

STAKEHOLDERS' ENGAGEMENT POLICY

GEM Enviro Management Ltd.

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| Document Name | Stakeholders' Engagement Policy |
| Organization | GEM Enviro Management Ltd. |
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Preamble

GEM ENVIRO MANAGEMENT LTD. (hereinafter referred to as 'GEM or 'the organization'), recognizes and appreciates that engagement with and active cooperation of its stakeholders is essential for the Organization's sustainable business performance and for achieving and maintaining public trust and confidence in the Organization.

This Stakeholder Engagement Policy ("the Policy") is founded on the principles of transparency, active listening, and equitable treatment that favors a consultative and collaborative engagement with all its Stakeholders using effective and responsive communication that makes it possible to forge relations based on trust on an ongoing basis.

1. Definitions

- a) "Organization" means "GEM Enviro Management Ltd." or "GEM".
- b) "Policy" means "Stakeholders' Engagement Policy."
- c) "Stakeholders" means Employees, Customers, Regulators, Government Agencies & Local Authorities, Service Providers and Suppliers, Media, Community, and Environment.

2. Purpose

The purpose of the policy is:

- To provide guidance on how the organization should be engaging with its stakeholders to strengthen and maintain relationships with them
- To develop a good understanding of stakeholders' needs, interests, and expectations
- To identify the opportunities and threats arising from stakeholders' material issues; and thereby, to assist with strategic decision-making.

3. Scope

This policy provides the organization's overarching approach for engagement with our stakeholders. This Policy has been put in place to ensure that stakeholder engagement is applied consistently across all GEM's operations.

The applicability of this policy is as follows;

- It forms part of the organization's operating policies, standards, and values
- It is monitored annually for compliance by the organization's Board.
- It supports the organization's policies on corporate social responsibility (CSR).

4. Policy Statement

In its relations with stakeholders, GEM accepts and promotes the following basic principles:

- i. Development of a responsible business model to be an innovative and transparent organization, which creates sustainable value for its stakeholders on a shared basis therewith.
- ii. A strategy of deeper involvement in the communities in which GEM operates; considering their interests, concerns, and needs.
- iii. Allocation of necessary resources for the establishment of channels for proactive and systematic dialogue with Stakeholders.
- iv. Use of multiple communication channels to tap the stakeholder's concerns, expectations and feedbacks through direct contact with them, through GEM's website and through GEM's active presence on social media platforms.

5. Feedback

The organization would seek stakeholder engagement-related feedback from specific surveys, from customer & vendor relationship managers, stakeholder seminars, social media, conferences, and one-on-one meetings.

6. Accountability & Grievance Procedure

Stakeholder engagement is decentralized at 'GEM.' 'GEM' employees are accountable for managing relationships and meeting the expectations of internal and external stakeholders within their areas of responsibility.

Should a stakeholder not be satisfied with the service/assistance that they receive from their 'GEM' point of contact, there are several channels available allowing for anonymity (if desired) to the concerned stakeholder to express their grievances to 'GEM'. The grievances of the stakeholders are dealt with as per GEM's "Grievance Redressal Policy".

7. Review of policy

The senior management will review this Policy as required to ensure it remains consistent with the organization's objectives and responsibilities.

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