

STAKEHOLDER ENGAGEMENT GUIDELINES OF SIGNATUREGLOBAL (INDIA) LIMITED

(Formerly known as Signatureglobal (India) Private limited)

(Approved by the ESG Committee on 03.03.2024)

Stakeholder Engagement Guidelines

Updated: 03rd March 2025

1. Purpose and Vision

At Signatureglobal (India) Limited, we recognize that long-term success depends on meaningful engagement with all stakeholders across the real estate value chain. These guidelines aim to ensure structured, inclusive, and transparent communication with our key stakeholders—ranging from customers and communities to suppliers, employees, investors, and regulators.

We believe stakeholder dialogue is **not just a compliance exercise**, but a foundation for trust, innovation, and sustainable growth.

2. Scope

These guidelines apply to all departments, business units, development sites, joint ventures, and supply chain activities of Signatureglobal (India) Limited across India.

3. Core Engagement Principles

Stakeholder engagement at Signatureglobal (India) Limited is guided by the principles outlined in the **AA1000 Stakeholder Engagement Standard (2015)**, including:

- **Inclusivity** – Engaging all impacted and relevant stakeholder groups
 - **Materiality** – Prioritizing engagement on the most relevant issues
 - **Responsiveness** – Taking actions and communicating outcomes in a timely manner
 - **Impact** – Assessing and reporting on engagement effectiveness and community value
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4. Engagement Objectives

Signatureglobal (India) Limited aims to:

- Foster trust and transparency across stakeholder relationships
 - Understand diverse needs, risks, expectations, and opportunities
 - Co-create social value and sustainability outcomes
 - Embed stakeholder insights into **design, construction, marketing, and operations**
 - Support **equitable urban development** and ESG compliance
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5. Stakeholder Groups

Key stakeholder categories include:

- Customers and Residents
 - Employees and Labour Partners
 - Suppliers and Contractors
 - Communities and Local Authorities
 - NGOs and Academic Partners
 - Government, Regulatory, and Industry Bodies
 - Investors, Lenders, and Rating Agencies
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6. Engagement Methods and Channels

Stakeholder Group	Engagement Methods
Customers & Tenants	Satisfaction surveys, feedback forms, walk-ins, apps
Communities	Public consultations, CSR activities, grievance desks
Contractors & Vendors	Vendor meets, site trainings, audits, compliance workshops
Employees	Town halls, intranet, HR feedback loops, suggestion boxes

Stakeholder Group	Engagement Methods
Investors & Lenders	ESG reports, investor presentations, briefings
Regulators & Authorities	Compliance filings, formal consultations, industry dialogue

7. Key Focus Areas

7.1 Sustainability and ESG Awareness

- Engage residents and tenants on **climate issues, water savings, waste segregation, and green living**
- Share ESG progress reports and dashboards across stakeholder groups
- Build awareness through community events and education campaigns

7.2 Responsible Marketing and Transparency

- Ensure all promotional and marketing material is **truthful, legally compliant**, and easy to understand
- Disclose **product specifications, fittings, green features**, and pricing information during sales/leasing
- Provide regular **training to sales and marketing teams** on responsible communication
- Align with guidelines under India's **RERA Act** and consumer protection norms

7.3 Grievance Redressal and Conflict Management

- Maintain accessible grievance channels for all key stakeholder groups
- Resolve concerns in alignment with **ISO 10002:2018 (Customer Satisfaction – Complaints Handling)**
- Encourage two-way feedback and ensure **non-retaliation policies** for all complainants

7.4 Employee and Community Volunteering

- Promote employee participation in **CSR initiatives, disaster relief, skilling programs, and community development**
- Support skilled volunteering aligned with sustainability goals and community needs

8. Monitoring and Governance

- The **ESG Steering Committee (also known as the ESG Committee)** will receive regular updates on stakeholder engagement activities, emerging issues, and resolution status
 - A **Stakeholder Feedback Register** will be maintained at project level for tracking inputs and actions taken
 - Annual assessments will evaluate engagement effectiveness and inform future strategy
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9. Policy Review and Disclosure

- These guidelines will be reviewed at least once every two years or in response to stakeholder or regulatory developments
 - They will be publicly disclosed and communicated to all relevant internal and external stakeholders
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“We listen to build. We build to connect. Our spaces are shaped not just by architects — but by people, communities, and ideas.”