

HERITAGE MAX REALTECH PRIVATE LIMITED



SOCIAL POLICY

ABSTRACT

Heritage Max Realtech Private Limited is dedicated to upholding ethical standards and promoting social responsibility across all facets of our operations, encompassing policies such as Child Labor Prohibition, Community Development, Customer Satisfaction, Employee Health & Well-being, Employee Remuneration, Health & Safety, Human Rights, and Diversity, Equity, and Inclusion.

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HERITAGE MAX REALTECH PRIVATE LIMITED

CHILD LABOR PROHIBITION POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited is committed to upholding ethical standards and promoting social responsibility across all aspects of our operations. As part of our comprehensive Environmental, Social, and Governance (ESG) Policies, we recognize the importance of prohibiting child labor in our development projects. This policy outlines our firm stance against child labor and the measures we will undertake to ensure compliance with this principle.

POLICY STATEMENT:

Heritage Max Realtech Private Limited unequivocally prohibits the use of child labor in any form within our organization and throughout our supply chain. We adhere to international labor standards, including the International Labour Organization (ILO) Convention on the Rights of the Child, and local regulations pertaining to child labor. Our commitment to eradicating child labor is fundamental to our values of social responsibility, human rights, and ethical business conduct. Through this policy, we aim to:

Prohibit the recruitment, employment, or engagement of individuals below the legal minimum working age as defined by applicable laws and regulations.

- Implement robust due diligence processes to verify the age of workers employed by our contractors, subcontractors, and suppliers, ensuring compliance with age-related labor laws.
- Provide training and awareness programs for our employees, contractors, and suppliers on the importance of prohibiting child labor and the legal and ethical implications of non-compliance.
- Establish clear channels for reporting and addressing any suspected instances of child labor within our organization or supply chain, ensuring prompt investigation and appropriate action.
- Collaborate with industry partners, trade associations, and non-governmental organizations (NGOs) to promote best practices in child labor prevention and support initiatives aimed at addressing the root causes of child labor.
- Conduct regular audits and assessments of our supply chain to evaluate compliance with our child labor prohibition policy and identify areas for improvement.
- Communicate our commitment to prohibiting child labor to stakeholders, including employees, contractors, suppliers, investors, and the broader community, through transparent reporting and engagement initiatives.

GOALS:

Our goals under this policy include:

- Zero tolerance for child labor in our organization and supply chain.
- Compliance with all relevant laws and regulations pertaining to child labor in the countries where we operate.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Continuous improvement in our child labor prevention measures through regular monitoring, evaluation, and implementation of best practices.
- Collaboration with stakeholders to address systemic issues contributing to child labor and support initiatives that promote child welfare and education.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish clear policies and procedures for ensuring compliance with child labor laws and regulations, including age verification processes and due diligence requirements for contractors and suppliers.
- Provide training and capacity-building programs for our employees, contractors, and suppliers to raise awareness of child labor issues and promote adherence to our child labor prohibition policy.
- Conduct risk assessments and audits of our supply chain to identify high-risk areas for child labor and implement targeted interventions to mitigate these risks.
- Maintain transparent and open communication channels for reporting suspected instances of child labor, ensuring confidentiality and protection for whistleblowers.
- Take prompt and appropriate action in response to reported cases of child labor, including termination of contracts with non-compliant suppliers and remediation measures to address underlying issues.
- Engage with local communities, government agencies, and NGOs to support initiatives that promote access to education, improve living standards, and address socio-economic factors contributing to child labor.
- Monitor and evaluate the effectiveness of our child labor prevention measures through regular performance reviews, audits, and assessments, and report on our progress to stakeholders.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our child labor prohibition policy through:

- Regular audits and assessments of our supply chain to evaluate compliance with our child labor prohibition policy.
- Internal reporting mechanisms to track and address suspected instances of child labor within our organization and supply chain.
- External reporting to stakeholders, including investors, customers, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels.
- Collaboration with industry partners, trade associations, and NGOs to benchmark our performance and share best practices in child labor prevention.

HERITAGE MAX REALTECH PRIVATE LIMITED

CONCLUSION:

Heritage Max Realtech Private Limited is committed to upholding the highest standards of ethical conduct and social responsibility, including the prohibition of child labor in our organization and supply chain. We recognize that child labor is a serious violation of human rights and a barrier to sustainable development. By implementing robust policies, procedures, and monitoring mechanisms, we strive to ensure that our operations are free from child labor and contribute to the well-being and empowerment of children worldwide.

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, regulatory requirements, and best practices related to child labor prevention.

HERITAGE MAX REALTECH PRIVATE LIMITED

COMMUNITY DEVELOPMENT POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited recognizes the integral role of community development in fostering sustainable growth, enhancing social cohesion, and creating shared value. As part of our commitment to Environmental, Social, and Governance (ESG) principles, we prioritize community engagement and investment in our development projects. This policy outlines our dedication to promoting community development and enhancing the well-being of local communities where we operate.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to promoting community development as an integral part of our development projects, ensuring that our activities contribute positively to the social, economic, and environmental well-being of local communities. We recognize that meaningful engagement with communities and stakeholders is essential for building trust, fostering collaboration, and achieving sustainable outcomes. Through this policy, we aim to:

- Engage with local communities and stakeholders to understand their needs, aspirations, and priorities, and incorporate their input into our development planning and decision-making processes.
- Invest in projects and initiatives that address key community development priorities, such as education, healthcare, infrastructure, economic empowerment, and environmental conservation.
- Partner with local organizations, government agencies, and non-profit organizations to leverage expertise, resources, and networks in support of community development efforts.
- Set goals and targets for community development outcomes, regularly monitoring and reporting our progress towards achieving these objectives.
- Comply with all applicable laws, regulations, and industry standards related to community engagement, social responsibility, and sustainable development.

GOALS:

Our goals under this policy include:

- Enhancing the quality of life for residents of communities near our development projects by investing in infrastructure, amenities, and services that improve access to education, healthcare, and other essential services.
- Supporting local economic development through job creation, skills training, entrepreneurship programs, and support for small and medium-sized enterprises (SMEs).
- Promoting environmental sustainability and resilience in local communities through initiatives that conserve natural resources, promote renewable energy, and mitigate climate change impacts.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Fostering social inclusion and diversity by promoting equity, access, and participation in community development programs and initiatives.
- Building strong and resilient communities that are empowered to address social, economic, and environmental challenges collaboratively and proactively.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Conduct comprehensive community needs assessments and stakeholder consultations to identify key priorities and opportunities for community development.
- Develop community development plans and strategies for each development project, incorporating input from local communities and stakeholders and aligning with sustainable development goals and targets.
- Allocate resources and budget for community development initiatives, ensuring adequate funding and support for projects that deliver meaningful and measurable outcomes.
- Collaborate with local government authorities, community leaders, and other stakeholders to leverage resources, coordinate efforts, and maximize the impact of community development initiatives.
- Implement community development projects and programs in partnership with local organizations, leveraging their expertise, networks, and knowledge of community needs and dynamics.
- Monitor and evaluate the effectiveness of community development efforts through regular performance reviews, impact assessments, and feedback mechanisms.
- Communicate transparently and regularly with local communities and stakeholders about our community development initiatives, progress, and outcomes, ensuring accountability and trust.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our community development policy through:

- Regular assessments and evaluations of community development initiatives, including tracking progress towards goals and targets, measuring outcomes and impacts, and soliciting feedback from stakeholders.
- Internal reporting mechanisms to track and report on community development activities, expenditures, and outcomes, ensuring transparency and accountability.
- External reporting to stakeholders, including investors, customers, regulators, and the broader community, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Engagement with local communities and stakeholders to solicit input, feedback, and suggestions for improving community development efforts and ensuring alignment with community needs and priorities.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to promoting community development as a fundamental aspect of our business operations, ensuring that our activities contribute positively to the social, economic, and environmental well-being of local communities. By engaging with communities, investing in local priorities, and collaborating with stakeholders, we aim to build strong, resilient, and inclusive communities that thrive now and in the future. This policy reflects our dedication to responsible corporate citizenship and our ongoing commitment to sustainable development.

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, community needs, regulatory requirements, and best practices related to community development and stakeholder engagement.

CUSTOMER SATISFACTION POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited is dedicated to delivering exceptional quality and service to our customers in all our development projects. As part of our comprehensive Environmental, Social, and Governance (ESG) Policies, we prioritize customer satisfaction as a key measure of our success. This policy outlines our commitment to ensuring the highest levels of customer satisfaction and continuous improvement in our products and services.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to exceeding customer expectations and delivering value through our development projects. We recognize that customer satisfaction is essential for building trust, loyalty, and long-term relationships with our customers. Through this policy, we aim to:

- Prioritize customer needs and preferences in the design, development, and delivery of our projects, ensuring that our products and services meet or exceed customer expectations.
- Establish clear standards and benchmarks for measuring customer satisfaction, regularly monitoring and evaluating our performance against these metrics.
- Respond promptly and effectively to customer feedback, inquiries, and concerns, demonstrating our commitment to listening to and addressing customer needs.
- Provide transparent and accurate information to customers about our products, services, pricing, and terms, enabling informed decision-making and building trust.
- Empower our employees to deliver exceptional customer service through training, support, and recognition programs that emphasize the importance of customer satisfaction.
- Continuously improve our products, services, and processes based on customer feedback and market insights, striving for excellence and innovation in all aspects of our business.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Comply with all applicable laws, regulations, and industry standards related to consumer protection, fair competition, and ethical business conduct.

GOALS:

Our goals under this policy include:

- Achieving high levels of customer satisfaction and loyalty across all our development projects, as measured by customer surveys, feedback ratings, and referral rates.
- Resolving customer complaints and issues promptly and effectively, with a focus on providing satisfactory outcomes and building trust and goodwill.
- Ensuring transparency and integrity in our dealings with customers, fostering open communication, honesty, and fairness in all our interactions.
- Implementing customer feedback mechanisms and satisfaction surveys to gather insights and identify opportunities for improvement in our products, services, and customer experience.
- Empowering our employees to prioritize customer satisfaction and excellence in service delivery through training, recognition, and performance incentives.
- Monitoring and benchmarking our performance against industry peers and best practices in customer satisfaction, continuously seeking opportunities to raise the bar and set new standards for excellence.
- Providing regular and transparent reporting on our customer satisfaction performance, including key metrics, trends, and improvement initiatives, to stakeholders, including investors, customers, regulators, and the public.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish clear policies, procedures, and performance standards for ensuring customer satisfaction in all aspects of our operations, from sales and marketing to project delivery and customer service.
- Invest in customer relationship management (CRM) systems and technologies to capture, track, and analyze customer feedback, preferences, and satisfaction levels.
- Train and educate our employees on customer service best practices, communication skills, conflict resolution, and empathy, empowering them to deliver exceptional service and support to our customers.
- Implement customer feedback mechanisms, such as satisfaction surveys, feedback forms, and complaint resolution processes, to gather insights, identify areas for improvement, and measure performance against customer satisfaction goals.
- Respond promptly and effectively to customer inquiries, complaints, and feedback, ensuring that all issues are addressed in a timely and satisfactory manner, and that lessons learned are applied to prevent recurrence.
- Foster a customer-centric culture within our organization, where every employee is committed to prioritizing customer satisfaction and delivering value through their work and interactions.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Regularly review and assess our customer satisfaction performance, identifying trends, opportunities, and areas for improvement, and implementing corrective actions and improvement initiatives as necessary.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our customer satisfaction policy through:

- Regular analysis and reporting of customer satisfaction metrics, including satisfaction scores, feedback ratings, complaint resolution rates, and referral rates.
- Internal performance reviews and audits to evaluate compliance with customer satisfaction standards and identify opportunities for improvement.
- External reporting to stakeholders, including investors, customers, regulators, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels.
- Engagement with customers and stakeholders to solicit feedback, input, and suggestions for improving customer satisfaction and enhancing the customer experience.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to delivering exceptional quality and service to our customers, ensuring their satisfaction and loyalty across all our development projects. By prioritizing customer needs, responding promptly to feedback, and continuously improving our products, services, and processes, we aim to build long-term relationships and create value for our customers and stakeholders. This policy reflects our dedication to excellence in customer satisfaction and our ongoing commitment to delivering exceptional value and service.

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, customer needs, regulatory requirements, and best practices related to customer satisfaction and service excellence.

HERITAGE MAX REALTECH PRIVATE LIMITED

EMPLOYEE HEALTH & WELL-BEING POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited values the health and well-being of its employees as paramount. As part of our commitment to Environmental, Social, and Governance (ESG) principles, we recognize the importance of fostering a workplace culture that prioritizes the physical, mental, and emotional well-being of our employees. This policy outlines our dedication to promoting employee health and well-being in all aspects of our operations.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to ensuring the health and well-being of its employees by providing a safe, supportive, and inclusive work environment that promotes physical, mental, and emotional wellness. We believe that investing in the well-being of our employees is essential for their personal and professional growth, as well as for the success and sustainability of our organization. Through this policy, we aim to:

- Promote a culture of health and wellness within our organization, where employees are supported in achieving and maintaining optimal physical, mental, and emotional well-being.
- Provide access to comprehensive health and wellness programs and resources that address the diverse needs and interests of our employees, including preventive care, fitness activities, mental health support, and work-life balance initiatives.
- Establish clear standards and guidelines for workplace health and safety, ensuring compliance with all applicable laws, regulations, and industry standards related to occupational health and safety.
- Encourage open communication, collaboration, and mutual support among employees, fostering a sense of belonging, community, and resilience in the workplace.
- Empower employees to prioritize their health and well-being through education, training, and awareness programs that promote healthy lifestyle choices, stress management techniques, and work-life balance strategies.
- Monitor and evaluate the effectiveness of our employee health and well-being initiatives through regular feedback, surveys, and performance reviews, and make adjustments as necessary to meet the evolving needs of our workforce.
- Comply with all applicable laws, regulations, and industry standards related to employee health and well-being, and strive to exceed minimum requirements through continuous improvement and innovation.

GOALS:

Our goals under this policy include:

- Creating a safe and healthy work environment that supports the physical, mental, and emotional well-being of all employees.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Providing access to comprehensive health and wellness programs and resources that empower employees to take ownership of their health and make informed decisions about their well-being.
- Fostering a culture of openness, empathy, and support where employees feel comfortable seeking help and accessing resources for their health and wellness needs.
- Promoting work-life balance and flexibility through policies, practices, and programs that enable employees to manage their personal and professional responsibilities effectively.
- Reducing workplace stress, burnout, and absenteeism through initiatives that promote resilience, mindfulness, and stress management techniques.
- Increasing employee engagement, satisfaction, and retention by prioritizing their health and well-being and demonstrating our commitment to their overall wellness.
- Monitoring and reporting on key performance indicators related to employee health and well-being, including participation rates in wellness programs, employee satisfaction surveys, and health outcomes.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish a dedicated health and wellness committee or task force responsible for overseeing the development, implementation, and evaluation of employee health and well-being initiatives.
- Conduct regular assessments and surveys to identify the health and well-being needs and preferences of our employees, ensuring that our programs and resources are tailored to their specific interests and concerns.
- Provide access to a range of health and wellness programs and resources, including preventive care, fitness activities, mental health support, nutrition counseling, and stress management workshops.
- Collaborate with external partners, such as healthcare providers, wellness experts, and community organizations, to expand the scope and reach of our employee health and well-being initiatives.
- Communicate regularly with employees about available health and wellness programs and resources, encouraging participation and engagement through internal communications, newsletters, and events.
- Train and educate managers and supervisors on their role in supporting employee health and well-being, providing them with the tools and resources they need to promote a healthy work environment and address employee concerns effectively.
- Monitor and evaluate the effectiveness of our employee health and well-being initiatives through regular surveys, feedback mechanisms, and health outcome data, and use this information to make continuous improvements and adjustments.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our employee health and well-being policy through:

HERITAGE MAX REALTECH PRIVATE LIMITED

- Regular assessments and surveys to measure employee satisfaction, engagement, and well-being, including participation rates in wellness programs, satisfaction with work-life balance, and perceptions of workplace health and safety.
- Internal performance reviews and audits to evaluate compliance with health and safety standards, identify areas for improvement, and track progress towards health and well-being goals.
- External reporting to stakeholders, including investors, customers, regulators, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels.
- Engagement with employees and stakeholders to solicit feedback, input, and suggestions for improving employee health and well-being initiatives and ensuring alignment with employee needs and preferences.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to fostering a workplace culture that prioritizes the health and well-being of its employees, recognizing that their well-being is essential for the success and sustainability of our organization. By providing access to comprehensive health and wellness programs, promoting a safe and supportive work environment, and empowering employees to prioritize their health and well-being, we aim to create a workplace where every employee can thrive personally and professionally. This policy reflects our dedication to excellence in employee health and well-being and our ongoing commitment to fostering a healthy, engaged, and resilient workforce.

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, employee needs, regulatory requirements, and best practices related to employee health and well-being.

HERITAGE MAX REALTECH PRIVATE LIMITED

EMPLOYEE REMUNERATION POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited recognizes the importance of fair and competitive remuneration for its employees as a fundamental aspect of its commitment to Environmental, Social, and Governance (ESG) principles. We believe that providing fair compensation and benefits is essential for attracting, retaining, and motivating top talent, as well as fostering a positive work culture and supporting employee well-being. This policy outlines our dedication to ensuring fair and competitive remuneration for all employees across our development projects.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to providing fair and competitive remuneration to all its employees, regardless of their role, level, or location. We believe in rewarding employees fairly for their contributions, skills, and experience, and ensuring that our compensation and benefits packages are aligned with industry standards and market trends. Through this policy, we aim to:

- Establish clear standards and guidelines for determining employee compensation, including salary, bonuses, incentives, and benefits, based on job responsibilities, qualifications, performance, and market benchmarks.
- Provide transparent and equitable compensation practices that ensure fairness, consistency, and compliance with applicable laws, regulations, and industry standards.
- Conduct regular reviews and assessments of employee compensation and benefits packages to ensure they remain competitive and responsive to changes in market conditions, inflation rates, and cost-of-living adjustments.
- Communicate openly and transparently with employees about their compensation and benefits, including the factors that influence compensation decisions, such as performance evaluations, salary scales, and market data.
- Provide opportunities for career advancement, professional development, and skills training to help employees enhance their earning potential and achieve their long-term career goals.
- Empower employees to advocate for fair and competitive compensation through transparent feedback mechanisms, grievance procedures, and employee representation channels.
- Monitor and evaluate the effectiveness of our remuneration policies and practices through regular audits, surveys, and employee feedback, and make adjustments as necessary to ensure fairness, competitiveness, and alignment with our ESG objectives.

GOALS:

Our goals under this policy include:

- Ensuring that employee compensation and benefits packages are competitive, equitable, and aligned with industry standards and market trends.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Attracting and retaining top talent by offering competitive salaries, bonuses, incentives, and benefits that recognize and reward employee contributions, skills, and experience.
- Promoting fairness, transparency, and accountability in our compensation practices, ensuring that all employees are treated fairly and consistently.
- Providing opportunities for career growth, advancement, and professional development that enable employees to enhance their earning potential and achieve their long-term financial goals.
- Fostering a positive work culture and employee engagement by demonstrating our commitment to fair and competitive compensation, and by empowering employees to advocate for their own interests and well-being.
- Complying with all applicable laws, regulations, and industry standards related to employee compensation, benefits, and labor rights, and continuously improving our practices to meet or exceed these requirements.
- Monitoring and reporting on key performance indicators related to employee remuneration, including salary scales, turnover rates, employee satisfaction surveys, and benchmarking data.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish clear policies, procedures, and guidelines for determining employee compensation and benefits, ensuring consistency, fairness, and compliance with applicable laws and regulations.
- Conduct regular benchmarking studies and market analyses to assess the competitiveness of our compensation packages and identify areas for improvement or adjustment.
- Provide training and guidance for managers and supervisors on effective compensation practices, including performance evaluation, salary negotiation, and incentive structure design.
- Review and adjust employee compensation and benefits packages on an annual basis, taking into account factors such as performance evaluations, market trends, inflation rates, and cost-of-living adjustments.
- Communicate openly and transparently with employees about changes to their compensation and benefits, providing clear explanations and opportunities for feedback and discussion.
- Monitor and evaluate the effectiveness of our remuneration policies and practices through regular audits, surveys, and employee feedback mechanisms, and make adjustments as necessary to ensure fairness, competitiveness, and alignment with our ESG objectives.
- Provide opportunities for employee representation and advocacy on compensation issues, including the establishment of employee councils, committees, or forums where employees can raise concerns, provide input, and participate in decision-making processes.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our employee remuneration policy through:

- Regular audits and reviews of employee compensation and benefits packages to ensure compliance with established policies, procedures, and guidelines.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Employee satisfaction surveys and feedback mechanisms to assess employee perceptions of fairness, competitiveness, and satisfaction with their compensation and benefits.
- Benchmarking studies and market analyses to compare our compensation packages with industry standards and market trends, identifying areas for improvement or adjustment.
- Internal performance reviews and audits to evaluate compliance with applicable laws, regulations, and industry standards related to employee compensation, benefits, and labor rights.
- External reporting to stakeholders, including investors, customers, regulators, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels.
- Engagement with employees and stakeholders to solicit feedback, input, and suggestions for improving our remuneration policies and practices and ensuring alignment with employee needs and preferences.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to ensuring fair and competitive remuneration for all its employees across its development projects, recognizing that employee compensation is essential for attracting, retaining, and motivating top talent. By providing transparent, equitable, and competitive compensation and benefits packages, we aim to foster a positive work culture, promote employee engagement.

HERITAGE MAX REALTECH PRIVATE LIMITED

HEALTH & SAFETY POLICY: COMMUNITY, CONTRACTORS, EMPLOYEES, TENANTS/CUSTOMERS

INTRODUCTION:

Heritage Max Realtech Private Limited places the highest priority on the health and safety of all stakeholders involved in our development projects, including the surrounding community, contractors, employees, and tenants/customers. We recognize that a safe and healthy environment is essential for sustainable development and social responsibility. This policy outlines our commitment to ensuring the health and safety of all stakeholders and reflects our dedication to Environmental, Social, and Governance (ESG) principles.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to maintaining a safe and healthy environment for all stakeholders involved in our development projects. We believe that everyone has the right to work, live, and interact in environments that are free from hazards and risks to their health and well-being. Through this policy, we aim to:

- Prioritize the health and safety of all stakeholders, including the surrounding community, contractors, employees, and tenants/customers, in all aspects of our operations.
- Comply with all applicable health and safety laws, regulations, and industry standards, as well as our internal policies and procedures, to minimize risks and prevent accidents, injuries, and illnesses.
- Identify and assess potential health and safety hazards associated with our development projects, including construction activities, building operations, and tenant/customer interactions, and implement appropriate controls and mitigation measures to eliminate or minimize these risks.
- Provide adequate training, education, and resources to ensure that all stakeholders are aware of health and safety risks and procedures, and empowered to take necessary precautions to protect themselves and others.
- Establish clear communication channels and protocols for reporting health and safety concerns, incidents, and emergencies, and ensure that all stakeholders know how to access assistance and support in case of need.
- Collaborate with contractors, suppliers, and other stakeholders to promote a culture of safety and responsibility, and ensure that they adhere to our health and safety standards and requirements.
- Regularly monitor and review our health and safety performance, conduct inspections and audits to identify areas for improvement, and implement corrective actions and improvement initiatives as necessary.
- Engage with the surrounding community, employees, tenants/customers, and other stakeholders to solicit feedback, input, and suggestions for improving health and safety practices and ensuring alignment with their needs and expectations.

HERITAGE MAX REALTECH PRIVATE LIMITED

GOALS:

Our goals under this policy include:

- Zero accidents, injuries, and illnesses among all stakeholders involved in our development projects.
- Compliance with all applicable health and safety laws, regulations, and industry standards, as well as our internal policies and procedures.
- Continuous improvement in health and safety performance through proactive risk management, hazard identification, and mitigation measures.
- Empowerment of all stakeholders to take ownership of their health and safety, and participate actively in creating safe and healthy environments.
- Collaboration with contractors, suppliers, and other stakeholders to promote a culture of safety, responsibility, and accountability.
- Transparent communication and reporting on health and safety performance, incidents, and initiatives to all stakeholders, ensuring accountability and trust.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish a dedicated health and safety committee or task force responsible for overseeing the development, implementation, and evaluation of health and safety initiatives.
- Conduct comprehensive risk assessments and hazard analyses of our development projects, including construction sites, building operations, and tenant/customer interactions, and develop risk management plans and controls to address identified hazards and risks.
- Provide regular health and safety training and education programs for employees, contractors, tenants/customers, and other stakeholders, covering topics such as hazard recognition, emergency response, and personal protective equipment (PPE) use.
- Implement rigorous safety protocols and procedures, including safety signage, barriers, and access controls, to prevent unauthorized access to hazardous areas and minimize risks to health and safety.
- Conduct regular inspections and audits of our development projects to ensure compliance with health and safety standards and identify opportunities for improvement, and take prompt corrective actions to address any deficiencies or non-compliance.
- Establish clear communication channels and reporting mechanisms for stakeholders to raise health and safety concerns, incidents, and emergencies, and ensure that all reports are promptly investigated and addressed.
- Collaborate with contractors, suppliers, and other stakeholders to ensure that they adhere to our health and safety requirements and support our efforts to create safe and healthy environments for all stakeholders.
- Monitor and evaluate our health and safety performance through key performance indicators (KPIs), such as accident rates, incident reports, near misses, and safety compliance audits, and

HERITAGE MAX REALTECH PRIVATE LIMITED

report on our progress and outcomes to stakeholders through regular updates, communication channels, and reporting mechanisms.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our health and safety policy through:

- Regular inspections, audits, and assessments of our development projects to evaluate compliance with health and safety standards and identify areas for improvement.
- Incident reporting and investigation mechanisms to track and analyze health and safety incidents, near misses, and emergencies, and implement corrective actions and preventive measures.
- Key performance indicators (KPIs) and metrics to measure and track our health and safety performance, including accident rates, incident severity, safety compliance, and employee/tenant/customer satisfaction with health and safety practices.
- Internal reporting mechanisms to communicate health and safety performance, incidents, and initiatives to senior management, employees, contractors, tenants/customers, and other stakeholders, ensuring transparency and accountability.
- External reporting to stakeholders, including investors, customers, regulators, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels, demonstrating our commitment to health and safety excellence and responsible corporate citizenship.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to ensuring the health and safety of all stakeholders involved in our development projects, including the surrounding community, contractors, employees, and tenants/customers. By prioritizing health and safety in all aspects of our operations, implementing rigorous controls and mitigation measures, and fostering a culture of safety, responsibility, and accountability, we aim to create safe and healthy environments where everyone can thrive and prosper. This policy reflects our dedication to excellence in health and safety management and our ongoing commitment to Environmental, Social, and Governance (ESG) principles.

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, regulatory requirements, industry standards, and best practices related to health and safety management.

HERITAGE MAX REALTECH PRIVATE LIMITED

HUMAN RIGHTS POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited recognizes and respects the fundamental human rights of all individuals affected by our development projects. We are committed to upholding the highest standards of human rights principles and ensuring that our operations contribute positively to the well-being and dignity of all stakeholders. This policy outlines our commitment to protecting and promoting human rights as an integral part of our Environmental, Social, and Governance (ESG) Policies.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to respecting and promoting human rights in all aspects of our operations and interactions with stakeholders. We believe that human rights are universal, indivisible, and inalienable, and we are dedicated to upholding the following principles:

- Non-discrimination: We are committed to treating all individuals with dignity and respect, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, disability, age, or any other characteristic.
- Labor Rights: We respect the rights of workers, including the right to fair wages, safe working conditions, freedom of association, and collective bargaining, in accordance with international labor standards and regulations.
- Community Engagement: We engage with communities affected by our development projects in a transparent, inclusive, and participatory manner, respecting their rights to information, consultation, and decision-making.
- Indigenous Peoples' Rights: We recognize and respect the rights of indigenous peoples and local communities to their lands, territories, and resources, and we seek to obtain their free, prior, and informed consent for projects that may affect them.
- Child Labor: We prohibit the use of child labor in all aspects of our operations and supply chains and are committed to protecting the rights and well-being of children.
- Forced Labor: We prohibit the use of forced or compulsory labor in all aspects of our operations and supply chains and are committed to ensuring that all workers are employed voluntarily and have the freedom to leave their employment.
- Security and Privacy: We respect the rights to security and privacy of all individuals affected by our operations and take measures to protect their personal data and confidential information.
- Access to Remedies: We provide accessible and effective mechanisms for individuals to raise grievances, seek remedies, and obtain redress for any human rights violations or abuses related to our operations.

GOALS:

Our goals under this policy include:

HERITAGE MAX REALTECH PRIVATE LIMITED

- Ensure compliance with international human rights standards, laws, regulations, and industry best practices across all our operations and supply chains.
- Conduct human rights impact assessments for all our development projects to identify, prevent, and mitigate potential human rights risks and impacts.
- Provide training and capacity-building programs for employees, contractors, suppliers, and other stakeholders to raise awareness of human rights issues and promote respectful and responsible conduct.
- Engage with affected communities, indigenous peoples, and other stakeholders in a transparent, inclusive, and participatory manner to respect and protect their human rights and address their concerns and grievances.
- Monitor and evaluate our human rights performance through regular assessments, audits, and reviews, and take corrective actions and improvement measures as necessary.
- Report transparently and publicly on our human rights performance, including key performance indicators, progress against goals, and remediation efforts, to stakeholders, including investors, customers, regulators, and the public.
- Collaborate with governments, civil society organizations, industry associations, and other stakeholders to promote respect for human rights and advance collective efforts to address systemic human rights challenges.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish a dedicated human rights committee or task force responsible for overseeing the development, implementation, and evaluation of human rights initiatives.
- Conduct human rights impact assessments for all our development projects to identify potential risks and impacts on human rights and develop strategies and measures to address them.
- Provide training and capacity-building programs for employees, contractors, suppliers, and other stakeholders to raise awareness of human rights issues and build their skills and knowledge in human rights management.
- Engage with affected communities, indigenous peoples, and other stakeholders in a transparent, inclusive, and participatory manner throughout the project lifecycle to respect and protect their human rights and address their concerns and grievances.
- Monitor and evaluate our human rights performance through regular assessments, audits, and reviews, and take corrective actions and improvement measures as necessary to address any identified deficiencies or non-compliance.
- Report transparently and publicly on our human rights performance through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels, ensuring accountability and transparency to stakeholders.
- Collaborate with governments, civil society organizations, industry associations, and other stakeholders to promote respect for human rights and advance collective efforts to address systemic human rights challenges, including through advocacy, dialogue, and partnership initiatives.

HERITAGE MAX REALTECH PRIVATE LIMITED

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our human rights policy through:

- Regular assessments, audits, and reviews of our operations and supply chains to evaluate compliance with human rights standards, laws, regulations, and industry best practices.
- Grievance mechanisms and feedback channels for stakeholders to raise concerns, report human rights violations or abuses, and seek remedies and redress, ensuring accessibility, confidentiality, and effectiveness.
- Key performance indicators (KPIs) and metrics to measure and track our human rights performance, including the number and nature of human rights grievances, the effectiveness of remediation efforts, and progress against goals and targets.
- Internal reporting mechanisms to communicate human rights performance, incidents, and initiatives to senior management, employees, contractors, suppliers, and other stakeholders, ensuring transparency and accountability.
- External reporting to stakeholders, including investors, customers, regulators, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels, demonstrating our commitment to human rights due diligence, risk management, and accountability.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to respecting and promoting human rights in all aspects of our operations and interactions with stakeholders. By upholding the principles of non-discrimination, labor rights, community engagement, indigenous peoples' rights, child labor, forced labor, security, and privacy, and access to remedies, we aim to create positive social impacts, foster inclusive and sustainable development, and contribute to the well-being and dignity of all individuals affected by our development projects. This policy reflects our dedication to excellence in human rights management and our ongoing commitment to Environmental, Social, and Governance (ESG) principles.

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, regulatory requirements, industry standards, and best practices related to human rights management.

HERITAGE MAX REALTECH PRIVATE LIMITED

DIVERSITY, EQUITY, AND INCLUSION POLICY

INTRODUCTION:

Heritage Max Realtech Private Limited recognizes that diversity, equity, and inclusion (DEI) are essential components of a thriving and sustainable organization. We believe that embracing diversity, promoting equity, and fostering an inclusive culture are not only ethical imperatives but also key drivers of innovation, creativity, and business success. This policy outlines our commitment to promoting DEI in all aspects of our operations as part of our Environmental, Social, and Governance (ESG) Policies.

POLICY STATEMENT:

Heritage Max Realtech Private Limited is committed to fostering a diverse, equitable, and inclusive workplace and business environment where all individuals are respected, valued, and empowered to contribute their unique perspectives, talents, and experiences. We believe that diversity strengthens our organization, equity promotes fairness and justice, and inclusion creates a sense of belonging and collaboration. Through this policy, we aim to:

- Promote diversity in our workforce, leadership, and business partnerships, ensuring representation and inclusion of individuals from diverse backgrounds, including but not limited to race, ethnicity, gender, age, sexual orientation, disability, religion, nationality, and socio-economic status.
- Eliminate discrimination, bias, and prejudice in all aspects of our operations, including recruitment, hiring, promotion, compensation, and decision-making processes, and create a culture of fairness, respect, and equal opportunity for all.
- Foster an inclusive work environment where all employees feel valued, supported, and empowered to fully participate, contribute, and advance their careers, regardless of their background or identity.
- Provide training, education, and resources to raise awareness of DEI issues and build cultural competence and sensitivity among employees, managers, and leaders, promoting understanding, empathy, and allyship.
- Implement policies, practices, and initiatives to address systemic barriers to diversity, equity, and inclusion within our organization and industry, and advocate for social justice, equality, and human rights both internally and externally.
- Engage with diverse communities, stakeholders, and partners to understand their needs, perspectives, and priorities, and ensure that our development projects are responsive to their concerns and inclusive of their voices.
- Monitor and evaluate our progress on DEI goals and commitments through regular assessments, surveys, and audits, and take corrective actions and improvement measures as necessary to advance our DEI objectives.
- Report transparently and publicly on our DEI performance, initiatives, and outcomes to stakeholders, including investors, customers, regulators, and the public, demonstrating our commitment to accountability, transparency, and continuous improvement.

HERITAGE MAX REALTECH PRIVATE LIMITED

GOALS:

Our goals under this policy include:

- Achieve and maintain a diverse workforce that reflects the demographics of the communities in which we operate and encompasses a wide range of backgrounds, perspectives, and experiences.
- Promote equity and fairness in all aspects of our employment practices, ensuring that all employees have equal access to opportunities, resources, and advancement, regardless of their background or identity.
- Foster an inclusive work environment where all employees feel valued, respected, and supported, and where diversity of thought and perspective is embraced and celebrated.
- Build cultural competence and sensitivity among employees, managers, and leaders to enhance communication, collaboration, and teamwork across diverse teams and stakeholders.
- Address systemic barriers to diversity, equity, and inclusion within our organization and industry, and advocate for policies, practices, and initiatives that promote social justice, equality, and human rights.
- Engage with diverse communities, stakeholders, and partners to understand their needs, concerns, and aspirations, and incorporate their input and feedback into our development projects and decision-making processes.
- Monitor and evaluate our progress on DEI goals and commitments through key performance indicators (KPIs), metrics, and benchmarks, and report transparently and publicly on our DEI performance, initiatives, and outcomes.
- Continuously assess and improve our DEI policies, practices, and initiatives based on feedback, data, and best practices, and collaborate with stakeholders to advance our DEI objectives and create positive social impacts.

IMPLEMENTATION:

To achieve the objectives outlined in this policy, Heritage Max Realtech Private Limited will:

- Establish a dedicated DEI committee or task force responsible for overseeing the development, implementation, and evaluation of DEI initiatives and programs.
- Conduct regular assessments and surveys to measure employee diversity, equity, and inclusion perceptions, experiences, and satisfaction levels, and identify areas for improvement and action.
- Provide training and education programs for employees, managers, and leaders to raise awareness of DEI issues and build cultural competence and sensitivity, and empower them to champion DEI efforts within their teams and across the organization.
- Implement policies, practices, and initiatives to promote diversity, equity, and inclusion in recruitment, hiring, promotion, retention, and talent development, and ensure that all employment decisions are based on merit, skills, and qualifications.
- Foster an inclusive work environment where all employees feel valued, respected, and empowered to contribute their unique talents and perspectives, and where differences are celebrated and leveraged as strengths.

HERITAGE MAX REALTECH PRIVATE LIMITED

- Engage with diverse communities, stakeholders, and partners to understand their needs, concerns, and priorities, and incorporate their input and feedback into our development projects and decision-making processes.
- Monitor and evaluate our progress on DEI goals and commitments through key performance indicators (KPIs), metrics, and benchmarks, and report transparently and publicly on our DEI performance, initiatives, and outcomes.
- Collaborate with governments, civil society organizations, industry associations, and other stakeholders to promote diversity, equity, and inclusion in our industry and advocate for policies, practices, and initiatives that advance social justice, equality, and human rights.

MONITORING AND REPORTING:

Heritage Max Realtech Private Limited will monitor and report on the implementation of our DEI policy through:

- Regular assessments and surveys to measure employee diversity, equity, and inclusion perceptions, experiences, and satisfaction levels, and identify areas for improvement and action.
- Key performance indicators (KPIs), metrics, and benchmarks to measure and track our progress on DEI goals and commitments, including workforce diversity, representation, inclusion, and equity.
- Internal reporting mechanisms to communicate DEI performance, initiatives, and outcomes to senior management, employees, contractors, suppliers, and other stakeholders, ensuring transparency and accountability.
- External reporting to stakeholders, including investors, customers, regulators, and the public, through our annual sustainability reports, corporate social responsibility disclosures, and other communication channels, demonstrating our commitment to diversity, equity, and inclusion and responsible corporate citizenship.
- Engagement with diverse communities, stakeholders, and partners to solicit feedback, input, and suggestions for improving our DEI policies, practices, and initiatives, and ensuring alignment with their needs and expectations.

CONCLUSION:

Heritage Max Realtech Private Limited is committed to fostering a diverse, equitable, and inclusive workplace and business environment where all individuals are respected, valued, and empowered to contribute their unique perspectives, talents, and experiences. By promoting diversity, equity, and inclusion in all aspects of our operations and interactions with stakeholders, we aim to create a culture of belonging, collaboration, and innovation that drives sustainable growth and social impact. This policy reflects our dedication to excellence in DEI management and our ongoing commitment to Environmental, Social, and Governance (ESG) principles.

HERITAGE MAX REALTECH PRIVATE LIMITED

This policy shall be regularly reviewed and updated as necessary to reflect changes in our business operations, regulatory requirements, industry standards, and best practices related to diversity, equity, and inclusion management.