

STAKEHOLDER GRIEVANCES POLICY

OVERVIEW

Approving Authority	Board of Directors (“Board”) of K Raheja Corp Investment Managers Private Limited (Formerly known as “K Raheja Corp Investment Managers LLP”) (“ Manager ” or “ Investment Manager ”) acting as the manager of Mindspace Business Parks REIT (“ Mindspace REIT ” or “ REIT ”)
Approval Date	July 17, 2023
Effective Date	This policy on Stakeholder Grievance (“ Stakeholder Grievance Policy ” or “ Policy ”) shall come into effect from the date it was adopted by the Board of Directors at their Board Meeting held on July 17, 2023.

OBJECTIVE

Mindspace Group believes stakeholder engagement is a critical means to connect with its stakeholders & partners to understand their needs, maintaining social legitimacy, improving credibility and building their trust. Stakeholder engagement is important to foster connections, trust, confidence, and buy-in from its key stakeholders.

DEFINITIONS

“**Mindspace Group**” shall include Mindspace REIT and its Asset SPV’s

“**Asset SPVs / SPVs**” shall collectively mean, Avacado Properties and Trading (India) Private Limited, Gigaplex Estate Private Limited, Horizonview Properties Private Limited, Intime Properties Limited, K. Raheja IT Park (Hyderabad) Limited, KRC Infrastructure and Projects Private Limited, Mindspace Business Parks Private Limited, Sundew Properties Limited and such other SPVs that shall form part of Mindspace REIT in future.

APPLICABILITY

This Policy has been approved and adopted by the Board of Directors and is applicable to the Manager and Mindspace Group (“The Group”).

STAKEHOLDER IDENTIFICATION

Mindspace Group identifies its stakeholders as groups and individuals, who can influence or/ are impacted by its operations/ activities, change in technology, regulations, market and societal trends either directly or indirectly.

Term	Definition
Grievance	An issue, concern or problem that a stakeholder wants addressed by the entity
Internal Stakeholders	Groups or individuals who work directly within the organization such as employees

External Stakeholders	Groups or individuals outside an organization who are affected by the business decisions, such as investors, lenders, value chain partners, customers, community, etc.
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Grievance Redressal Channels

Stakeholders may approach the dedicated cells for addressing grievances of various categories of stakeholders as below:

Stakeholder	Contact	Contact details
Customers	Operation team	reitcompliance@mindspacereit.com
Employees	HR	reitcompliance@mindspacereit.com
Contractors	Engineering	reitcompliance@mindspacereit.com
Value Chain Partners (Suppliers)	Central Procurement	reitcompliance@mindspacereit.com
Community	Sustainability Lead	communitygrievance@mindspacereit.com
Government Authority		reitcompliance@mindspacereit.com

1. Resolution of complaints

- All complaints shall be acknowledged. Mindspace Group shall strive to address complaints within seven working days of receipt.
- Where complaints require longer time to resolve (beyond 7 working days), the stakeholder shall be communicated so.
- Resolution of complaint shall be communicated to the stakeholder

2. Escalations

An Escalation matrix shall be provided, where a stakeholder is not satisfied with the resolution and would like a review of the same. Mindspace Group shall put in place an escalation matrix and a process around the same.

3. Closure & review

Complaints shall be tracked and monitored to ensure timely closure. Feedback shall be sought on how satisfied the stakeholder was with the resolution.

4. Stakeholder Feedback

Mindspace Group shall undertake periodic stakeholder surveys (like ESS (Employee Satisfaction Survey), CSAT (Customer Satisfaction), Investor Feedback, etc.) to understand the stakeholder feedback.

AMENDMENT

The Board of Directors of the Manager reserves the right to amend or modify this Policy in whole or in part.

Complaint form			
Name of complainant / (Company if applicable):			
Complainant Contact details			
Phone Number:		Email Address	
Preferred Contact Method:			
<input type="checkbox"/>	Telephone	<input type="checkbox"/>	Email
Nature of complaint – please tick			
Customer		Employees	
Suppliers		Local Communities	
Channel Partners		Contractors	
		Media	
Date:		Time:	
Supporting Documents Attached?	Yes	No	(Tick Mark)
Please provide details of your grievance / complaint			
What outcome are you seeking?			
Additional Information			