

DIPTAB VENTURES PRIVATE LIMITED



Communication Policy

***Note:** The policy will be applied at the discretion of management. The management reserves that right to modify/change this policy as deems fit. Any change in the guidelines narrated below would be communicated to all employees.*

Communication Policy

1. Introduction and purpose -

1.1 Diptab Ventures Pvt Ltd (hereinafter referred to as the “Company” or “Lets Transport”) recognizes that communication is a vital management component to any organization. Whether the purpose is to update employees on new policies, to ensure safety throughout the organization or to listen to the attitudes of employees, effective communication is an integral issue in effective management. Having a good communication policy in place reduces conflicts and misunderstandings, and eases uncertainties. This communication policy (“Policy”) shapes expectations and provide guidelines to manage the flow of communication within the Company and externally with its stakeholders.

2. Scope -

- 2.1** This policy applies to all employees of the Company and covers all forms of communication – written, verbal and electronic communication - up, down and across the Company and outside the Company.
- 2.2** Employees shall abide by this Policy and any violation may be subject to disciplinary action, up to and including termination.

3. General Principles –

- 3.1** Employee shall ensure that all communication should be a) audience-specific and appropriately segmented; b) appropriate in its tone and content; c) clear, concise, and limited in length, if written; d) timely, based on content; e) sent via the most appropriate communication channel of communication.
- 3.2** Planned and timely communication - Employees shall ensure that communication about significant matters needs to be thoroughly planned. Being too busy is not an acceptable excuse for inadequate or ineffective communication.
- 3.3** Format of communication - There is unlikely to be an effective exchange of meaning or understanding unless there is discussion and the opportunity for questions to be asked and answers received. Employees shall use appropriate form for every communication in accordance with this Policy, including but not limited to videoconferencing with remotely placed colleagues. Written or electronic messages should be supplemented by face-to-face communication where feasible, especially when they involve Company policy and strategies.
- 3.4** Effective communication will only come if communicators at all levels seek out feedback and take appropriate action to ensure the intended meaning is passed on to relevant recipients. Obtaining feedback and listening effectively are critically important for good communication.
- 3.5** Fairness and truth- All communication must be truthful and ethical. The impact and consequences of communication determined in advance must be considered. Information provided to any individual employee should be also provided at the same time to all others relevant employees. While communicating, the special communication needs of shift employees or employees located in remote or hybrid work modes, if any should always be considered.
- 3.6** Employees shall ensure that any electronic communications should be sent in line with the guidelines provided by the Company and Company's Information Technology Policy. Employees shall adhere to Company's Social Media Employee Guidelines Policy while using any of the social media platforms.
- 3.7** Managers shall be responsible to ensure all employees familiarise themselves with this Policy. Employee shall ensure to communicate in line with this Policy. Mischievous communication (e.g., starting or spreading rumours known to be untrue) shall not be tolerated by the Company.
- 3.8** Communication between and amongst employees must be professional at all times. Employees are to be addressed by either their first names or by their initials in all written communication, except letters which must bear their full names. The use of titles, nicknames or any other names is strictly prohibited in written communication.
- 3.9** Internal communication can take several forms such as email correspondence, in person meetings, virtual meetings, video calls, audio calls. All such communications shall be in accordance with this Policy.

4. General Principles for external communication -

- 4.1** All employees should, in their daily work, behave as if they were representatives and ambassadors of the Company. Therefore, each employee should be committed to preserving and enhancing Company's reputation. Any illegal or offensive behaviour or statement, including via social media accounts, which could cause damage to the Company shall be avoided and is strictly prohibited.
- 4.2** When making any presentation or speaking at any event or conference outside the Company, the presentation should be checked by the HR department, or any other person so designated in advance.
- 4.3** Only authorised persons shall be permitted to have formal engagements with external stakeholders. Authorised employees shall be the employees so approved by the Company from time to time for specific kinds of communications on behalf of the Company. Authorised employees are also those whose communication with external stakeholders fall within their approved job description. Any communication with media shall be handled with the highest levels of sensitivity and professionalism.
- 4.4** External communication on behalf of the Company shall aim to promote overall knowledge and awareness of Company, its markets, products, services etc., among the different external stakeholder categories.
- 4.5** Based on fact – Employees shall ensure that every communication is based on facts from evidence and confirmed data. A communication shall not create misconceptions that could raise false expectations. This also means that employees shall not comment on rumours or third-party matters including competitors, and do not speculate on the outcome of pending issues until such time as an official decision has been reached or unless so approved by the Company.
- 4.6** Consistency - It is essential to Company's reputation that all messages are in line with an agreed upon Company's position. To this end, Company requires that all employees shall direct inquiries or contact from: members of the investment community, news organizations and mass media, the local community, governments or any other external source to the HR department or any other department so designated by the Company. Statements made by the employees, regardless of position in the Company, may be understood as being an official statement of the Company's stance on any particular issue. As a result, employees must not publicize facts, opinions, photos or videos about Company in traditional mass media or in social media without consent by the HR department or any other department so designated.
- 4.7** External communication can take several forms such as email correspondence, newsletter, media publications/interviews, corporate presentations, speeches, other publications, brochures, leaflets and advertisement, meetings, video calls, audio calls. All such communications shall be in accordance with this Policy.

Approved by:

CEO