



COMMUNITY RELATIONS AND IMPACT POLICY

Company: HiQ Services

Version: 1.0

Effective Date: July 2024

Review: Annual

Approved By: Managing Director

1. Purpose

HiQ Services is committed to fostering positive, transparent, and sustainable relationships with the communities in which it operates. As a provider of industrial operation and maintenance, port operations, mining support, engineering, and infrastructure services, we recognize that our activities may directly or indirectly influence local communities. This policy establishes our commitment to responsible business practices, proactive stakeholder engagement, and long-term community value creation.

The objective of this policy is to ensure that every project is executed in a manner that respects local communities, protects public health and safety, minimizes adverse impacts, and contributes to sustainable socio-economic development. The policy also supports customer ESG expectations and aligns with internationally recognized principles on responsible business conduct.

2. Scope

This policy applies to all employees, directors, officers, contract personnel, consultants, subcontractors, suppliers, and business partners working for or on behalf of HiQ Services. It covers all offices, operational sites, project locations, maintenance contracts, and future business activities across India and other regions where the Company operates.

3. Policy Commitment

HiQ is committed to maintaining mutual trust and respect with communities by operating ethically, complying with applicable laws, communicating transparently, preventing adverse impacts, supporting local development, and responding promptly to stakeholder concerns. Community considerations shall be integrated into project planning, execution, monitoring, and closure.



4. Guiding Principles

- Respect for local culture, customs, traditions, and human dignity.
- Open and transparent communication.
- Compliance with applicable legal and regulatory requirements.
- Protection of health, safety, and the environment.
- Equal opportunity and non-discrimination.
- Sustainable development and continuous improvement.
- Accountability for social and environmental performance.

5. Stakeholder Engagement

HiQ will identify relevant stakeholders for each project and maintain regular communication through meetings, consultations, grievance mechanisms, and periodic updates. Feedback received from community members will be documented, evaluated, and incorporated into improvement plans wherever appropriate.

6. Community Impact Management

Potential impacts such as noise, dust, emissions, waste, traffic, water consumption, safety risks, and disruption to local activities shall be assessed before and during project execution. Appropriate mitigation measures, monitoring plans, and emergency preparedness arrangements shall be implemented to reduce adverse impacts.

7. Local Employment and Procurement

Where feasible and subject to competency and safety requirements, preference will be given to local employment opportunities and procurement from qualified local suppliers and MSMEs. The Company also encourages skill development and capacity building to enhance long-term employability.

8. Community Health, Safety and Environment

HiQ shall implement robust HSE management systems, emergency response procedures, pollution prevention measures, waste management practices, and awareness programs to ensure that its operations do not adversely affect neighbouring communities.

9. Community Investment

Subject to business priorities and available resources, the Company may support education, vocational training, health awareness, sanitation, drinking water,



environmental conservation, disaster relief, road safety, women empowerment, and youth development initiatives.

10. Human Rights

The Company respects internationally recognized human rights and prohibits child labour, forced labour, discrimination, harassment, intimidation, and any practice that violates the dignity or rights of individuals and communities.

11. Grievance Mechanism

Community members may submit concerns through project representatives, company offices, email, or written communication. All grievances will be acknowledged, investigated, documented, and resolved fairly within a reasonable timeframe.

12. Monitoring and Review

Project management teams shall periodically review stakeholder feedback, complaints, environmental and social performance indicators, and effectiveness of mitigation measures. Corrective and preventive actions shall be implemented as required.

13. Roles and Responsibilities

Management shall ensure implementation of this policy and provide adequate resources. Project Managers are responsible for community engagement at site level. Employees and contractors shall comply with this policy and report any community-related concern immediately.

14. Compliance

Failure to comply with this policy may result in disciplinary action, contractual remedies, or termination of engagement depending on the severity of the non-compliance.

15. Approval

This policy is approved by the Managing Director of HiQ Services Private Limited and shall be reviewed annually or whenever significant legal or operational changes occur.



Appendix A – Implementation Framework

1. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

2. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

3. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

4. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

5. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

6. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous



improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

7. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

8. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

9. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

10. Implementation Measure

Each business unit shall identify community stakeholders, assess potential impacts, maintain records of consultations, implement mitigation measures, review grievances, monitor KPIs, and report progress to senior management. Continuous improvement shall be driven through lessons learned, periodic audits, management reviews, employee awareness, contractor engagement, and customer feedback.

Authorized Signatory
Managing Director
HiQ Services