



zensar™



ZENSAR TECHNOLOGIES LIMITED STAKEHOLDER ENGAGEMENT POLICY

An  **RPG** Company

BACKGROUND/PREAMBLE

Zensar Technologies Limited (hereinafter referred to as the “Company”) acknowledges that engagement with stakeholders is an integral part of its business operations, the Company aspires to provide deep rooted sustainable value to its stakeholders. The Company strives to achieve and maintain public trust and confidence in the Company.

This Stakeholder Engagement Policy (the “Policy”) is established on the principles of transparency, active listening, and equitable treatment that encourages a consultatory and synergic engagement with all its stakeholders using effective and responsive communication that makes it possible to model relations based on trust on an ongoing basis.

PURPOSE

The purpose of the Policy is:

- to sustain a firm corporate governance culture of integrity, reliability, and transparency
- to set out a method of engagement with stakeholders who impact and influence long-term vision of the Company
- to establish and advance a consensus of stakeholders’ needs, interests, and expectations
- to lay out a strategy on how the Company should be engaging with its stakeholders, to reinforce relationships with its stakeholders
- to identify the risks and opportunities arising from stakeholders’ material issues
- to design a sustainable and strategic decision-making

SCOPE

This Stakeholder Engagement Policy applies to all stakeholder engagement activities across the business operations of the Company within the country.

DEFINITIONS

“*Stakeholders*” refer to those individuals, groups of individuals or organizations that impact and/ or could be impacted by our organization’s activities, products or services and associated performance. This includes “Customers, Employees, Shareholders, Investors and Analysts, Communities, Vendors, and Regulatory Authorities”.

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MODE OF ENGAGEMENT

The Company's mode of engagement includes various channels and means of communications determined by each specific stakeholder group as stated below:

Stakeholders	Mode of engagement
Employees	<ul style="list-style-type: none">• ZenVerse- real-time platform for employees• Happiness index survey• Other collaboration tools and methods such as workshops and team building• Emails/newsletters• Townhall sessions• Ombuds processes
Customers	<ul style="list-style-type: none">• Strategic discussions on business success and outcome metrics• Operational customer feedback• Customer engagement surveys• Account reviews• Regular meetings
Vendors	<ul style="list-style-type: none">• Vendor engagement interactions• Workshops and training• Grievance redressal mechanism
Regulatory authorities	<ul style="list-style-type: none">• Meeting the directives of regulatory authorities• Submissions of various returns and compliances with statutory authorities• Partnerships with industry bodies and associations
Shareholders	<ul style="list-style-type: none">• Quarterly and annual financial results• Annual reports• Annual general meetings• Investor presentations
Investors and analysts	<ul style="list-style-type: none">• Quarterly briefings• Analysts meet
Communities	<ul style="list-style-type: none">• Community wellbeing and development initiatives• Grievance redressal mechanism

GRIEVANCE REDRESSAL PROCEDURE

The Company strives to provide a prompt grievance redressal mechanism to its stakeholders, which lays out an easy way to report grievances. In this regard Company redresses grievances of stakeholders as stated below:

- **Investors:** The Company has a dedicated Policy for addressing investor related grievances, which is accessible on the Company’s website. Any issue or concern can be directed towards:

Mr. Gaurav Tongia (Company Secretary)	E-Mail: investor@zensar.com Telephone Number: 020-66074000
KFin Technologies Limited	Email: einward.ris@kfintech.com Phone: 1800 309 4001 (toll free)

- **Customers:** The Company has a dedicated customer grievance redressal mechanism, where pro-active feedback is requested from customer on recurring basis. The feedback form is further processed through quality manager, project manager, program manager, SBU-Delivery Head, for review, execution, and mitigation. Apart from that, any issues raised by customer to dedicated account manager of respective customer account are addressed by dedicated account team.
- **Employees:** Through the employee grievance redressal Policy, the Company has formulated a grievance review committee for employees to raise their concerns. To register complaints, an employee may email at GRC@zensar.com. Furthermore, the Company has a patent application “ZenVerse”, which acts as a platform for employees to express concerns, give suggestions, share feedback, and ask questions directly to the Chief Executive Officer and Managing Director.
- **Other stakeholders:** The Company encourages the stakeholders to report their concerns and/or issues through:

E-Mail	Phone Number
Gaurav.tongia@zensar.com	020-66074000, 020-66057500

STAKEHOLDER ENGAGEMENT FEEDBACK

The Company has designed a systematic mechanism to collect feedback from customers, employees, investors and other stakeholders through surveys, internal portals, and e-mail.

COMMUNICATION OF THE POLICY

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The Policy shall be communicated to all stakeholders by providing them an easy access through website.

REVIEW AND MONITORING

The Head- Human Resources/ESG committee shall review the Policy at least annually, any amendment to the same shall be communicated by the ESG Committee to the Board of Directors of the Company for further approval..

DOCUMENT HISTORY

Version	Approved by	Approval Date	Effective Date
1.0	Board of Directors	March 14, 2023	March 14, 2023