

CRISIL Stakeholder Engagement Policy

Approver	Board of Directors
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Stakeholder Engagement Policy

Introduction and objective

Stakeholders play a pivotal role in shaping a company's vision and achieving its objectives. Therefore, CRISIL ('the Company') believes it is important to engage with them and understand their expectations, needs and concerns. Such engagements also ensure seamless and enduring collaboration.

The Stakeholders Engagement Policy ('the Policy') outlines CRISIL's objectives in engaging with its stakeholders. It also provides guidance on who CRISIL's stakeholders are and how we can and should engage with them.

Our engagement is aimed at:

- Building trust across stakeholders
- Identifying material issues that stakeholders' deem important
- Seeking feedback
- Ensuring continuous improvement
- Managing risk and reputation for CRISIL

Identification of stakeholders

CRISIL identifies stakeholders as those individuals, groups of individuals or organisations that affect and/or could be affected by, or could impact the Company's activities, products or services and associated performance.

The process of identification of stakeholders includes the basis of engagement and is guided by:

- Direct or indirect dependence on the Company's activities, products or services and associated performance
- Groups or individuals engaged with the Company with regard to financial, economic, social or environmental issues
- Groups or individuals who can have an impact on the Company's strategic or operational decision-making
- Groups or individuals with whom the Company has, or may have in future, legal, commercial or operational responsibilities

On the basis of the scope of engagement with the Company, stakeholders are categorised as:

- Shareholders
- Regulators
- Employees
- Vendors
- Clients
- Bankers
- Communities

Process of stakeholder engagement

CRISIL is committed to having regular dialogue with all its stakeholders. Communication is done through verbal or written means including, but not restricted to, direct dialogue, surveys, engagement at industry forums and sharing of information through various means and channels.

Common modes of engagement with key stakeholders

Stakeholder	Mode of communication
Shareholders	<ul style="list-style-type: none"> • Annual report • Stock exchange intimations • Press releases • Shareholder meetings • Conference calls
Regulators	<ul style="list-style-type: none"> • Regulatory filings • Correspondence • Meetings and forums
Employees	<ul style="list-style-type: none"> • Meetings, letters, emails, calls • Internal HR communications • Employee town halls • Cultural events • Training and appraisals • Mobile applications and portals
Vendors	<ul style="list-style-type: none"> • Meetings, letters, emails, calls • Surveys and assessments • Mobile applications and portals
Clients	<ul style="list-style-type: none"> • Meetings, letters, emails, calls • Mobile applications and portals • Webinars, newsletters, publications • Surveys and feedback forms
Bankers	<ul style="list-style-type: none"> • Meetings, letters, emails, calls • Mobile applications and portals
Communities	<ul style="list-style-type: none"> • CSR activities

Business teams are encouraged to use the aforesaid channels at the desired frequency to have a meaningful interaction with stakeholders.

Additionally, stakeholders can get information and updates about the operations and activities of the Company through its website www.crisil.com

Feedback implementation

Any feedback gathered in the course of the engagement is considered and, after due evaluation, incorporated to improve business processes and come up with optimal solutions. Significant learnings may also help shape CRISIL's strategic initiatives and growth levers.

Stakeholders are encouraged to put forth any concerns relating to their engagement with CRISIL and to reach out to senior management, if necessary.

The engagement scores, complaints and other feedback from stakeholders are monitored at various levels of management, and also receive the highest attention from the Board/Committee reporting processes.

Policy review

This Policy will be reviewed by the Board annually or as required by changes in regulation, or as deemed appropriate by it.

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The largest and highly respected firms partner with us for the most reliable opinions on risk in India, and for uncovering powerful insights and turning risks into opportunities globally. We are integral to multiplying their opportunities and success.

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Our globally diverse workforce operates in the Americas, Asia-Pacific, Europe, Australia and the Middle East, setting the standards by which industries are measured.

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