs) used to measure success include:

- Levels of stakeholder participation in consultations, surveys, and events.
- Stakeholder satisfaction ratings based on structured feedback mechanisms.
- Efficiency in addressing and resolving stakeholder concerns within defined timelines.

We uphold a commitment to transparent reporting by regularly disclosing the progress and outcomes of our stakeholder engagement efforts through sustainability reports, annual reports, and other relevant channels. This approach ensures accountability, reinforces stakeholder trust, and aligns with our commitment to continuous improvement.