NAVA LIMITED
(Formerly Nava Bharat Ventures Ltd.)

Stakeholder Management Policy

Introduction

Stakeholder engagement at Nava Limited **("Nava")** is an ongoing process wherein the company interacts with its stakeholders at different levels to understand and address their expectations and collaborates with them for creating shared value. Nava has built a constructive relationship with all its stakeholders since more than 5 decades of existence based on mutual trust, transparency, ethics and accountability, The continuous two-way dialogue process with stakeholders along with their feedbacks on various issues concerning the Company's operations has enabled us to establish sustainable relationships with the stakeholders as well as ensured the Company's growth and achievements.

Nava Limited recognizes that it exists within a universe of diverse groups and interests. The company operates within a social, economic and political context and is subject to regulatory and institutional conventions. The company is therefore expected to do more than simply react to social, economic, environmental and political dynamics occurring around it.

A proactive stakeholder relationship management policy gives us a framework for consistently applied understanding of mutual interests and influences, as well as execution of interventions that improves alignment and mutual value adding relationship with its stakeholders.

It enables the company to build trust, manage expectations, alert stakeholders to periodic fluctuations within the business; and align with government developmental priorities.

Proactive and meaningful stakeholder engagement can also reduce potential conflict and allow multiple parties to achieve long-lasting outcomes and results.

Purpose

The purpose of this policy is to direct Nava's stakeholder relationship management in all our engagements towards the desired outcomes of:

- Communicating a Nava's value proposition to our stakeholders
- Building a caring, trusting, honest, ethical and open relationship that advance mutual co-existence and shared value creation with our stakeholders

- Promoting good corporate citizenship and cooperation in the community of our stakeholders.
- Managing risk, reputation, legitimacy and relationship building to create a sustainable future for all stakeholders.
- Restore Nava's governance integrity and reputation among stakeholders

Objective

The primary objectives of this policy are:

- to bring about consistency across the various business units in the various regions on issues relating to stakeholder interests and engagement;
- to raise mutual awareness of Nava and stakeholder interests and build trust based-based relationships through effective engagements with all stakeholders while ensuring transparent and honest communication to understand and address stakeholder issues and concerns;
- to proactively analyses stakeholder needs, interests in relation to Nava interests and potential impact on decision making as well as reducing expectation gap and misunderstandings, and
- to create a caring, empowering and consensus building environment that promotes co-existence, partnership and shared prosperity

Our Values

We have a set of five core values that guide our behavior as we engage with our stakeholders:

Execution excellence	:	Competitive advantage through bias-for-action, quality-centric approach and operational excellence
Partner-of-choice	:	Enduring partnerships created through shared value and mutual respect
Long-term thinking	:	Sustainable value through a proactive, far-sighted approach
Caring culture	:	Respect for the individual and teamwork in a culture of trust and accountability
Giving back	:	Supporting local communities; Committed to ethical environmental practices and optimum utilisation of natural resources

A method for systematically identifying stakeholder groups should consider the scope of the engagement and may be guided by attributes of stakeholders such as the following:

Dependency	:	groups or individuals who are directly or indirectly dependent on the organisation's activities, products or services and associated performance, or on whom the organisation is dependent in order to operate
Responsibility	:	groups or individuals to whom the organisation has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities
Attention	:	groups or individuals who need immediate attention from the organisation about financial, wider economic, social or environmental issues
Influence	:	groups or individuals who can have an impact on the organisation's or a stakeholder's strategic or operational decision-making
Diverse perspectives	:	groups or individuals whose different views can lead to a new understanding of the situation and the identification of opportunities for action that may not otherwise occur.

Non-compliance

Anyone acting on behalf of Nava in engaging with stakeholders shall comply with this policy and non-compliance may result in the termination of their contract.

Non-compliance with this policy and the procedures associated with it may result in material, reputational and even commercial loss to the company and trigger disciplinary action and even dismissal.

Communication with Stakeholders (Printed material)

Nava publishes a highly detailed Annual Report and Financial Statements, which provide insight about the business and its financial results, according to relevant international and National standards and regulations.

The document also outlines and discusses the latest social initiatives of Nava resulting from its commitment to the highest levels of corporate citizenship. Nava publishes its full-year and quarterly results. Press releases are issued on activities of the company as and when necessary, through Stock Exchanges i.e., BSE & NSE.

In furtherance of our progressive stakeholder relations, Nava meets its relevant stakeholders at appropriate platforms to discuss its published financial results, corporate activities and the longer-term strategy of the Company.

In addition, information on the performance of the Company and other major corporate information are available to stakeholders in particular and the public in general at the website of the Company - https://www.navalimited.com/ This website contains our Annual Report, quarterly Financial Statements, policies as well as other relevant information.

Future Relations with Shareholders

We are committed to sustaining the good relations our Company has with its shareholders through well-established cycles of communication based on the Company's financial reporting calendar. The Company will continue to ensure that its shareholder communications, relations and policies are appropriate to the needs of shareholders.

The Annual General Meeting is an important forum for the Company to meet with shareholders and it is always well attended. The Board encourages all shareholders to attend and participate so that the Company can continue to benefit from their useful advice along, with this every quarter our company organize a Concall for their investors.

Our Stakeholders

- Employees
- Workers
- Customers
- Suppliers
- Shareholders
- Bankers
- Government and Regulatory Authorities
- Local Communities
- Board of Directors
- Distributors
- Young Citizens
- Industry Associations and Trade Unions
- Professional & Consultants
- Media
- Subsidiaries

Stakeholder Concerns

a) Grievance redressal

The purpose of this clause in the policy is to formalize the management of grievances of both internal and external stakeholders and minimize the social risks to the business. The grievances, if any, will be managed internally with confidentiality and aims to reduce conflicts and strengthens the relationship between the Company and its stakeholders. The Stakeholders may use the below redressal channel to raise their grievance should they not find any specific mechanism in any other policy of the Company.

b) Definitions

- **Grievance** - An issue, concern, problem or a claim that a stakeholder wants to be addressed by the company in a formal manner
- **Internal Stakeholders** – Groups or individuals within a business who work directly within the business such as employees and contractual support staff.
- **External Stakeholders** - Groups or individuals outside a business who are affected in some way by the decisions of the business, such as investors, lenders, value chain partners, customers, community, media and the Government.

c) Grievance Redressal Channel

Stakeholders may register complaints by writing to us at ***investorservices@navalimited.com***

This policy shall be reviewed periodically by stakeholder relationship committee for its suitability and updated as necessary.