



Policy Title	Stakeholder Grievance and Redressal Policy (“ Policy ”)
Entity	Embassy Office Parks Management Services Private Limited (“ Company ”) and Embassy Office Parks REIT (“ Embassy REIT ”)
Responsibility for Compliance with Policy	Compliance Officer

Applicability	This Policy is applicable to the Embassy REIT
Purpose	<p>The main purpose of this plan is to allow stakeholder (unitholder) engagement to be undertaken in a systematic manner that will allow the various stakeholder groups to express their individual views and opinions, and the Embassy REIT to appropriately respond to them.</p> <p>As per the Securities and Exchange Board of India (Real Estate Investment Trusts) Regulations, 2014 (“REIT Regulations”), the manager of the Embassy REIT, i.e. the Company is required to ensure adequate and timely redressal of all unitholders' grievances pertaining to activities of the Embassy REIT.</p> <p>In the event of any conflict between the provisions of this Policy and of the REIT Regulations or any other statutory enactments, rules, the provisions of the REIT Regulations or statutory enactments, rules shall prevail over and automatically be applicable to this Policy and the relevant provisions of the Policy would be amended/modified in due course to make it consistent with the law.</p>
Rights of Stakeholders	<p>(a) Stakeholders shall have the opportunity to obtain effective redress for violation of their rights; and</p> <p>(b) Stakeholders shall have access to relevant, sufficient and reliable information on a timely and regular basis to enable them to participate in corporate governance process.</p>
Obligations of the Company in its capacity as Manager of the REIT	<p>(a) The Company shall ensure that the Embassy REIT is registered on the SCORES platform or such other electronic platform or system of the Securities and Exchange Board of India as shall be mandated from time to time, in order to handle investor complaints electronically in the manner specified by the Securities and Exchange Board of India.</p> <p>(b) The Company shall file with the recognized stock exchange(s) on a quarterly basis, within twenty one days from the end of each quarter, a statement giving the number of investor complaints pending at the beginning of the quarter, those received during the quarter, disposed of during the quarter and those remaining unresolved at the end of the quarter of the Embassy REIT. The statement as specified shall also be placed, on quarterly basis, before the board of directors of Company and shall also be submitted to the trustee of the Embassy REIT (“Trustee”).</p> <p>(c) The Company shall respect the rights of stakeholders that are established by law or through mutual agreements.</p> <p>(d) The Company shall devise an effective whistleblower mechanism enabling stakeholders, including individual employees and their representative bodies, to freely communicate their concerns about illegal or unethical practices.</p> <p>(e) The board of directors and senior management of the Company shall conduct</p>

	<p>themselves so as to meet the expectations of operational transparency to stakeholders while at the same time maintaining confidentiality of information in order to foster a culture of good decision-making.</p> <p>(f) The board of directors shall maintain high ethical standards and shall take into account the interests of stakeholders.</p> <p>(g) The Company shall maintain a functional website wherein the contents of the said website should be updated up to last two days and the website which should contain all the relevant information about the Embassy REIT, inter-alia, including the following:</p> <p>(i) Contact information of the designated officials of the company who are responsible for assisting and handling investor grievances; and</p> <p>(ii) Email ID for grievance redressal and other relevant details.</p> <p>(h) The Company shall maintain records pertaining to unitholders' grievances and actions taken thereon including copies of correspondences made with the unitholders' and the Board, if any, for a period of not less than 7 years.</p>
<p>Role of the Trustee</p>	<p>The Trustee shall periodically review the status of unitholders' complaints and their redressal undertaken by the Company in its capacity as Manager of the Embassy REIT.</p>