

Stakeholders Engagement Policy

1. Purpose and Scope

This Stakeholders Engagement Policy (“Policy”) outlines the Company’s approach towards stakeholder engagement, inclusive dialogue with stakeholders for shared progress and mutual respect. The Policy sets out the Company’s commitment to maintaining transparent, ethical, and constructive engagement with its stakeholders. The Policy aims to balance the interests of all stakeholders while ensuring compliance with applicable laws, regulations, and best governance practices.

This Policy applies to the Company and governs its interactions with all internal and external stakeholders.

2. Definition of Stakeholders

For the purpose of this Policy, stakeholders include, but are not limited to:

- Shareholders and Investors
- Employees and Directors
- Customers and Clients
- Suppliers, Vendors, and Business Partners
- Regulators and Government Authorities
- Creditors and Lenders
- Local Communities and Society at Large

3. Guiding Principles

DreamFolks stakeholders’ engagement is built on the following principles:

- Inclusivity:** Engage stakeholders across the value chain to capture diverse perspectives and integrate them into strategic and operational decisions.
- Transparency:** Communicate openly and honestly, ensuring timely dissemination of relevant information.
- Mutual Respect:** Acknowledge stakeholders' rights, needs, and concerns while aligning with the Company’s goals and long-term value creation.
- Sustainability:** Promote responsible practices that balance economic viability with social equity and environmental stewardship.
- Accountability:** Uphold responsibility for actions and outcomes while driving continuous improvement in performance and governance.

vi. **Compliance:** Ensure strict adherence with applicable laws, regulations, and internal policies.

4. Key Stakeholder Engagement Framework

Stakeholder Group	Engagement Objectives	Engagement Methods
Employees	• Performance Management • Induction Programs • Skill Development • Annual Official Trip • Town Hall • Festival Celebration • Sports Activities • CSR Projects • Personal development and growth • Health and safety	• Email, Meetings, Town Halls and other F2F meetings, • Employee engagement surveys
Clients/ Customers	Business long-lasting relationships, Product information, Tech & Knowledge support	Meetings, emails, Customer Call Centre, Advertisements and Website
Vendors/ Suppliers	Long lasting Business Relationships, Timely Payments, Quality Services	Emails, Telephonic and Meetings
Shareholders/ Investors	Transperancy, Financial performance, Business Growth, Business updates, Approvals and Regulatory Compliances	Emails, Newspapers, Press Release, One to One & Group Meetings, Annual General Meeting and Stock Exchanges
Industry Associates	Policy Framing	Emails, Telephonic and Meetings
Government	Policy Framing	Industry Forums

5. Engagement Process

DreamFolks adopts a structured stakeholders engagement process to build lasting stakeholder relationships:

- I. **Identification:** Recognize stakeholders based on their impact and influence across the value chain.
- II. **Dialogue:** Establish open channels for continuous communication and feedback.
- III. **Collaboration:** Co-create solutions to address shared challenges and opportunities.
- IV. **Monitoring and Reporting:** Ensure timely follow-up on agreed action points , track engagement outcomes and disclose progress through various disclosures and reports.

6. Grievance Redressal

To address stakeholder concerns promptly and effectively, the Company provides accessible grievance mechanisms, including:

- i. Dedicated email address and helpline for investors, customers, and vendors.
- ii. Internal committees for employee grievances and feedback/suggestions.

The Company shall maintain appropriate mechanisms to address stakeholder grievances effectively. All complaints shall be acknowledged, reviewed, and resolved within reasonable timelines in accordance with applicable laws and internal procedures.

Investor complaints shall be addressed promptly and reported to the stock exchanges on a quarterly basis. Complaints received through **SEBI SCORES** shall be resolved within prescribed timelines. Registration on the SMART ODR Portal (Securities Market Approach for Resolution through Online Dispute Resolution) to facilitate efficient and transparent resolution of investor disputes.

7. Policy Review and Governance

The Company's leadership will periodically review the stakeholder engagement Policy to ensure its relevance and effectiveness. Any updates will be communicated transparently to stakeholders.

The Board and the Top Management will oversee Policy implementation, engagement activities, and Grievance Redressal.

Dreamfolks Services Ltd. remains committed to building resilient relationships that drive value for the Company and its stakeholders, ensuring shared prosperity across the travel & lifestyle ecosystem.

8. Effective Date

This Policy shall come into effect from the date of approval by the Stakeholders' Relationship Committee.