

Collating feedback and inputs from our stakeholders and its consideration and incorporation in our policies and practices is of utmost priority to us. We strive for continuous improvement and benchmark ourselves is part of our continuous improvement process. At times, we also get learning from our Users, Customers, Vendors, Experts and our back end team is continuously engagement in aligning our policies and procedures w.r.t. practical and valid suggestions received from stakeholders and experts.

The whole idea behind engaging stakeholders in policy and procedure alignment / feedback management is:

- Bringing fresh perspective
- Continuous improvement
- Benchmarking ourselves
- Stakeholders keeping active in policy development process
- Meeting stakeholder expectations
- Customer satisfaction
- Considering impact of Community Standards on Society
- Creating a policy development process which is transparent
- Building trust in our stakeholders
- Focus on having legitimate, relevant and content based policies and procedures

Our **Board Member Team** looks for Policies and Procedures and we have developed a team “Stakeholder Management Team” under **Board Member Team** whose main goal is keeping stakeholders actively engaged in policy and procedure development and getting valuable feedback from them.

There are many reasons for drafting a new policy or revise an existing one (Some of them are):

- Continuously building our policies to meet the needs of our community
- Suggestion from external stakeholders that a particular policy fails to address an issue that’s important to them.
- Media draws attention to a policy gap
- Members (employees, contractors, and out-sourcing partners are responsible for enforcing the Community Standards) feedback about trends or need for policy clarification
- Feedback of our Research team (both within Product Policy and in other parts of the company)

For giving any feedback, you may write a mail to feedback@suffrage.in with all details about you and your suggestions

As a stakeholder, we would also expect due co-operation and patience from your end as we are serving to 1000 Users in geography of India which is widespread and we get as much as 2 no of feedback on a daily basis. Our Stakeholder Management Team considers each feedback and suggestion received from stakeholders, it may take time to get your feedback considered. However, every valid and authentic suggestion would definitely be incorporated as our Management Team and SUFFRAGE operates with a vision of Educating people in politics.

We also understand that SUFFARGE / Open IND Networks is ultimately responsible for substance of policies and procedures, to deepen our relationship with stakeholders and benchmark ourselves, we have brought Stakeholder Engagement Policy in place. The policies we launch are owned by us but they are robust by virtue of having been framed with consultation and involving stakeholders. It's not enough to determine impact of our policies on users in general. We need to deepen our thoughts in understanding impact particularly on people vulnerable by virtue of laws, cultural practices, poverty, or other reasons that prevent them from speaking up for their rights. That's the whole idea behind development of stakeholder engagement policy.

E.g. Due to GDPR Implementation, Data security and Data Privacy policies have undergone significant changes which ultimately had led to all organizations to re-visit their policies.

We would also like to indicate that incorporation of feedback / suggestion from stakeholder is purely decision of Stakeholder Management Team based on Management calls. In case, wherein we require further discussion over a feedback / suggestion provided, we may get back in touch with you through Video Conferencing or similar platform. It's important to acknowledge that our policies will never make everyone happy. Our job is to frame thoughtful policies knowing that our work will be criticized by few.

We strictly follow SOP for modification in policy and procedure wherein Stakeholder Management Team on receipt of inputs from various inputs from stakeholders inform to (Board Member Team). They validate authenticity, practical nature of feedback, impact of incorporation of feedback as well as multiple layers of research. As part of our work we continuous discuss to outside experts — academics, NGOs that study hate speech, and groups all across the political landscape. This engagement helped us to confirm that elements in policy are comprehensive and aligned with patterns of behavior. We will continue to consider adjustments to our policies in light of opinions from experts and civil society. Based on feedback, Stakeholder Management team lists down policy questions requiring feedback and determines what types of stakeholders to prioritize for engagement. We then reach out to external stakeholders, gathering feedback that we document and update policies accordingly. Our said engagement with stakeholders may be in multiple forms:

- Video Conferencing
- Meetings in person
- Calls

- Consultants being appointed
- Group discussions (or also bringing together stakeholders of particular group / community)

In our conversations, we also share our views on proposed changes in policies and obtain their perspective over such changes and consequential impact of such change. The feedback is then informed to (Board Member Team) and deliberated into process to understand pros and cons

Stakeholder Management team presents a detailed summary of the feedback we've received and we lay out the views of our stakeholders on a spectrum of policy options.

This summary can be seen over below link (This excludes name of our employees and specific stakeholders as mentioned above. This will help to anyone to understand methodology, approach, rationale and decision-making process.

Sr. No.	Particulars	No.
1	Requests received during the month	
2	Request accepted during the month	
3	Requests under implementation	
4	Request not considered valid	

We have found that the above referred platforms lends itself to candid dialogue and relationship-building. We don't release the names of those we engage with because conversations can be sensitive, and we want to ensure open lines of communication. Some stakeholders also request or require confidentiality

There are exciting challenges, and we look forward to working with our stakeholders to improve the level of our engagement and its contribution to the development of our policies.

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