

Stakeholder Engagement Policy

We, at DLF Limited (“**DLF**”) recognize that stakeholder engagement is an integral part of our business operations. We strive to provide long-term sustainable value to our stakeholders such as investors, employees, customers, tenants, business partners and suppliers, government and communities. To this end, it is vital for us to develop an understanding of our stakeholders’ needs, interests and expectations. We endeavor to achieve this through collaboration and regular interaction with all our stakeholder groups. Effective stakeholder engagement on an ongoing basis is essential for us to identify the opportunities and concerns arising from stakeholders’ material issues and work towards their effective resolution.

While the process of stakeholder engagement is decentralized and respective functional teams are ultimately responsible for our group’s stakeholder engagement efforts, the Company’s approach to stakeholder engagement is governed by this Stakeholder Engagement Policy (“**Policy**”), read in conjunction with our Code of Conduct.

1. Scope

This Policy provides our overarching approach for engaging with our stakeholders. It has been put in place to ensure that the stakeholder engagement is applied consistently across the operational boundary of DLF and its material subsidiaries.

Each business unit in every operating location is required to carry out stakeholder engagement in accordance with the principles of this policy, and to ensure that they maintain and commit to play a role in nurturing the Company’s stakeholder relationships.

2. Objective

The objectives of this Policy are:

- to outline the methodologies, systems and processes for identifying and engaging with stakeholders;
- to continue to enhance stakeholders’ trust and confidence in our processes and activities, while promoting a good understanding of stakeholders’ needs and expectations;
- to improve the communication to engage stakeholders; and
- to convey and reinforce DLF’s commitment towards all its stakeholders.

3. Stakeholder Identification and Prioritization

We identify stakeholders as those individuals, groups of individuals or organizations that affect us and/or could be affected by our activities, products or services and the associated performance. In line with the AA1000 Stakeholder Engagement Standard, DLF analyses its internal and external environment to identify its internal and external stakeholders, which may include those individuals, groups of individuals and/or organisations:

- that are directly or indirectly dependent on DLF’s activities, products or services and associated performance, or on whom DLF is dependent in order to operate;
- to whom DLF has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities; and
- who can influence or have impact on DLF’s strategic or operational decision-making;

Our key stakeholders include:

- Investors
- Customers and tenants

- Employees
- Communities
- Business partners
- Financial service providers
- Regulatory and government bodies
- NGOs/Social organizations
- Media

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

4. Stakeholder Engagement Process

At DLF, we promote a culture of ongoing engagement with every stakeholder group, collecting feedback. The most appropriate engagement tools and methods range from written communications, one-to-one meetings, feedbacks, information sessions, joint projects, surveys, focus group discussions etc.

We strive to abide by the following when engaging with any stakeholder:

- Prior to engaging with a stakeholder, define the purpose, scope and frequency of engagement and design appropriate engagement methods. The method and the level of engagement with a stakeholder is defined by nature of relationship that DLF has with them or aims to develop with them;
- Assign adequate resources and responsibilities for effective stakeholder engagement, striving to imbibe the principles of inclusiveness and transparency at all times;
- Acknowledge and assume responsibility about the impact of DLF's policies, decisions, products, services and associated operations on the stakeholders;
- Consider potential stakeholder engagement risks prior to selecting the level or method of engagement, and devise ways and means to address them. Potential risks may include participation fatigue, lack of stakeholder integrity, conflicts of interest, disruptive or uninformed stakeholders, and an unwillingness to engage. Proper planning and preparation are undertaken to understand the stakeholder profile and facilitate the stakeholder to have an open, credible and honest dialogue;
- Assess the capacity of the stakeholder to effectively engage while selecting the method of engagement. In case the stakeholders lack the capacity to engage (e.g. financial resources, technical capability, time, language, skills, cultural understanding or awareness of issues), appropriate capacity building measures may be taken by engaging business function, such as through assistance in overcoming the barriers of language, distance, knowledge, skills and resources, as appropriate, keeping in consideration the purpose and scope of engagement;
- Allow stakeholders to provide feedback and engage positively in business operations;
- Proactively engage with and respond to those that are disadvantaged, vulnerable and marginalized. Additionally, DLF gives special attention and develops special initiatives in relation to stakeholders in areas that are underdeveloped;
- Settlement of stakeholder grievances in a fair, equitable and timely manner;
- Align our goals and actions with the stakeholders high priority areas based on our assessment; and

- Communicate and report the outcome of the stakeholder engagement to internal and external stakeholder groups through various modes as appropriate, including but not limited to the annual sustainability report, notices on our official website, one-to-one meetings etc.

Common Modes of Engagement with Key Stakeholders

Our methods of engagement include multiple channels and means of communications reliant on each specific stakeholder group and can be grouped under the following broad categories: (i) monitoring, (ii) informing, (iii) consulting and (iv) collaborating. A more detailed list of common modes of engagement deployed for major stakeholders is provided in stakeholder engagement matrix below:

Stakeholder Group	Engagement Channel
Investors	<ul style="list-style-type: none"> ▪ Annual shareholder meeting ▪ Quarterly investor presentations and conference calls ▪ Investor conferences and meets ▪ Press releases and newsletters
Employees	<ul style="list-style-type: none"> ▪ Employee newsletters ▪ Intranet Portal ▪ Cultural events ▪ Trainings and performance management system ▪ Functional and cross-functional committees ▪ Emails, written communication
Community	<ul style="list-style-type: none"> ▪ Community meetings, surveys and consultations ▪ CSR interventions and initiatives ▪ Awareness camps ▪ Community development through various events
Tenants and Customers	<ul style="list-style-type: none"> ▪ Direct consumer calls ▪ Customer satisfaction surveys ▪ Complaint handling & feedback ▪ Marketing and Advertising ▪ Electronic Communication ▪ Training sessions for tenants
Contractors and Suppliers	<ul style="list-style-type: none"> ▪ Contractor and Supplier meets ▪ Regular interaction through phone, e-mail and in person ▪ Supplier Audits
Government	<ul style="list-style-type: none"> ▪ Annual reports ▪ Communications with regulatory bodies ▪ Formal dialogues ▪ Face to face meetings ▪ Through Chambers
Media	<ul style="list-style-type: none"> ▪ Press Conferences ▪ Written Communication audio & visual communication

5. Stakeholders' concerns

Should a stakeholder have any queries or concerns or require any clarifications relating to the Company may write to the Company at sustainability@dlf.in.