Stakeholder Engagement Policy

1. **Introduction:**

    CMS Info Systems Limited, along with its subsidiaries and group companies ("CMS" or "the Company") recognizes that active engagement with all the stakeholders is imperative for the Company's allround progress. Regular interaction with stakeholders is essential for a strong business performance along with sustainable ideas for achieving and maintaining stakeholder trust and confidence.

    This policy seeks to address stakeholder perspectives and build trust and develop partnership. This policy is based on the principles of transparency, active listening, and equitable treatment by means of effective and responsive communication to build trust on an ongoing basis.

2. **Scope**

    This stakeholder engagement policy is formulated to provide a structured approach for engagement with our stakeholders and the coordination with them. Our engagement with them enables us to seek their insights, listen to their concerns/queries and use their suggestions/comments to identify risks ahead of time to protect and grow our business.

3. **Identification of stakeholders**

    We categories our stakeholders as internal or external on the basis of the nature of their association with the Company.

Internal Stakeholders	Groups or individuals within CMS who work directly and includes employees and contractual support staff
External Stakeholders	Groups or individuals outside CMS who are affected in some way by the business decisions and includes investors, regulators, value chain partners, customers, Non-profit organization/charitable organizations, community & public at large, service providers, suppliers, vendors, media and government agencies & local authorities

4. **Stakeholder engagement approach and commitments**

    Our stakeholder engagement approach is based on potential channels of communication between the business and the stakeholders:
    *   digital platform of engagement is available for all stakeholders.
    *   stakeholders can also connect through physical channels and on-ground interactions with the senior management.

Our commitments for stakeholder engagement is to:

- have a robust stakeholder engagement framework which entails the purpose, scope and frequency of the engagement
- assign responsibilities and resources for effective stakeholder engagement
- provide feedback and positive engagement with all stakeholders in business operations
- redress all stakeholder grievances in a fair, equitable and timely manner

5. Stakeholder engagement framework

CMS methods of engagement include various channels and means of communications reliant on each specific stakeholder group. These methods are set out in detail herein below:

Stakeholders	FREQUENCY OF ENGAGEMENT	METHODS OF ENGAGEMENT
Employees and contractual support staff	• Ongoing and daily engagement at all levels as required by staff.	• Regular, direct communication between managers, teams and individuals. • face-to-face, written, digital and broadcast communications, culture and engagement surveys that include emails and intra-departmental communications. • group recognition functions organized by Human Resource Department
Investors (Shareholders)	• On a formal basis, after publishing Quarterly, half-yearly and yearly results. • On an ad hoc basis and as requested by the financial media, investment analysts, and investors during open periods.	• Annual General Meetings • Extraordinary General Meetings as and when called for. • Investor/Analyst Meet/ briefings for year end and /or quarterly results, announcements. • investor group meetings • Individual meetings with financial media, shareholders and analysts.
Regulators	• To be complied as per the applicable Compliance timelines specified by the Regulators.	• Interaction with Various regulatory forums, meetings between regulators and management team including one-on-one discussions with

		various executive officials at prudential meetings as well as onsite meetings.
Value chain partners	• Regular interaction with value chain partners on need basis	• One-on-one interaction and meetings for finalization of commercials and other ancillary requirements.
Customers	• Ongoing interaction which is dependent on customer needs and identified sales, service or guidance opportunities.	• Interactions through sales agents, customer relationship managers, regional heads, senior management, and other alternate channels. • Formal written correspondence, emails and telephonic conversation.
Community & public at large	• Ongoing – to create partnerships that serve to facilitate our sustainability activities and with channel partners including CSR activities.	• Community building and engagement exercises through CSR channel partners and public engagement activities conducted by the Company.
Service Providers, Suppliers and Vendors	• Ongoing or as and when required or dictated by performance contracts and/or agreements.	• One-on-one negotiations and meetings for finalization follow up, and after sales service.
Media	• Ongoing interactions in response to business related media enquiries as and when required. • Regular interactions to share information and respond to media queries	• Interviews with key business Heads on relevant matters • Ongoing telephone and email interaction regarding media enquiries.
Government Agencies & Local Authorities	• As per the applicable timelines or as an when deemed necessary	• Various engagements with national, state and local level and participation in industry and sector forums

6. Accountability & Grievance Procedure

Stakeholder engagement is decentralized within CMS, accordingly there are multiple departments that manage all relationships and queries or concerns from respective stakeholders. All CMS employees are accountable for managing relationships and meeting expectations of internal and external stakeholders within their areas of responsibility.

Should a stakeholder not be satisfied with the service or assistance that they receive from their CMS point of contact, there are a number of opportunities that allow for anonymity (if desired) as well as independence to ensure a voice for concerned stakeholders. These include our dedicated email id investors@cms.com for all grievance or suggestions by all the stakeholders.

7. **Policy communication and Implementation**

The Stakeholder engagement policy is available on our website at https://www.cms.com. The concerned departments regularly share the outcomes of our engagement activities at relevant platforms for review and corrective actions.

Regular feedback is collected from relevant stakeholders and senior management to review the policy – content, flow and any new business or stakeholder requirement. These feedbacks after due deliberations and discussion are implemented by the respective departments of CMS.

8. **Policy review**

This policy shall be reviewed periodically for its suitability and updated as necessary.

For CMS Info Systems Limited

CS Praveen Soni
Company Secretary & Compliance Officer

Version	Review Date	Policy Owner	Authorized by	Reviewed/ Proposed by	Approved by
1.0	Board of Directors of the Company at its meeting held on March 30, 2023 approved the policy				