

Creative Graphics Group

Stakeholder Engagement Policy

Review Date	Version	Reviewed by	Approved by
10 th July, 2026	1.0	Senior Management	Board of Directors

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1. Purpose

Creative Graphics (hereinafter referred to as the "Company") is committed to building meaningful, transparent, and mutually respectful relationships with all stakeholders who are affected by, or who may affect, the Company's operations and business objectives.

This Stakeholder Engagement Policy is intended to:

- Establish a clear and consistent approach to identifying and engaging with stakeholders across the Company's operations.
- Promote open, honest, and two-way communication to understand stakeholder concerns, interests, and expectations.
- Support informed decision-making by integrating stakeholder perspectives into the Company's business practices and strategic priorities.
- Build long-term trust and accountability with all stakeholder groups.

2. Scope

This Policy applies to Creative Graphics and covers all offices, production facilities, and any other premises or operations under the Company's management. It extends to all full-time and part-time employees, contractual workers, vendors, suppliers, and any other individuals or organisations engaged in activities on behalf of, or in relation to, the Company.

3. Definitions

- **"Company"** refers to Creative Graphics Group.
- **"Stakeholders"** refers to individuals, groups, or organisations that are impacted by, or can impact, the Company's activities, products, or services. This includes employees, customers, investors, suppliers, government authorities, and local communities.
- **"Engagement"** refers to the process of communicating and building relationships with stakeholders through various channels, including meetings, reports, surveys, and digital platforms.
- **"Policy"** refers to this Stakeholder Engagement Policy.

4. Objectives

The Company shall establish and periodically review its stakeholder engagement objectives to ensure that this Policy remains effective and relevant. The following goals guide the Company's approach:

- Identify and map all key stakeholder groups whose interests are relevant to the Company's operations and overall business conduct, and establish appropriate engagement mechanisms for each.
- Ensure that all grievances submitted through formal channels are acknowledged within a reasonable timeframe and resolved in a fair, confidential, and timely manner.
- Progressively improve the quality and regularity of stakeholder communications, with the aim of making engagement a systematic and measurable practice rather than an ad hoc exercise.
- Build internal awareness and capability around stakeholder engagement, ensuring that employees involved in external-facing roles are equipped to engage effectively and professionally.

5. Policy Commitments

Creative Graphics Group is committed to:

- Engaging with stakeholders regularly to gather insights, concerns, and feedback on various issues.
- Promoting open communication and a clear understanding of stakeholders' needs, expectations, and feedback.
- Identifying risks and opportunities from stakeholder interactions and utilising that information to improve business practices and decision-making.
- Building long-term, trust-based relationships with stakeholders to drive shared value and business success.
- Ensuring transparency and accountability in all stakeholder communications.
- Ensuring that no individual faces retaliation or adverse action as a result of raising a concern or providing feedback in good faith.

6. Stakeholder Communication Plan

The Company is committed to engaging with its key stakeholder groups through appropriate and accessible channels. The table below outlines the primary modes of engagement and their expected frequency for each stakeholder group.

Stakeholder	Channels of Engagement	Frequency of Communication
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Employees	• Induction, onboarding, and orientation sessions • Town hall meetings and team briefings • Email communication and internal notices • Employee surveys and feedback forms • One-on-one and departmental meetings	Ongoing / As needed
Customers and Clients	• Direct customer calls • Marketing and Advertising • Client meetings and account reviews • Project delivery communications and feedback loops • Corporate website and digital platforms	Ongoing / Per project cycle
Investors and Shareholders	• Annual General Meetings • Annual reports and financial disclosures • Stock exchange notifications and press releases • In-person meetings or teleconferences as required	Annually / Quarterly
Suppliers and Value Chain Partners	• Vendor onboarding and procurement communications • Performance reviews and audits • Telephonic and in-person interactions	Annually / Quarterly
Government and Regulatory Authorities	• Statutory filings and compliance submissions • Participation in industry forums and consultations • Correspondence with relevant ministries and regulators	As required
Local Communities	• Community engagement through CSR initiatives • Interactions facilitated by the management team	Periodic

7. Roles and Responsibilities

- **Board of Directors:** Approve this Policy and provide governance-level oversight, ensuring that the Company's stakeholder engagement practices remain aligned with its values and

corporate objectives. The Board shall receive periodic reports from the Stakeholder Relationship Committee on engagement activities and policy reviews.

- **Stakeholder Relationship Committee:** Serve as the designated owner of this Policy and hold primary responsibility for its implementation. The Committee shall oversee stakeholder engagement activities across the Company, coordinate engagement efforts across functions, maintain records of stakeholder interactions and grievance outcomes, and conduct periodic reviews of this Policy. Review findings and engagement updates shall be reported to the Board of Directors.
- **Senior Management:** Responsible for the day-to-day implementation of this Policy, ensuring that engagement activities are conducted consistently, professionally, and in line with defined objectives across all stakeholder groups.
- **Employees:** Contribute to stakeholder engagement in their respective roles, particularly those in customer-facing, vendor management, or external relations functions. All employees are expected to conduct themselves in accordance with this Policy in their interactions with external stakeholders.

8. Grievance Mechanism

The Company encourages all stakeholders to raise concerns, provide feedback, or submit grievances relating to the Company's operations, conduct, or decisions. All concerns, feedback, or grievances may be submitted to the Company's designated grievance redressal contact at info@creativegraphics.net.in. Stakeholders who wish to keep their identity confidential may indicate this at the time of submitting their grievance, and the Company shall make reasonable efforts to protect their identity and maintain confidentiality to the extent practicable and permitted by applicable law.

All grievances shall be acknowledged promptly, investigated objectively, and addressed in a fair, impartial, and confidential manner. Where appropriate, feedback on the outcome shall be communicated to the concerned stakeholder. No stakeholder shall face retaliation or adverse consequences for raising a concern in good faith.

9. Communication and Training

This Policy shall be made accessible to all employees and relevant stakeholders through the Company's website and internal communication channels. The Stakeholder Relationship Committee shall be responsible for communicating any updates to the Board of Directors prior to implementation.

Employees whose roles involve direct stakeholder engagement shall be made aware of the commitments and objectives set out in this Policy. Where relevant, guidance or briefings shall be provided to support effective and consistent engagement practice.

10. Monitoring and Review

This Policy shall undergo periodic review by the Stakeholder Relationship Committee, or earlier if required due to changes in the Company's operations, applicable regulations, or strategic direction. The Committee shall submit the review findings to the Board of Directors for approval.

Key aspects of stakeholder engagement - including the frequency and quality of interactions, grievance resolution outcomes, and stakeholder feedback - shall be monitored periodically by the Stakeholder Relationship Committee to assess the effectiveness of this Policy and identify areas for improvement.
