

Stakeholder engagement

Our close collaborations with our internal and external stakeholders enable us to anticipate and mitigate emerging risks, and recognise and capitalise on opportunities. We engage in continuous dialogue with our stakeholders to identify their expectations and concerns.

Approach to stakeholder identification

The stakeholder group identification process is governed by factors such as their relationship with IndoSpace, our dependence on them, and their level of influence. To ensure effective stakeholder engagement, we use a variety of communication methods such as newsletters, meetings, trainings and awareness workshops.



Achieving effective stakeholder engagement



STAKEHOLDERS	MODE OF ENGAGEMENT	FREQUENCY OF ENGAGEMENT
Employees	<ul style="list-style-type: none"> Regular trainings and awareness workshops Skill upgradation trainings Updates through emails and one-on-one meetings Townhalls 	<ul style="list-style-type: none"> On a regular basis with the employees On an annual basis with the senior management
Tenants	<ul style="list-style-type: none"> One-on-one meetings Newsletters Customer Satisfaction Surveys (internal & external) Tenant events 	<ul style="list-style-type: none"> On a regular basis

Contractors	<ul style="list-style-type: none"> One-on-one meetings On-boarding meetings Performance evaluation and feedback meetings Regular trainings and awareness workshops 	<ul style="list-style-type: none"> On a monthly basis
Suppliers and service providers	<ul style="list-style-type: none"> One-on-one meetings Performance evaluation and feedback meetings Regular trainings and awareness workshops 	<ul style="list-style-type: none"> On a regular basis
Investors	<ul style="list-style-type: none"> One-on-one meetings Quarterly/six-monthly updates (As applicable) Company publications (Annual and ESG reports) 	<ul style="list-style-type: none"> On a regular basis
Shareholders	<ul style="list-style-type: none"> One-on-one meetings Monthly, quarterly reporting 	<ul style="list-style-type: none"> On a regular basis
Local communities	<ul style="list-style-type: none"> Community needs assessment surveys Regular site visits by the on-ground and project monitoring NGOs CSR project events and awareness workshops Corporate CSR team visits to ensure continued support to and engagement with the communities 	<ul style="list-style-type: none"> On a regular basis
Government bodies and Regulatory authorities	<ul style="list-style-type: none"> One-on-one meetings Returns/submissions along with other statutory requirements Press releases 	<ul style="list-style-type: none"> On a need basis
NGOs	<ul style="list-style-type: none"> Periodic engagement on community projects Community needs assessment studies Monthly and quarterly project monitoring 	<ul style="list-style-type: none"> On a regular basis
Media	<ul style="list-style-type: none"> Press releases 	<ul style="list-style-type: none"> On a need basis

Through the above mentioned multi-disciplinary engagement processes, we develop customised solutions for the concerns raised/feedback received.

In the previous year, we undertook a detailed materiality assessment, engaging with diverse stakeholder groups. These interactions provided valuable insights and identified key priorities. However, this year, we made the decision to forgo this exercise for several compelling reasons.

Firstly, we have remained proactive in monitoring emerging trends and continuously gathering feedback from stakeholders through various channels. These ongoing engagements

have revealed no substantial changes that necessitate a full-scale repetition of the comprehensive stakeholder engagement exercise.

Secondly, our materiality reassessment frequency is set at three years. This time frame allows us to maintain regular and meaningful interactions with our stakeholders, while ensuring adequate time for monitoring, evaluation, and action planning.