

Stakeholder Engagement Policy

Introduction

At Kindred CSR, we recognize the importance of sustainable and responsible business practices. As part of our commitment to Environmental, Social, and Governance (ESG) principles, we have developed this Stakeholder Engagement Policy to guide our interactions with stakeholders and promote meaningful dialogue, transparency, and accountability.

Purpose

The purpose of this policy is to establish a framework for engaging with stakeholders on business related issues. By engaging with stakeholders, we aim to:

- a. Identify and understand stakeholder perspectives, expectations, and concerns, particularly regarding our ESG performance.
- b. Foster transparent and constructive dialogue to address stakeholder concerns and incorporate their feedback into our decision-making processes.
- c. Promote accountability and transparency by sharing relevant information on our decision making, ESG initiatives, goals, and progress.
- d. Build long-term relationships with stakeholders based on trust, mutual respect, and shared value creation.
- e. Continuously improve our good practices, growth and ESG performance by learning from stakeholder insights and incorporating them into our strategies and operations.

Stakeholder Identification

We recognize that stakeholders vary depending on the nature of our business, industry, and operations. Key stakeholders may include but are not limited to:

- Employees
- Customers
- Shareholders and investors
- Suppliers and business partners
- Communities
- Non-governmental organizations (NGOs) and civil society organizations
- Regulators and governmental bodies
- Industry associations
- Academic institutions
- Media

Engagement Principles

In our interactions with stakeholders, we are guided by the following principles:

- a. Inclusivity: We aim to engage with a broad range of stakeholders to ensure diverse perspectives are considered. We actively seek input from stakeholders who may be disproportionately affected by our operations or have a significant interest in our ESG performance.
- b. Timeliness: We engage with stakeholders in a timely manner to address their concerns, respond to queries, and provide updates.
- c. Respect and Openness: We treat all stakeholders with respect, listen to their viewpoints, and foster an open and transparent dialogue. We value diverse opinions and encourage constructive criticism and feedback.
- d. Confidentiality and Privacy: We respect the confidentiality and privacy of stakeholders, particularly when discussing sensitive matters. We handle stakeholder data in accordance with applicable data protection and privacy laws.
- e. Accountability: We take responsibility for our actions and commitments. We communicate our business and ESG goals, progress, and challenges transparently and report on our performance regularly.
- f. Compliance and Ethical Conduct: We conduct all stakeholder engagements in compliance with applicable laws, regulations, and industry standards. We uphold high ethical standards and ensure the confidentiality and privacy of stakeholders' information.

Engagement Practices

To operationalize our stakeholder engagement approach, we undertake the following practices:

- a. Regular Communication Channels: We establish regular communication channels such as public consultations, stakeholder surveys, feedback mechanisms, annual reports, and dedicated communication platforms to encourage stakeholder engagement and receive feedback.
- b. Collaborative Partnerships: We actively seek partnerships and collaborations with stakeholders to address shared ESG challenges, develop innovative solutions, and drive positive change.
- c. Materiality Assessment: We conduct regular materiality assessments to identify and prioritize ESG issues based on their potential impacts on our business and stakeholder interests. This process helps us focus our engagement efforts on the most relevant topics.
- d. Reporting and Disclosure: We publish regular ESG reports and disclosures that provide transparent and accurate information on our ESG performance, goals, and progress. These reports align with internationally recognized frameworks and standards and comply with relevant reporting requirements.
- e. Training and Capacity Building: We provide training and capacity-building programs to our employees and stakeholders to enhance their understanding of ESG topics and facilitate meaningful engagement.
- g. Stakeholder Engagement Integration: We integrate stakeholder engagement into our decision-making processes, considering stakeholder perspectives and interests in our strategic planning, risk assessments, and performance evaluations.

Continuous Improvement

At Kindred we are committed to continuously improving our stakeholder engagement practices. As such we will explore how we can incorporate stakeholder feedback into our decision-making processes.

We regularly evaluate and review the effectiveness of our engagement efforts, seeking opportunities to enhance our approach, and adapt to evolving stakeholder expectations.

Raising Complaints and Whistleblowing

We actively try to deliver the highest quality of service and satisfaction to our customers and other stakeholders, however we recognise that sometimes things might not go to plan.

As such, if stakeholders have any complaints then we ask that they get in touch with our Founder Alison Phillips to see if a solution can be reached amicably before taking any further action.

If our stakeholders identify breaches in any ethical, environmental or human rights laws or requirements they can report the company through our Whistleblowing Policy and Procedures.

Monitoring and Reporting

This policy will be communicated to all stakeholders, and made publicly available on our website. It will be periodically reviewed and updated to ensure its relevance and effectiveness.

If you would like to discuss this policy and how it impacts you or other stakeholders, please get in touch with Alison Phillips, Director of Kindred CSR on alison@kindredcsr.com.

Signed: *A Phillips*

Date: 02/06/2024

Name: Alison Phillips

Position: Director