



HOUSING AND URBAN DEVELOPMENT CORPORATION LIMITED

Stakeholder Engagement Policy



1 INTRODUCTION, OBJECTIVE AND APPLICABILITY

Housing and Urban Development Corporation Limited (herein after referred to as "Company" or "HUDCO") acknowledges the importance of establishing robust stakeholder engagement framework based on responsiveness, understanding and trust.

This Stakeholder Engagement Policy ("Policy") is framed to formalize the Company's approach towards identification, engagement, communication and relationship management with its stakeholders.

The Policy aims to ensure transparency, accountability and sustainable value creation while aligning stakeholder interests with the long-term objectives of the Company.

This Policy shall apply to all stakeholder engagement activities undertaken by the Company and shall be applicable across all departments and functions. The scope of the policy extends to both internal and external stakeholders.

2. STAKEHOLDER IDENTIFICATION

HUDCO identifies stakeholders as those individuals, groups of individuals or organizations that affect and/or are affected by HUDCO's business operations, products or services and the associated performance. HUDCO recognizes internal stakeholder as employees and external stakeholder as shareholders, bondholders, customers, vendors, communities, consultants, contractors, etc.

3. STAKEHOLDER ENGAGEMENT PROCESS

HUDCO believes in non-discriminatory and interactive manner of stakeholder engagement that encourages feedback and positive engagement with business operations which leads continual improvement of stakeholder engagement performance by sharing best practices and lessons learned from the engagement process.

The Company shall ensure transparency, responsiveness, inclusiveness, integrity and confidentiality while engaging with stakeholders in the best interest of the Company and the stakeholders. The Company shall address stakeholder differences or grievances in an equitable, timely and constructive manner and shall continuously work towards improvement of the stakeholder engagement process.

The engagement matrix with various stakeholders is as follow.



Sl. No.	Stakeholder Group	Communication Channel	Frequency
1	Shareholders	- Email/SMS - Website - Letters - Dissemination of information through Stock Exchange Mechanism	Quarterly, annually and as & when required on an ongoing basis
2	Bondholders	- Email/SMS - Website - Letters - Dissemination of information through Stock Exchange Mechanism	Need based
3	Employees/Workers	- Training - Cultural Events - Intranet - Personal Interaction - Departmental Meetings	Ongoing
4	Community	- CSR Initiatives - Awareness camps and training programs	Need based
5	Customers	- Website - Email/SMS - Letters/Telephone	Ongoing
6	Government and Regulators	- Annual Report - Physical Meeting - Communication with regulatory bodies	Need based
7	Vendors/Suppliers/Consultants	- Email/SMS - Website - Letters	Need based

4. AMENDMENT

The Chairman & Managing Director may, at any time, amend the policy as per industry practice and operational point to ensure relevance and suitability of the policy.

