



SIS LIMITED

STAKEHOLDER RELATIONSHIP POLICY

Effective July 28, 2021

STAKEHOLDER RELATIONSHIP POLICY

I. PREFACE AND OBJECTIVE

- a) SIS aims to target and capture the rising demand for Security Solutions, Facility Management and Cash Logistics. Our strategy is primarily long-term oriented and though the short term is important, we will continue to prioritize the former. Our strategy touches all stakeholders such as customers, employees, investors and society, prioritizing employees over others as happy employees create the foundation to deliver value sustainably.
- b) SIS recognizes that effective stakeholder engagement is an essential component of our business operation to be undertaken at business and site level. It is an important mechanism to understand stakeholders and their needs, involve them in managing risks and resolving conflicts at an early stage.
- c) In order to seek and address stakeholder perspectives, build trust and develop partnerships; and make use of stakeholder capital, it is essential to have a strategic approach toward working with stakeholders. For this reason, SIS has developed the “Stakeholder Relationship Policy (‘the Policy’).”
- d) Some of SIS key stakeholders group include shareholders/investors, employees, suppliers/vendor, Central and State Government, customers, community, local bodies, etc. The identification of all pertinent stakeholders and understanding their expectations is of high concern for us in our pursuit to ensure sustainability.
- e) The Policy aims to outline the Group’s general principles and guidelines for its relations with stakeholders.

II. SCOPE

The policy is applicable to all business operations at SIS in relation to any stakeholder interactions. It outlines the principles for stakeholder engagement.

III. DEFINITION OF STAKEHOLDERS

Stakeholders are persons or groups of persons who are directly or indirectly affected by a business operation as well as those who have interests in a business operation or abilities to influence over the outcomes of a business operation such as customers, employees, communities, suppliers, shareholders, investors, lenders, business partners, government agencies, intellectual leaders, media, NGOs etc.

IV. STAKEHOLDER ENGAGEMENT PROCESS

The stakeholder engagement process involves a variety of activities such as stakeholder identification, consultation, reporting and communication. The approach and frequency of the engagement with the stakeholders vary depending on the stakeholders. In addition, respective departments engage with their specific stakeholder groups on need and regular basis.

Basic Principles:

SIS exercises the following basic principles to engage and establish relations with Stakeholders:

- a) **Responsibility:** act responsibly based on ethics, integrity, sustainable development, and respect for human rights and the communities affected by its activities;
- b) **Transparency:** ensure transparency in relationships, and in financial and non-financial communications, sharing truthful, sufficient, relevant, complete, clear, reliable and useful information;
- c) **Participation and engagement:** Stakeholder engagement is the process used to engage relevant stakeholders for a clear purpose to achieve agreed outcomes. It is now also recognised as a fundamental accountability mechanism, since it obliges an organisation to involve stakeholders in identifying, understanding and responding to sustainability issues and concerns, and to report, explain and answer to stakeholders for decisions, actions and performance.
- d) **Collaboration:** We collaborate proactively with other industry participants to provide shared solutions for our customers and society at large. We aim to be a transparent, collaborative and credible partner, and a trustworthy and responsible representative of the sector. We collaborate with the objective of reaching shared goals for the benefit of our customers and society.
- e) **Continuous improvement:** We as SIS Group believes in continuous interactions with our various stakeholders and take their valuable suggestions for further improvement in the process.

Stakeholder Identification:

Identifying who your key stakeholders are and their interest, level of expertise, and level of influence, is crucial to successful stakeholder engagement and to allocating company resources as efficiently as possible. Therefore, we assess and prioritize stakeholders using the following criteria:

- Stakeholder's interests;
- Stakeholder's level of influence;
- Stakeholder's willingness to engage with the group;
- Stakeholder's expectations of engagement with the group;
- Value for the group of engaging with this stakeholder.

Because stakeholders can change – due to new technologies, regulations, markets, and customers – stakeholder mappings should be conducted on a regular basis.

Stakeholder Engagement Levels and Methods:

Stakeholders	Engagement Strategy
Objectives	
Shareholders and Investors	
Aim to deliver optimal shareholder and investor returns with the highest standards of corporate governance. A dedicated Investor Relations team communicates with retail and institutional investors on a regular basis and communication	<ul style="list-style-type: none">• Ensure consistent, above-market growth in revenues and profits.• Focus through technology on collections and working capital management.

details are updated on the website of the Company for the convenience of the stakeholders.	<ul style="list-style-type: none"> • Risk mitigation through standardisation of contracts and refined delivery requirements. • Maintain consistently high return on capital employed and return on net worth. • Manage operating cash flow • De-risking portfolio through diversification across regions, customers and business units.
Employees	
<p>Aim to be the employer of choice to all our employees across the organization – from service delivery personnel to the back office.</p> <p>Employees are recognized for their good performance through various awards and recognitions.</p>	<ul style="list-style-type: none"> • Attract the best talent laterally; and groom the right talent internally. • Invest in welfare and incentive measures for people. • Focus on pan- organizational training programmes. • Employee culture is key; and retain the entrepreneurial mindset. • Continuous feedback mechanisms with objective appraisal processes. • Job enrichment through tackling challenges at new regions and business units. • Be an equal opportunity employer
Government	
<p>Government acts in numerous forms to influence business. This may include influencing businesses through tax, regulatory and other policies, and creating a level playing field for businesses, providing them access to capital and other related functions as well.</p> <p>We aim to comply with the numerous government regulations and work collaboratively with the government to ensure that the industry and the employees are benefited from progressive policies.</p>	<ul style="list-style-type: none"> • Work through Industry bodies and associations to assist the government in policy formulation • Comply with the government regulations at various levels through our regional and corporate offices • Work with local policing authorities in times of need as we have done during Covid. • Assist the government in measures to formalise the industry thus increasing visibility and compliance and quality standards
Community	
We aim to elevate lives through strategic interventions in the areas we operate.	<ul style="list-style-type: none"> • A safe and clean society is a productive society. • Touching millions of lives every day through our business units. • Community outreach efforts to help people in need through promoter initiatives by way of promoting education, providing relief to poor, offering shelter, social welfare, betterment of health, rural development, national heritage protection etc. • Industry leadership to help our sectors gain visibility and ultimately help customers and investors through better standards and efficient regulation.
Customers	
Aim to be the preferred vendor across all our business service offerings and markets.	<ul style="list-style-type: none"> • Ensure the highest level of operational excellence in service delivery.

	<ul style="list-style-type: none"> • Ensure the highest level of compliance and provide compliance assurance to our customers • Remain at the forefront of innovations in operations. • Own the customer and keep frontline considerations at the top of mind. • Be close to the customer; be responsive and address escalations through a micro-market approach. • Improve sales force productivity through CRM tools. • OneSIS to improve customer mining and lead generation.
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