

# Edenreach LTD

## Stakeholder Engagement Policy

### 1. Purpose

- 1.1 Edenreach LTD (“the Company”) is committed to the practice of responsible corporate behaviour and to complying with all laws, regulations and other requirements which govern the conduct of our operations. Therefore, Edenreach provides the "Edenreach Stakeholder Engagement Policy" in writing as a clear guideline for our employees in conducting business so as to provide stakeholders with long-term value added and greater concern for the impact on our stakeholders.
- 1.2 This Policy sets out the core principles and mandatory requirements for Stakeholder Engagement in the Company’s governance and operations, with a view to promoting transparency, accountability, integrity, effective participation and inclusion. The Policy reaffirms and operationalizes the Company’s commitment, with respect to our, financial investors and a full disclosure of all non-confidential information, and consultation with, and participation as appropriate of, major groups.

### 2. Stakeholders

- 2.1 Stakeholders are persons or groups of persons who are directly or indirectly affected by a business operation of the Company, as well as those who may have interests in a business operation of the Company, or abilities to influence over the outcomes of a business operation of the Company such as clients, employees, communities, investors, business partners, government agencies, intellectual leaders, etc.
- 2.2 Stakeholders will be identified by considering the nature of their relationship with the Company in order to analyse the risks and impacts, direct and indirect, incurred to each stakeholder group comprehensively and clearly, keeping in mind that each stakeholder group has its own unique set of perspectives and expectations. Therefore, distinct implementation strategies and priorities must be developed for each respective group.

### 3. Stakeholder Engagement Principles

- 3.1 Stakeholder engagement and stakeholder management are, arguably, the most essential elements of successful work environment. Therefore, the Company has set 9 principles on which to set proper, efficient and effective engagement with the stakeholders:
  - 3.1.1 Consultation – The Company’s goals have purpose, scope, risks, and methodology may be unclear to its stakeholders, particularly in its early stages. To ensure that requirements are agreed upon and a delivery solution is negotiated that is acceptable to the majority of stakeholders, early and ongoing consultations are required;
  - 3.1.2 Communication and investigation - Before attempting to engage and persuade stakeholders, it is essential to investigate the individuals you will be

collaborating with and relying on throughout the work process. It is important to share information with stakeholders, but it is equally important to collect information about them first;

- 3.1.3 Understanding – People are not always rational, reasonable, consistent, or predictable, and operate with sensitivity to human emotions and potential personal agendas. By identifying the underlying cause of stakeholder behaviour, you can determine if there is a more effective way to maintain a productive relationship.
- 3.1.4 Planning and anticipation – A more conscientious and measured approach to stakeholder engagement is required and encouraged. Prior to engaging stakeholders, investing in careful planning can yield significant benefits. Using foresight to anticipate risks and taking simple and timely actions with investors and stakeholders can significantly enhance the delivery on our work.
- 3.1.5 Develop a relationship – Developing relationships results in increased trust. Therefore, making collaboration easier and more productive. Investing effort in identifying and building stakeholder relationships can improve work environment confidence, reduce uncertainty, and accelerate problem solving and decision making.
- 3.1.6 Risk management – Important and influential stakeholders should be viewed as potential sources of risk and opportunity for the Company.
- 3.1.7 Priorities – Establish the most acceptable baseline among a collection of stakeholders with divergent expectations and priorities. Assess the relative significance of each stakeholder in order to establish a weighted hierarchy in accordance with the goals of the Company's.
- 3.1.8 Perception – Success means different things to different people, and you must determine what success means to your stakeholder community in the context of service delivery.
- 3.1.9 Responsibility – Engagement of stakeholders is not the responsibility of a single employee. Everyone is responsible for understanding their role and taking the appropriate approach to communication and engagement. Good governance requires providing clarity regarding the roles and responsibilities of stakeholders and what is expected of from the company and its employees.

#### **4. Management approach**

- 4.1 The responsibility of management is to administer operations efficiently and effectively in accordance with the Stakeholder Engagement Policy by providing suitable resources, such as allocating budget, assigning an adequate number of dedicated, skilled, and knowledgeable staff, and providing systems for soliciting input from stakeholders, compiling data, monitoring progress, and assessing outcomes.
- 4.2 Information regarding stakeholder engagement should be incorporated into organisational governance, strategy, and management at all levels of the organisation in order to achieve inclusive organisational acceptance and the development of a responsible and strategic response to sustainability.

#### **5. Engagement with investors**

- 5.1 Edenreach places a high value on its investors, whose contributions make our

work possible. Consequently, the executives and employees, as well as the Board of Directors, which itself represents the interests and ideals of the investors, are committed to conducting business in accordance with the principles of good corporate governance and Edenreach's own business philosophy in order to maximise the economic and non-economic benefits and long-term value for our investors.

5.2 To ensure proper treatment of investors, the company has established the following principles, committing to abide by them:

- 5.2.1 To operate in accordance with the corporate vision and corporate governance principles of Edenreach, with integrity and prudence, and without conflicts of interest, while generating sustainable returns for all investors;
- 5.2.2 To respect the rights of investors and to treat each of them fairly and equitably;
- 5.2.3 Provide investors with timely information regarding the work and development of Edenreach;
- 5.2.4 To prevent directors, executives, and employees in the involved departments, as well as their spouses and children, from using confidential information for their own or others' benefit prior to public disclosure;
- 5.2.5 To establish effective internal control, internal audit, and risk management procedures;
- 5.2.6 Disseminate the Company's material information, financial reports, and operating results in an accurate, complete, timely, transparent, and dependable manner via easily accessible channels in order to consistently keep investors informed of the Company's performance.

## **6. Engagement with employees**

6.1 Edenreach considers that employees are its most valuable asset, and the major contributing factor for the Company's success. Our goal is to create a good relationship between the Company and its employees, help develop the skills of our employees, and provide job security and career advancement. The following principles for being respected for practice toward employees:

- 6.1.1 Recruit employees using a fair and efficient selection system and employment conditions in order to find the right employees with strong qualifications and integrity to join the organisation;
- 6.1.2 To treat employees with sensitivity and fairness while respecting their personal rights and preventing violations of these rights. Similarly, to support and respect the right of employees to independently express their opinions;
- 6.1.3 To provide channels for employees to file grievances and report any act of impropriety in violation of our Company's Code of Conduct or policies, and to shield the complainant from retaliation or punishment related to filing a complaint;
- 6.1.4 To provide employees in all fields and at all levels with sufficient and continuous professional development appropriate to their duties and responsibilities, and to instill ethical awareness in each employee;
- 6.1.5 To promote and encourage teamwork to foster unity and increase employees' awareness of workplace discipline;
- 6.1.6 To evaluate the performance of employees and provide equitable remuneration based on their suitability, capability, and competence. The

Company is also committed to providing employees with fair and adequate benefits on par with those of industry leaders;

6.1.7 To raise awareness and promote the occupational health and safety of employees and operate in accordance with internationally recognised standards for occupational health and safety and environmental management;

6.1.8 To encourage employees to achieve a balance between work and family life;

6.1.9 To provide channels through which vital information can be communicated to employees in order to keep them informed of our company's operations and business results.

## **7. Engagement with clients**

7.1 Edenreach pledges to develop and maintain a sustainable relationship with its clients and offer the best services available.

7.2 The practice guidelines are the following:

7.2.1 To provide products and services that meet the needs of our clients and the general public and to contribute to a quality of life and the sustainable development of society;

7.2.2 To continuously drive innovation and R&D so we could offer high-quality, services that meet the diverse needs of our clients;

7.2.3 To establish a client service office to provide information on our services, advice, and solutions to problems, as well as handle client complaints, in order to achieve the highest level of customer client satisfaction.

## **8. Engagement with supplier**

8.1 Edenreach is in line with fair competition standards and complies with all contractual obligations, and our own Code of Conduct. [Edenreach has a Supplier Code of Conduct developed and encourages its suppliers to adhere to it] The following principles when engaging with our suppliers are to be followed:

8.1.1 To determine and establish fair and reasonable prices by considering the reasonableness of offered prices, quality, and service levels, and to be able to provide appropriate justifications in the event of an audit;

8.1.2 Pay suppliers promptly and accurately;

8.1.3 Establishing transparent procurement regulations;

8.1.4 To conduct business in a sustainable and transparent manner by adhering to all terms and conditions of a transaction and by treating all parties involved equitably and fairly;

8.1.5 Not to request or accept improper benefits from its suppliers;

8.1.6 Regularly visit suppliers to exchange ideas and hear their suggestions or recommendations for improvement;

8.1.7 To encourage the procurement of eco-friendly and local products;

8.1.8 To refrain from disclosing supplier information to third parties without their consent;

8.1.9 To encourage the procurement of eco-friendly and local products;

8.1.10 Not to purchase products from suppliers who violate human rights or intellectual property law;

8.1.11 To refrain from conducting business with any supplier who engages in illegal or immoral activities.

## **9. Engagement with the community**

9.1 Edenreach conducts business with commitment to human rights and fairness to all stakeholders, and with concern for social responsibility. The guidelines are as follows:

9.1.1 Support and provide needed assistance to society and communities;

9.1.2 To promote and support the carrying out of activities/projects designed to develop the potential and capabilities of youths in the area of education, as well as instilling ethics and morals in youths so that they are both intelligent and moral individuals;

9.1.3 Any other way the Company can positively impact the community and society.

## **10. Other stakeholder engagement**

10.1 Any other potential stakeholder shall be properly identified and properly addressed in accordance with our Stakeholder Engagement Principles. Other stakeholders may include: the media, government agencies, creditors, non-governmental organisations.

11. This policy shall be reviewed annually, but no later than 12 months from the date of policy approval.

12. If you have any questions or concerns in regard to this policy, please do not hesitate to contact our compliance officer, or file an official complaint through our grievance procedure.

**This policy has been approved & authorised by:**

**Name:**

**Position:**

**Date:**

**Signature:**

**Review date:**