

POLICY ON STAKEHOLDER ENGAGEMENT

Future Retail Limited (“FRL” or “Company”) believes that the value in the business can be generated and grown sustainably only in collaboration and co-creation with all stakeholders. To this end, the Company makes best efforts to innovate, evolve and also adhere to the good practices of stakeholder engagement.

FRL and its Joint Ventures and Subsidiaries, if any, in future shall systematically identify their stakeholders, understand their concerns, define purpose and scope of engagement, and commit to engaging with them. FRL regularly and proactively engages with its employees, customers, suppliers, bankers, shareholders, communities and the governments. It conducts surveys, including through third parties, to assess satisfaction levels of identified stakeholder groups. Provisions for listening and resolving to stakeholder grievances are practiced at FRL.

FRL acknowledges, assumes responsibility and remain transparent about the impact of its policies, decisions, product & services and associated operations on the stakeholders. In this pursuit, FRL endeavours to provide special attention to stakeholders in areas that are underdeveloped. Whenever there are differences with stakeholders, FRL endeavours to resolve such differences with stakeholders in a just, fair and equitable manner.

The functional head is responsible for championing the adherence to this policy for the respective function. In addition, the adherence to the provisions of this policy is reviewed by the senior management on a regular basis besides the periodic audits, covering directly/indirectly the areas of respective function. Any major deviations and need for review of the policy are reported to the Board of Directors of the Company.

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