

# **Stakeholder Engagement Policy**

## **Introduction:**

The Board of Directors ("Board of Directors") of BLUE JET HEALTHCARE LIMITED (hereinafter referred to as "**the Company**" or "**Blue Jet Healthcare**") has determined that the Company should formalize its Policy on the Company's stakeholder engagement processes. Blue Jet Healthcare recognizes that a sustainable business performance and public trust and confidence depend on its active cooperation with its stakeholders.

Our Stakeholder Engagement Policy serves as a guiding framework that outlines our commitment to practicing meaningful and transparent interactions with stakeholders across our business operations. Through this Policy, we strive to cultivate open communication channels, promote mutual understanding, and prioritize the interests of our stakeholders in alignment with our organizational goals and values. Recognizing the critical role that stakeholders play in our success, Blue Jet Healthcare prioritizes understanding their needs, interests, and expectations.

## **Governance:**

The Chief financial officer of the Company shall be the Compliance Officer for the Policy.

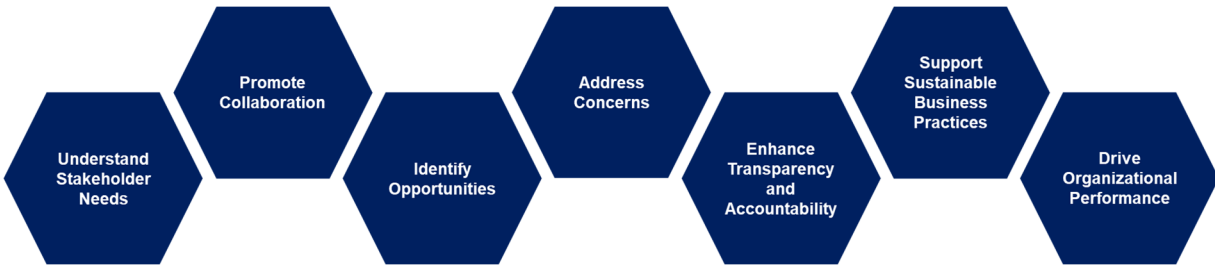
- a) All reports, complaints, doubts, or concerns in relation to this Policy shall be raised to the Compliance Officer. Every query or concern raised in relation to any suspected violation of this Policy shall be investigated by the Compliance Officer.
- b) Any action required to be undertaken under this Policy shall be taken by the Compliance Officer in accordance with this Policy. The Compliance Officer shall have a functional reporting to the Board of Directors and shall submit quarterly compliance reports to the said Board of Directors. Aggravated cases of breach of this Policy shall be escalated to the Board of Directors of the Company.

## **Policy Statement:**

Stakeholder engagement process is an important parameter for Blue Jet Healthcare to understand the diverse expectations and concerns of each stakeholder. By continuously addressing and working on the negative issues while leveraging positive ones as an overall effort towards the improvisation of the engagement, Blue Jet Healthcare ensures a balanced approach to ensuring sustainable business operations.

The purpose of Blue Jet Healthcare's Stakeholder Engagement Policy is to establish a framework for fostering meaningful and transparent interactions with all stakeholders. This Policy aims to:

- Highlight the strategies and approaches the Company uses to identify and connect with individuals and groups who have a direct effect on our operations.
- Ensure continuous development towards building upon the trust and confidence of our stakeholders, while implementing a deeper understanding of their needs and expectations.
- Enhance our methods of communication in order to engage effectively with our stakeholders.



**Coverage:**

The Policy applies to all Blue Jet Healthcare stakeholders. This Policy extends across all the Company's business operations in which the Company operates. All persons covered by this Policy, in discharging their duties on behalf of the Company, are required to comply with the laws, rules and regulations applicable in the location in which the Company is performing business activities.

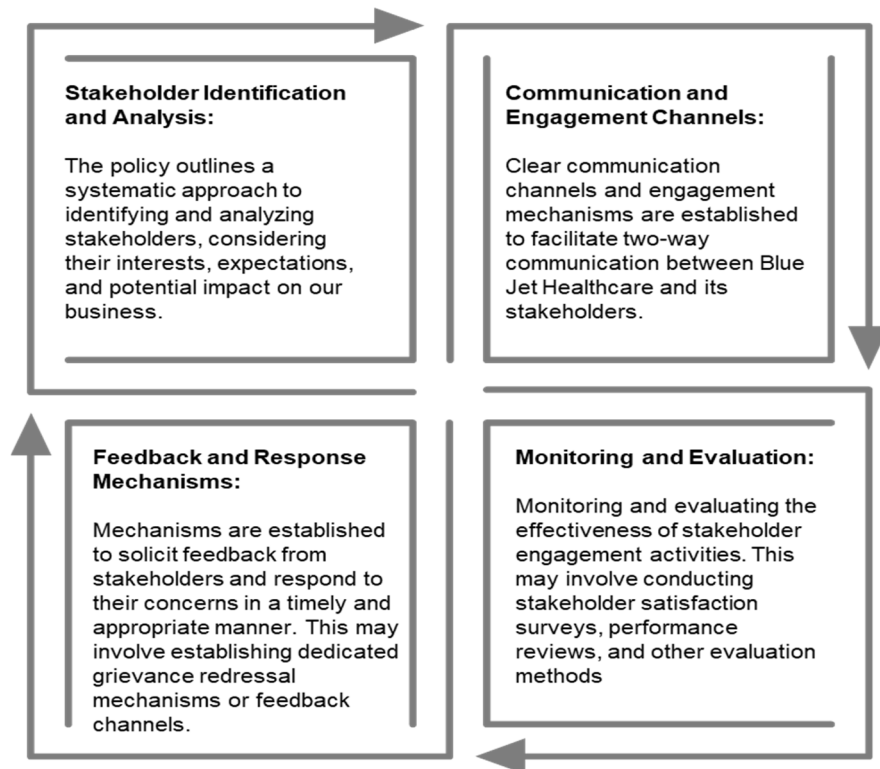
**Definitions**

“Policy” means “Stakeholder Engagement Policy”

“Internal Stakeholders” - Internal stakeholders are individuals or groups directly associated with the organization and have a vested interest in its operations, success, and outcomes. These may include but not limited to employees, managers, executives, shareholders, and board members.

“External Stakeholders” - External stakeholders are individuals, groups, or entities that are not directly employed by the organization but are affected by its actions, decisions, and outcomes. This category can encompass a wide range of entities, such as customers, suppliers, regulatory agencies, government bodies, communities, and advocacy groups.

**Objectives of the Policy:**



## **Stakeholder Engagement Process:**

This Stakeholder Engagement Policy lays out Blue Jet Healthcare’s overall strategy for interacting with its stakeholders and managing their interactions. Stakeholder engagement will be considered in all Blue Jet Healthcare’s operations in accordance with this Policy. This Policy sets out principles for engaging its stakeholders and is a part of the Company’s operating philosophy, policies, standards, and values. The processes and steps are as follows:

### **Identification:**

This shall include the identification according to the level of impact on the overall operations of the Company.

<b>Internal Stakeholders:</b> Identify key departments and individuals within the organization that are directly involved in or impacted by the Company’s operations.	Blue Jet Healthcare has identified the following internal stakeholders: <b>1. Employees</b>
<b>External Stakeholders:</b> Identify key departments and individuals outside the organization that are directly involved in or impacted by the Company’s operations.	Blue Jet Healthcare has identified the following external stakeholders: <b>1. Customers</b> <b>2. Business Partners &amp; Vendors</b> <b>3. Regulatory Bodies</b> <b>4. Shareholders &amp; Investors</b> <b>5. Lenders and Rating Agencies</b> <b>6. Communities</b>

### **Prioritization of Stakeholders:**

Evaluate the level of influence and interest each stakeholder holds in the Company’s operations to prioritize engagement efforts.

### **Analysis:**

Based on opinions and concerns of stakeholders conveyed through various participation activities and other communication channels to analyze the needs, expectations, and concerns of each stakeholder, and to analyze risk and opportunity in each stakeholder group to develop management plan.

### **Development of Engagement Strategies:**

- Development of engagement strategies based on the needs and preferences of different stakeholder groups.
- Utilization of communication channels such as meetings, newsletters, social media, and stakeholder forums to engage with stakeholders.

### **Implementation of Engagement Activities:**

- Implementing planned engagement activities according to the defined strategies.
- Ensuring transparency, inclusivity, and accessibility in all engagement efforts.

- Operating the stakeholder engagement with each stakeholder group including having consistent communication with the stakeholders to achieve an accurate understanding and accordingly responding and solving issues.

**Review and Improvement:**

The Company shall constantly improvise the handling of stakeholders along with developing an action plan and following up the collaborative process to keep it up to date. The Company adheres to and promotes the following fundamental principles in its interactions with stakeholders:

- Formation of a responsible business model that is innovative, open, transparent, and able to create long-term value for all stakeholders.
- Maintaining a strategy that emphasizes active participation in the communities in which the Company operates.

**Engagement Methods**

<b>Stakeholder</b>	<b>Purpose of engagement</b>	<b>Mode of engagement</b>	<b>Frequency of engagement</b>
Employees	<ul style="list-style-type: none"> <li>• Encourage employee engagement and satisfaction.</li> <li>• Provide opportunities for feedback and input.</li> <li>• Address workplace concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Review meets</li> <li>• Townhall meetings</li> <li>• Employee surveys</li> <li>• Learning and development initiatives</li> <li>• Discussions with senior leaders</li> </ul>	Regularly (e.g., monthly)
Customers	<ul style="list-style-type: none"> <li>• Gather feedback on products and services.</li> <li>• Understand needs and preferences.</li> <li>• Address complaints and concerns.</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate website</li> <li>• Toll-free number</li> <li>• Digital platforms</li> </ul>	Continuous (as needed)
Business Partners & Vendors	<ul style="list-style-type: none"> <li>• Foster collaboration and partnership.</li> <li>• Discuss contracts and agreements.</li> <li>• Address operational issues</li> </ul>	<ul style="list-style-type: none"> <li>• Product/process trainings for new and old partners</li> <li>• Channel partner meets.</li> <li>• Meetings and conferences</li> </ul>	Regularly (e.g., quarterly)
Regulatory Bodies	<ul style="list-style-type: none"> <li>• Ensure compliance with regulations.</li> <li>• Seek guidance on regulatory matters.</li> <li>• Provide updates on compliance efforts.</li> </ul>	<ul style="list-style-type: none"> <li>• Industry associations</li> <li>• Corporate Presentations</li> <li>• Written Communications</li> <li>• One-to-one meetings</li> </ul>	Periodic (as required by regulations)
Shareholders & Investors	<ul style="list-style-type: none"> <li>• Communicate Company performance and strategy.</li> <li>• Address concerns and questions.</li> <li>• Solicit feedback and input.</li> </ul>	<ul style="list-style-type: none"> <li>• Annual General Meetings</li> <li>• Investor conferences</li> <li>• Annual Reports</li> <li>• Investor presentations,</li> </ul>	Annually

		<ul style="list-style-type: none"> <li>• Company announcements</li> <li>• Company website</li> <li>• Media Releases</li> </ul>	
Communities	<ul style="list-style-type: none"> <li>• Build relationships and trust.</li> <li>• Address community concerns.</li> <li>• Support community initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• CSR initiatives and events</li> </ul>	Annually or Periodic (as required)

### **Stakeholder Engagement Feedback**

Stakeholder engagement feedback surveys, client feedback mechanisms like hotlines, relationship managers, stakeholder seminars, social media, conferences, and one-on-one meetings are all sources of the Company's stakeholder feedback.

Stakeholders can also refer to the Company's Grievance Redressal Policy available on the Company's website to register their grievances.

### **Communication of the Policy:**

Blue Jet Healthcare shall ensure that all stakeholders are aware of and have access to the Stakeholder Engagement Policy. In line with this effort:

- **Policy Dissemination:** The Policy shall be communicated to all Blue Jet Healthcare stakeholders across all Indian operations by providing them access to the Policy document.
- **Awareness Sessions:** The Company shall conduct awareness sessions, whenever required, for all stakeholders covered under this Policy to ensure a clear understanding of its provisions and procedures.
- **Accessibility:** The Policy shall be easily accessible on the Company's website/intranet, ensuring stakeholders can refer to it whenever necessary.
- **Strategic Role of the Board:** The Company's Board of Directors shall play a strategic role in the full implementation of this Policy.
- **Periodic Review:** A periodic review of the Policy shall be carried out annually to ensure its effectiveness and relevance. Any necessary amendments will be made in consultation with the Board of Directors.
- **Approval Authority:** The Board of Directors shall serve as the approving authority for the Company's stakeholder engagement activities, including the Stakeholder Engagement Policy. They will approve the Policy and any amendments thereto to ensure alignment with the Company's objectives and values.

### **Version History:**

Version	Approved By	Approval Date	Effective Date	Clause(s) Modified
1.0	Board of Directors	06.08.2024	06.08.2024	-

*\*Indicative table*