

STAKEHOLDER ENGAGEMENT POLICY

Introduction

Westlife Foodworld Limited (WFL), formerly known as Westlife Development Ltd (WDL), focuses on setting up and operating Quick Service Restaurants (QSR) in India through its subsidiary Hardcastle Restaurants Pvt. Ltd. (HRPL). The Company operates a chain of McDonald's restaurants in West and South India having a master franchisee relationship with McDonald's Corporation USA, through the latter's subsidiary. WFL recognizes the vital role that effective stakeholder engagement plays in our pursuit of sustainable growth. This Stakeholder Engagement Policy (the "Policy") embodies our commitment to constructively engage with our diverse stakeholder groups, encompassing customers, employees, suppliers, investors, communities, governmental and regulatory entities, and other relevant parties. The Policy is designed to guide our interactions, ensuring they are conducted ethically, transparently, and in alignment with our core values and business objectives.

Scope of Stakeholder Engagement Policy

This Policy applies to all operations and subsidiaries of WFL. It governs our approach to stakeholder engagement across all levels and departments of the Company. The Policy extends to any individual, group, or organization that can potentially affect or be affected by the Company's activities, decisions, policies, and practices.

Objective of Stakeholder Engagement

The objectives of our stakeholder engagement are to:

- Build and maintain trust and mutual respect with all stakeholders.
- Gain valuable insights into stakeholder concerns, expectations, and aspirations.
- Enhance decision-making by considering diverse perspectives.
- Identify opportunities for collaboration and innovation.
- Mitigate risks and manage our corporate reputation effectively.

Procedure for Identifying Stakeholders

- The Company actively identifies stakeholders who can contribute to achieving the purpose of the engagement and/or could be affected by its outcome utilizing a thorough methodology that includes:
- Groups or persons that rely on the company's operations, goods, or services, along with their outcomes, or those upon whom the company relies for its functioning.
- Groups or persons to whom the company currently owes or may owe obligations that are legal, business-related, functional, or rooted in ethics and morality.

- Groups or persons requiring prompt intervention from the company due to issues encompassing economic, societal, or environmental factors.
- Groups or persons with the capacity to influence the strategic or day-to-day decisions of the company or its stakeholders.
- Groups or persons whose unique perspectives can uncover new understandings and reveal actionable opportunities that might not be discovered through conventional thinking.
- Our stakeholder identification is dynamic and responsive, drawing on external research and internal feedback, and is continuously refined to reflect evolving business landscapes and stakeholder contributions.
- Our key Stakeholders include Customers, Local Communities, Employees, Delivery partners, Vendors, Investors and Shareholders, Regulatory Authorities, Non-and Governmental Organizations (NGOs), Media, and Industry Associations.

Procedure for Prioritizing Stakeholders

Stakeholder prioritization is based on the relevance and level of impact stakeholders have on the Company's strategic objectives and operations. Criteria for prioritization include:

- The degree of stakeholder influence on the Company's operations and decision-making.
- The extent to which stakeholders are affected by the Company's activities.
- The urgency of stakeholder concerns and issues.

Method of Engagement with Stakeholders

Our engagement methods vary according to stakeholder groups and may include:

Stakeholder	Engagement methods
Customers	Social media, email newsletters, customer service channels (phone, chat, email), surveys, company website, mobile apps, focus groups
Local Communities	Community meetings and engagements, local media (newspapers, magazines, radio, television), public forums, social media, community notice boards
Employees	Internal communication platforms (e.g., intranet), email, team meetings, one-on-one meetings, newsletters, training sessions, internal and external social media
Delivery Partners	Team meetings, one-on-one meetings, training sessions, Planning sessions
Vendors	Email, direct meetings, training & knowledge sessions, vendor development programs

Investors and Shareholders	Annual reports, investor meetings, press releases, financial statements, investor relations webpage, shareholder meetings, investor conferences, roadshows
Regulatory Authorities	Official correspondence, regulatory filings, meetings, industry seminars, reports, legal documentation
NGOs and Governmental Organizations	Direct meetings, conferences, collaborative projects, workshops, social media, joint press releases, community development projects
Media	Email, one-on-one meetings, public forums, press releases, investor relation webpage, social media
Industry Associations	Public forums, direct meetings, training sessions, industry seminars

In case of a grievance not addressed through above methods, stakeholders can directly write to sustainability@mcdonaldsindia.com.

Handling Stakeholder Engagement Feedback

Feedback received from stakeholders is a valuable asset. We handle it through:

- Documenting and analysing feedback systematically.
- Communicating feedback to relevant departments for consideration and action.
- Responding to stakeholders in a timely and respectful manner.
- Integrating insights into strategic planning and decision-making processes.

Stakeholders' ability to engage will be assessed considering factors like financial resources, technical skills, and cultural understanding. When necessary, we must implement capacity-building measures to address barriers such as language, distance, and knowledge, ensuring meaningful participation, aligned with the engagement's purpose and scope.

Handling Stakeholder Engagement Risks

We are committed to rigorously identifying and mitigating potential engagement risks, by assessing stakeholder profiles and proactively planning to address any issues that may impact engagement effectiveness or our corporate reputation. The management also evaluates the nature of the risk keeping factors such as probability, scope, and impact before addressing the issue.

Communicating the results of Stakeholder Engagement

The Stakeholder engagement results of the company are mainly disclosed through the communication strategy, the corporate website, and relevant public disclosures.

Ownership and Accountability

Ownership and accountability for stakeholder engagement reside at multiple levels:

- Westlife Leadership Council oversees the overall implementation of this Policy and are responsible for embedding stakeholder engagement in corporate strategies.
- All employees are accountable for engaging with stakeholders in accordance with this Policy.

Policy Review

This Policy will be reviewed annually or more frequently if required by significant changes in the business environment or stakeholder expectations. Amendments to the Policy will be approved by the Managing director and communicated to all relevant parties.