

# **Stakeholder Engagement Policy**

**(Updated as on 27<sup>th</sup> March, 2023)**

## **Policy**

PTL Enterprises Ltd. ('PTL' or 'Company') recognizes that stakeholder engagement is an essential part of business operation. It is an important mechanism to understand the stakeholder's concerns, involve them in managing risks and resolving issues at an early stage, thus ensuring long term sustainability of our business. In order to achieve this PTL shall:

- Systematically identify its stakeholders and understand their concerns.
- Define purpose and scope of engagement and design appropriate engagement methods and plans.
- Assign adequate resources and responsibilities for effective stakeholder engagement.
- Imbibe principles of inclusiveness and transparency in all its engagement.
- Carry out stakeholder engagement and allow stakeholders to provide feedback and engage positively in its business operations.
- Acknowledge and assume responsibility about the impact of PTL's policies, decisions, products, services and associated operations on the stakeholders.
- Resolve stakeholder grievances in a fair, equitable and timely manner.
- Proactively engage with and respond to those that are disadvantaged, vulnerable and marginalized and give special attention and develop special initiatives in relation to stakeholders in areas that are underdeveloped.

## **Applicability**

This policy is applicable to all stakeholders in PTL.

## **Affirmation of the Policy**

This policy is communicated to all employees in an appropriate and meaningful manner. The Company shall report on the status of its adoption of this policy as statutorily required. The Company shall encourage its business associates and partners to abide by this policy.

### **Violation of the Policy**

Violations of this policy by Company employees can lead to disciplinary action up to and including termination. Disciplinary actions may include immediate termination of employment at the Company's sole discretion. Where the Company has suffered a loss, it may pursue legal actions against the individuals or entities responsible.

### **Amendments**

This policy may be updated/ amended by the Company from time to time.

### **Accessibility**

This Policy may be viewed online at [www.ptlenterprises.com](http://www.ptlenterprises.com).