

## Stakeholder Engagement Policy

### Background

PDS Limited (hereinafter referred to as "PDS" or "The Company") recognizes the significance of active Stakeholder engagement towards driving business growth and value. The Company understands that it is vital to know about the Stakeholders' needs, expectations and matters of concern to build a relationship of trust and mutual growth. This Stakeholder Engagement Policy (the "Policy") encourages a consultative and collaborative engagement with all Stakeholders through accessible and functional communication that enables ongoing trust-based relationships. The Policy is to be read in conjunction with other internal Policies of the Company.

### Purpose

The Policy's purpose is as follows:

- To establish a mode of communication and strategy for engaging Stakeholders who have an impact on and influence its long-term vision and goals
- To provide direction on how the Company shall engage Stakeholders to strengthen and maintain relationships with them further identify opportunities and risks arising from Stakeholders' material issues
- To aid in making long-term, strategic decisions
- To build a relationship of trust and convey the Company's commitment towards their valued Stakeholders

### Scope

This Policy sets out principles for engaging with its Stakeholders and is a part of the Company's operating philosophy, policies, standards, and values. This Policy would be applied globally across all regions.

### 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. Includes Government and Regulatory Authorities, Employees, Customers, Suppliers, Investors and Shareholders, NGOs.

### Engagement Methods

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

Stakeholder Group	Engagement Channel
Government and Regulatory Authorities	<ul style="list-style-type: none"> <li>• Industry Bodies/Forums</li> <li>• Corporate Presentations/Reports</li> <li>• Written/Email Communication</li> <li>• One-to-One Meetings</li> </ul>

Customers	<ul style="list-style-type: none"> <li>• Customer Meets</li> <li>• Personal/Telephonic Interactions</li> <li>• Media Campaigns and Advertising</li> <li>• Knowledge Seminars and Events</li> <li>• Digital Platforms</li> <li>• Social Media</li> <li>• Feedback Survey</li> <li>• Email Communication</li> </ul>
Investors and Shareholders	<ul style="list-style-type: none"> <li>• Annual Report and Sustainability Report</li> <li>• Annual General Meeting</li> <li>• Disclosures</li> <li>• Conferences, Seminars</li> <li>• Investor Meets, Conference Calls</li> <li>• Investor Presentations</li> <li>• Website</li> <li>• Email Communication</li> <li>• Media Releases</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Visits and Personal/Telephonic Interactions</li> <li>• Supplier Onboarding Session</li> <li>• Trainings</li> <li>• Email Communication</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Email Communication</li> <li>• Employee Survey</li> <li>• Trainings</li> <li>• Orientation/Induction Programme</li> <li>• Town Halls</li> <li>• Learning Initiatives</li> <li>• Rewards and Recognition</li> <li>• Exit Interviews</li> </ul>
Business associates, Dealers & Vendors	<ul style="list-style-type: none"> <li>• Online, One-to-One Meeting</li> <li>• Conferences and Forums</li> <li>• Written/Email Communication</li> </ul>

## Grievance Redressal

The Company will formulate a Stakeholders Relationship Committee to address the redressal of grievances of Shareholders and other Security Holders. Details of channels through which Stakeholders can register their complaints are given below:

Channel	Link
Ethics Hotline	<a href="https://pdsLtd.com/ethics-hotline/">https://pdsLtd.com/ethics-hotline/</a>
Email	<a href="mailto:whistleblower@pdsLtd.com">whistleblower@pdsLtd.com</a>

### **Training and Communication**

- All relevant employees would receive a mandatory training regarding the implementation and adherence to the Policy
- The Policy would be available on the Company's website
- Any information/circulars to be published regarding the Company's operation, and other matters will be approved by the respective Business Heads and Key Managerial Persons before being officially circulated

### **Review and Monitoring**

- The Stakeholders Relationship Committee shall review the Policy at least annually, any amendment to the same shall be communicated by the Stakeholders Relationship Committee to the Board of Directors of the Company to obtain further approval