

## Stakeholder Engagement Policy

### Preamble:

IIFL Securities Limited (hereinafter referred to as 'IIFL Securities', 'The Company') recognizes and appreciates that engagement with and active cooperation of its stakeholders is essential for the Company's sustainable business performance. Such interactions are crucial for achieving and maintaining public trust and confidence in the Company. This Stakeholder Engagement Policy (the "Policy") is founded on the principles of transparency, active listening, and equitable treatment that favors a consultative and collaborative engagement with all its stakeholders using effective and responsive communication.

### Purpose:

The purpose of the policy is:

- a. To set a method of engagement with stakeholders who impact and influence the Company's long-term resilience
- b. To develop and promote a good understanding of stakeholders' needs, interests, and expectations
- c. To provide guidance on how the Company should be engaging with its stakeholders to strengthen and maintain relationships with its stakeholders
- d. To identify the opportunities and threats arising from issues material to stakeholders
- e. To assist with strategic, sustainable decision-making

### Definitions:

**"Policy"** means "Stakeholder Engagement Policy"

**"Stakeholders"** are persons or group of people who are directly or indirectly affected by the business operation of IIFL Securities, as well as those who may have interest in the business operation of IIFL Securities, or ability to influence the outcomes of the business operation of IIFL Securities. These include customers, business partners and vendors, employees, regulatory bodies, shareholders and investors, lenders and rating agencies, communities, public at large, etc.

**Principles:**

While engaging with stakeholders, the Company practices and promotes the following principles:

- i. Development of a responsible business model in order to be an innovative, transparent, integrating, open, and committed company capable of creating sustainable value for all its stakeholders on a shared basis therewith
- ii. Maintaining strong dialogue with key stakeholders
- iii. Allocation of necessary resources to the proactive, continued, and systematic establishment of fluid channels for dialogue with stakeholders, to establish balanced relationships between corporate values and social expectations, considering their interests, concerns, and needs.

**Methods of Engagement:**

IIFL Securities’ methods of engagement include various channels and means of communications reliant on each specific stakeholder group as stated below:

Stakeholders	Mode of engagement	Matters important to them
Employees	<ul style="list-style-type: none"> <li>• Orientation Programme</li> <li>• Town halls</li> <li>• Employee satisfaction survey</li> <li>• Emailers</li> <li>• Learning initiatives</li> <li>• Skip- level meetings</li> <li>• Employee engagement initiatives</li> <li>• Employee Grievance cell</li> <li>• Reward and Recognition Programme</li> </ul>	<ul style="list-style-type: none"> <li>• Policies and procedures</li> <li>• Performance appraisal</li> <li>• Training and career development</li> <li>• Work environment</li> <li>• Health and Wellness</li> <li>• Safety and Security</li> <li>• Community Development</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Corporate website</li> <li>• Centralized Call centre</li> <li>• Digital platforms</li> <li>• Social media</li> <li>• Customer relationship managers</li> </ul>	<ul style="list-style-type: none"> <li>• Trust</li> <li>• Data &amp; cyber security</li> <li>• Quality of customer service</li> <li>• Investment in new technologies</li> </ul>

	<ul style="list-style-type: none"> <li>• Customer satisfaction surveys</li> <li>• Media campaigns and advertising</li> <li>• Knowledge seminars and events</li> </ul>	
Business Partners & Vendors	<ul style="list-style-type: none"> <li>• Online one-to-one meeting with the top management</li> <li>• Product/process trainings for new and old partners</li> <li>• Industry Speak and Product</li> <li>• Team Webinars for product updates</li> <li>• Channel partner meets</li> <li>• Conferences and Forums</li> <li>• Written communications</li> <li>• Engagement portal</li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining relationships</li> <li>• Growth opportunities</li> <li>• Quick and efficient payments</li> <li>• Quick response to queries</li> </ul>
Regulatory Bodies	<ul style="list-style-type: none"> <li>• Industry associations</li> <li>• Corporate Presentations</li> <li>• Written Communications</li> <li>• One-to-one meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Market credibility</li> <li>• Contribution to policy formation</li> <li>• Industry discussions</li> <li>• Ethical practices</li> <li>• Contribution to exchequer</li> </ul>
Shareholders & Investors	<ul style="list-style-type: none"> <li>• Annual General Meetings</li> <li>• Roadshows / Sector specific conferences</li> <li>• Investor and Analyst meets,</li> <li>• Conference calls</li> <li>• Annual Reports</li> <li>• Investor Presentations, Yearly</li> </ul>	<ul style="list-style-type: none"> <li>• Brand reputation and trust</li> <li>• Strong and sustained financial performance</li> <li>• Share price performance and dividend payment</li> <li>• Strong risk management mechanism</li> </ul>

	<ul style="list-style-type: none"> <li>• and Quarterly Earnings Update,</li> <li>• Company announcements</li> <li>• Website</li> <li>• Media Releases</li> </ul>	<ul style="list-style-type: none"> <li>• Business strategy</li> <li>• Governance, ethics and transparency</li> <li>• Stability and security of IT systems</li> </ul>
Lenders and Rating Agencies	<ul style="list-style-type: none"> <li>• Presentations and written communications</li> <li>• Online meetings on strategy, financial plans, risk management, and other business-related updates</li> </ul>	<ul style="list-style-type: none"> <li>• Liquidity and risk management, and risk mitigation strategies growth plans</li> </ul>
Communities	<ul style="list-style-type: none"> <li>• CSR initiatives</li> <li>• Empowerment programs</li> </ul>	<ul style="list-style-type: none"> <li>• Society empowerment</li> <li>• Inclusive growth</li> </ul>

#### **Responsibility and Grievance Redressal:**

Stakeholder engagement is decentralized at IIFL Securities Limited and relevant department/team is responsible for managing relationships with the specific stakeholder and addressing their queries or concerns. In case any stakeholder is not satisfied with the service or assistance received from the Company, they may raise concern in accordance with the grievance redressal mechanism in place for the respective stakeholder.

#### **Communication:**

Annual awareness program/communications for the employees shall be made in relation to this Policy.

#### **Review:**

The Policy shall be annually reviewed by the ESG Team in co-ordination with the respective department engaging with the stakeholder and amendments, if any, shall be approved by the ESG Committee/Stakeholders' Relationship Committee/ Board.

<b>Release Date</b> 23.01.2023	<b>Last amended</b> —	<b>Reviewed by</b> ESG Committee and Stakeholders Relationship Committee
<b>Version</b> 1.0	<b>Process Owner</b> ESG Team	<b>Approved by</b> Board of Directors