

SUZLON ENERGY LIMITED
STAKEHOLDER ENGAGEMENT POLICY

1. Policy History

Date of Board approval	Particulars	Effective Date
22 nd July 2024	Introduction and implementation of Stakeholder Engagement Policy	22 nd July 2024

2. Purpose of this Policy

2.1. Suzlon Energy Limited (“Suzlon”), recognizes that effective stakeholder engagement is an essential aspect of its business. Through stakeholder engagement, the Company aims to identify and address social, environmental, and governance issues related to its business. The Company is of the view that it is important to develop an understanding of its stakeholders’ needs, interests and expectations and the Company strives to accomplish this by collaborating and communicating with all of our stakeholder groups. Effective stakeholder engagement is an ongoing process. We strive to ensure benefits accrued from the value generated by the business fairly benefit all stakeholder groups.

2.2. This Policy aims to:

- to define methods, systems, and processes to identify and engage with stakeholders,
- to improve the communication to engage stakeholders;
- to continue to enhance stakeholders’ trust and confidence in our activities and business processes while promoting a good understanding of stakeholders’ needs and expectations; and
- to convey and reinforce the Company’s commitment towards all its stakeholders.

This Policy provides the main approach for engaging with the internal as well as external stakeholders of the Company. The Policy has been put in place to ensure that stakeholder engagement is applied consistently across the Company’s operations and its subsidiary companies.

3. Applicability of this Policy

3.1. This Policy applies to the Company.

3.2. This Policy shall be adopted by the Company’s subsidiaries, subject to suitable modifications, if and to the extent required.

4. Definitions

Unless repugnant to the context:

4.1. “Act” shall mean the Companies Act, 2013 including the Rules made thereunder, as amended from time to time.

- 4.2. “Applicable Laws” shall mean the Act and Rules made thereunder, the Listing Regulations (as defined hereafter), the NGRBC Guidelines and / or such other Act, Rules or Regulations, which are / may be applicable to the objective and/or subject matter of this Policy.
- 4.3. “Board” or “Board of Directors” shall mean the Board of Directors of the Company.
- 4.4. “Company” or “SEL” shall mean Suzlon Energy Limited.
- 4.5. “Guidelines” or NGRBC Guidelines shall mean the National Guidelines on Responsible Business Conduct issued by the Ministry of Corporate Affairs on 10th December 2018.
- 4.6. “Listing Regulations” shall mean the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, together with the circulars issued thereunder, including any statutory modification(s) or re-enactment(s) thereof for the time being in force.
- 4.7. “Policy” or “this Policy” shall mean this Stakeholder Engagement Policy.
- 4.8. Interpretation – In this Policy, unless the contrary intention appears, words and expressions not defined herein but defined in the Applicable Laws shall have the meanings respectively assigned to them in those Applicable Laws.

5. Review of the Policy and disclosure requirements

- 5.1. This Policy has been implemented w.e.f. 22nd July 2024.
- 5.2. This Policy shall be disclosed on the website of the Company.
- 5.3. This Policy is subordinate to the Applicable Laws and in the event of inconsistency between this Policy and the Applicable Laws (including due to subsequent amendments to the Applicable Laws), the provisions of the Applicable Laws will prevail.
- 5.4. The Board of Directors shall oversee the implementation of this Policy and review this Policy periodically to ensure their continuing applicability and relevance to its operation and evolving stakeholder expectations so as to incorporate the best practices including changes required, if any.
- 5.5. The Board reserves any right to alter, modify, add, delete or amend any of the provisions of this Policy subject to Applicable Laws.

6. Suzlon’s Stakeholders

- 6.1. The Company recognises stakeholders as those individuals, groups of individuals or organizations that affects the Company and/or could be affected by the activities, products or services and the associated performance of the Company. Stakeholders are prioritized based on relevance and profiled into different categories depending upon the specific context of engagement.
- 6.2. Stakeholder identification is a crucial step in the development and operation of the Company’s business. Identifying key stakeholders helps ensure that their interests, concerns, and expectations are taken into account throughout the business

lifecycle. To identify the stakeholders, the scope, objectives, business location and potential impacts are defined. The Company identifies key stakeholders based on their significance and impact on its business. The stakeholder mapping involves categorizing stakeholders based on their interests, power, and level of influence over the Companies' activities and decisions. First the internal stakeholders within the organization are identified and then the external stakeholders are identified.

6.3. The Company's key stakeholders include:

- Senior Management
- Employees and workers
- Customers
- Investors, shareholders
- Communities
- NGOs and social organizations
- Value Chain Partners
- Government and regulatory authorities
- Industrial Associations
- Media

Stakeholders are prioritized based on the relevance and profiled into different categories depending upon the specific context of engagement.

7. Guiding Principles

7.1. In order to engage with stakeholders, the Company embraces the following essential principles:

- i. **Transparency** - Ensure that relationships and both financial and non-financial communications are transparent.
- ii. **Accountability** - Foster relationships founded on trust, ethics, sustainable development, and a profound respect for human rights, giving special consideration to local communities and indigenous groups while respecting their perspectives and aspirations.
- iii. **Engagement** - Promote stakeholder involvement and voluntary consultation processes throughout the business cycle to uphold the Company's mission and values, as well as to contribute to the achievement of sustainable development goals.
- iv. **Responsibility**: act responsibly and build relationships based on ethics, integrity, sustainable development, and respect for human rights with the communities affected by the various activities of the Company.
- v. **Continuous improvement**: seek continuous improvement, regularly reviewing Stakeholder engagement mechanisms to ensure that they respond in the most efficient way possible to the needs of each moment.
- vi. **Consensus**: work towards consensus with the Stakeholders, especially with local communities and indigenous populations, taking their viewpoints and expectations into consideration.
- vii. **Active listening**: practice active listening, encouraging bi-directional and effective communication as well as direct, fluid, constructive, diverse, inclusive and intercultural dialogue.

8. Stakeholder Engagement Process

- 8.1. The Company promotes a culture of ongoing engagement with every stakeholder group, collecting feedback. The most suitable engagement methods and tools range from, one-to-one meetings, joint projects, written communications information sessions, feedbacks, surveys, focus group discussions etc.

STAKEHOLDER GROUP	FREQUENCY OF ENGAGEMENT	CHANNEL OF COMMUNICATION	PURPOSE AND SCOPE OF ENGAGEMENT
Employees	Daily, Weekly, Monthly, Quarterly, Annual,	HR Forums; Focused Group Discussions, All team meet, weekly / monthly reviews, improvement displays, newsletter, cultural events/email.	<p>Purpose: To ensure a healthy, inclusive, and motivated workforce that contributes to the company's success.</p> <p>Scope: Providing a safe and fair workplace, fostering open communication, addressing employee concerns, offering professional development, and involving employees in decision-making.</p>
Customers	Need based	One-to-one interactions with key customers, Gathering of Customer Meets, Customer satisfaction Surveys; Feedback calls; Training Forums; Direct Visits, Marketing and Advertising.	<p>Purpose: To understand customer needs, enhance customer satisfaction, and build brand loyalty.</p> <p>Scope: Gaining feedback, addressing product / service concerns, providing transparent information, and delivering high-quality products / services.</p>
Investors / Shareholders	Annual, Quarterly, need based	Investor conferences and meets / investor presentations and conference calls, Shareholder / Investors Grievance Forum; Press releases and newsletters / General Meetings	<p>Purpose: To maintain investor trust, ensure responsible financial management, and attract sustainable investments.</p> <p>Scope: Communicating financial performance, disclosing relevant information, explaining business strategies, and addressing investor queries.</p>
Suppliers/ Service Providers	Daily, Weekly, Monthly, Quarterly, Annual	Sustainable Supply Chain development, Vendor Rating, Supplier Meets, Audits	<p>Purpose: To promote ethical sourcing, sustainability, and mutually beneficial relationships.</p> <p>Scope: Ensuring fair procurement practices, promoting responsible sourcing, collaborating on sustainability initiatives, and fostering long-term partnerships.</p>
Regulatory Authorities	Need based	One-to-one meetings; Meetings in Industry Forum	<p>Purpose: To comply with laws and regulations, ensure transparency, and contribute to effective governance.</p> <p>Scope: Reporting accurate</p>

STAKEHOLDER GROUP	FREQUENCY OF ENGAGEMENT	CHANNEL OF COMMUNICATION	PURPOSE AND SCOPE OF ENGAGEMENT
			information, cooperating with regulatory inspections, staying updated on legal requirements, and addressing regulatory concerns including during formal dialogues/face to face meetings etc.
Local Communities	Daily, Weekly, Monthly	Meetings with local community members and community based organizations/ Awareness camps/ Community development through various events	Purpose: To respect and contribute positively to the communities in which the business operates. Scope: Engaging in community development projects, minimizing negative impacts on communities, addressing concerns, and providing livelihood opportunities.
Media	On-going	Media Interactions, Press Conferences, Written Communication/audio & visual communication	Purpose: To maintain transparent communication manage the company's reputation, and share relevant information with the public. Scope: Responding to media inquiries, sharing company updates, addressing misperceptions, and providing accurate information.

9. Stakeholder Concerns and Grievance

- 9.1. The Company works towards addressing the stakeholder differences or grievances in an equitable, just, timely, and constructive manner. It discloses the number and type of concerns raised by its stakeholders as per the mandate of Applicable Law in its annual reports / sustainability report. Grievances or complaints will include any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in seeking a remedial action but does not include the complaints that are incomplete or not specific in nature, communications in offering suggestions and communications seeking guidance or explanation.
- 9.2. Our stakeholders can reach out to us through the following grievance communications channels.

STAKEHOLDER	GRIEVANCE COMMUNICATION CHANNELS
Employees	There are different forums to register such complaints as under: <ul style="list-style-type: none"> • Open House at Site / Visit by Area or State HR and CMD back office team • Online portals like CHRO Connect, CEO Connect • Ethics / Whistleblower helpline - ethicshelpline@suzlon.com • POSH Committee - Committee- InternalComplaint@suzlon.com, ethicshelpline@suzlon.com • Connect Forum

Value chain partners	<ul style="list-style-type: none"> • Ethics helpline - ethicshelpline@suzlon.com • POSH Committee - Committee- InternalComplaint@suzlon.com, ethicshelpline@suzlon.com
Local Communities / NGOs	<ul style="list-style-type: none"> • Community meetings and grievance register with the state CSR manager
Customers	<ul style="list-style-type: none"> • Customers are provided with Login ID and password for the customer helpdesk to raise complaints
Investors / Shareholders	<ul style="list-style-type: none"> • The Investors / Shareholders can reach out to: <ol style="list-style-type: none"> a. Kfin Technologies Limited the Company's Registrar and Share Transfer Agent (RTA) (email - inward.ris@kfintech.com; Toll free no. 1-800-309-4001) or b. Investors Relation Department at Suzlon Energy Limited, One Earth, Hadapsar, Pune-411028; Email id: investors@suzlon.com / investorrelations@suzlon.com; Contact No.+91.20 6702 2000 / +91.79.6604 5000 • In case the Investor / Shareholder is not satisfied with the resolution provided by the RTA / Company, he / she may opt for review of the complaint through SEBI Complaints Redress System ("SCORES") which can be accessed at https://www.scores.gov.in. If the investor / shareholder is still dissatisfied after the review process, he / she can opt for the Securities Markets Online Dispute Resolution (ODR) mechanism by visiting https://smartodr.in/login.

The closing timeline of the grievance will depend on a case-to-case basis.

- 9.3. The Company considers the potential engagement risks and make relevant contingency plans for those with the highest probability of occurrence and/or severity. Potential risks may include participation fatigue, lack of stakeholder integrity, conflicts of interest, disruptive, uninformed, or disempowered stakeholders, lack of willingness to engage, and technical barriers in case of online engagement processes.
