



ROSHEM

2021 Stakeholder Engagement Policy

1. Introduction, Goals and Outcomes

1.1. Introduction

Our team members have prepared this Stakeholder Engagement Policy for the year 2021. The policy reflects the needs, interests and involvement of our current stakeholders across the international landscape of our work, including Israel, Serbia and the United States of America.

Stakeholder engagement is the process used by a company or organization to engage relevant stakeholders for a clear purpose with the goal of working collaboratively to achieve positive economic, social and environmental outcomes.

Roshem Impact Stakeholders include our company's **team members, clients, network members, suppliers, the ESG and impact investment community, shareholders** and **advisors** in accordance with the geographic scope and location of a particular project or initiative.

It is now also recognized as a fundamental accountability mechanism, since it requires a company or organization to:

1.1.1. Involve stakeholders in identifying, understanding and responding to governance, sustainability and impact issues, concerns, and;

1.1.2. To report, explain and answer to stakeholders with regards to the company or organization's decisions, actions and performance across a range of indicators, including those that are governance-based, financial, social, and environmental.

1.2. Goals

1.2.1. Stakeholder involvement in the process of setting specific outcome objectives related to the economic, social and environmental performance of the company and its projects and initiatives.



1.2.2. Transparency and accountability related to the company's achievement of specific outcomes related to its economic, social and environmental performance.

1.2.3. Stakeholder involvement in the process of Roshem Impact client and partnership-based projects substantiating progress according to Sustainable Development Goals and Indicators.

1.2.4. The ongoing development of an inclusive, fair and transparent corporate culture, that engages stakeholders in the identification of potential gaps and problem areas related to service delivery by Roshem Impact.

1.3. Outcomes

Roshem Impact is dedicated to outlining specific outcomes as related to the positive social and environmental impact our Stakeholder Engagement initiatives are intended to create. Our process in realizing those outcomes involves:

1.3.1. Collaboratively creating project-specific stakeholder engagement plans;

1.3.2. Outlining specific impact metrics according to internationally-recognized standards, including, but not limited to, the Global Impact Investing Network's catalog of IRIS impact metrics;

1.3.3. Establishing clear methods of engagement, setting meeting dates and leading collaborative projects in accordance with each individual project-specific stakeholder engagement plans.

2. Governance and Decision-Making

2.1. Roshem Impact Stakeholder Engagement Initiatives are governed by the company's Executive Board, and are influenced by feedback from Non-Executive Team Members, Advisors, and Investors.

2.2. Our Executive Board establishes Stakeholder Engagement Policy, Plans, and Procedures, that are then presented to potential and current Stakeholder Board members, and become open for feedback from both the Stakeholder Board, and Stakeholders that are not officially engaged with Stakeholder Board initiatives, including, but not limited to: Roshem Impact Team Members, RAZ Network



Members, Client Affiliates and Members, End-Users and Beneficiaries related to our Clients' services, solutions, and technology platforms.

2.3. Stakeholder Engagement practices and procedures may vary from one geographic location to the next, in accordance with Roshem Impact client and partner projects, in alignment with the needs, goals and objectives that relate to particular local stakeholder groups, including underrepresented groups that may vary. For example, across Israel, Serbia and the United States, definitions of underrepresentation may vary depending on ethnicity, race, religion, economic status, occupation, gender, political opinion and further determining factors.

3. Scope of Engagement

The following are specific methods of engagement that relate to the scope of Stakeholder inclusion as part of Roshem Impact Governance:

3.1. Stakeholder Boards - Official corporate governing bodies that involve long-term representatives of stakeholder groups, including team members, clients, network members, suppliers, the ESG and impact investment community, shareholders and advisors.

3.2. Collaborative Stakeholder Engagement Planning - A project-based process that involves Stakeholders in the development of specific engagement plans that relate to a particular project or initiative.

3.3. Online Forums, Groups and Surveys - Stakeholder participation in online Forums and Groups is enabled through communications channels including: video conference calling, messaging applications, by email, and directly on the Roshem Network: <https://roshem.net> Surveys are sent out to Stakeholders by email and uploaded to Roshem Impact digital platforms including Roshem Impact <https://roshemimpact.com>, the RAZ Network <https://razfinance.net> and impact management platform <https://razfinance.io>

4. Employee and Advisor Engagement

4.1. Roshem Impact engages individuals who participate in our Information Technology and Impact Management training programs as part of our Stakeholder Engagement Planning processes. Team members engaged as part of our information technology, communications and web development team are provided with formal onboarding training that includes skills development for their



particular area of work, along with introductions to the company's overall scope of work in the impact finance, impact measurement and management, and sustainable development fields.

4.2. Employees are provided with access to the RAZ Network online platform and its tools and resources, while also being provided with opportunities to take additional courses related to their professional development. According to their scope of personal interest, additional opportunities are provided related to non-career related development, including language courses, sponsorship of employee sports activities and training, and flexible work schedules that accommodate such employee initiatives.

4.3. The Roshem Impact team engages female Advisory Board members who have experienced barriers to employment or have been underemployed as part of our Stakeholder Engagement Planning processes

4.4. Plans and procedures are in development for the purpose of engaging minority and underrepresented groups. The identification and engagement of these underrepresented groups takes place in partnership with RAZ Network members <https://razfinance.net>

5. Impact Measurement and Management

Standards, resources, tools and methodology utilized for the purpose of impact measurement and management to substantiate and verify the achievement of economic, social and environmental impact outcomes include, but are not limited to:

5.1. Progress, program and policy development in alignment with B Corporation standards, at Roshem Impact and alongside its affiliates, clients and partners;

5.2. The Global Impact Investing Network catalog of IRIS Impact Outcomes;

5.3. Direct stakeholder involvement in impact report reviews and impact outcome verification;

5.4. Metrics, data, tools and resources available on the RAZ Network <https://razfinance.net>;

5.5. Targets and Indicators in accordance with the Sustainable Development Goals.



6. Reporting and Transparency

The levels of reporting within the company for the year 2021 are:

- 6.1. **Publicly transparent** reporting made available on the company's website at: <https://roshemimpact.com/stakeholder-engagement/>;
- 6.2. Reporting to the **Executive Board** inclusive of **Team Member** representation;
- 6.3. Reporting to the **Stakeholder Board**;
- 6.4. Reporting to the **Advisory Board**;
- 6.5. Reporting to the Company's **Clients** and **Network Members**;
- 6.6. Reporting to the **Impact Investment Community and Stakeholders**, including **Affiliated** and **Member Businesses, Customers, and Program Participants** through the **RAZ Network**: <https://razfinance.net>;
- 6.7. Third-party verification and certification through the non-profit B Lab organization.

7. Company Accountability

The formal accountability structure for the year 2021 is as follows:

Grievances and disciplinary issues are addressed directly by the CEO, Stakeholder Board Chair, or Advisory Board Chair or Working Group Leader.

Board members are provided with clear performance-based expectations, key performance indicators and milestones related to their work.



Accountability Level	Structure	Representation and Responsible Individuals	Procedures
Executive	Executive Board	Executive managers and advisors Team members including non-executive managers Board Chair: Miriam Davidovic miriam@roshem.com Secondary contact: Raphael Bitterman raphael@roshem.com	The Executive Board develops Stakeholder Engagement Policy and Procedures. The Executive Board leads the company's scaling and growth strategy, the development of new and improved service offerings, programs, policies and procedures, along with the consistent implementation of sustainable development and impact management standards as part of the company's operations.
Executive	Stakeholder Board	Representation includes Customers, Suppliers, Investees, Government Representatives and Investees.	The Stakeholder Board reviews and improves Stakeholder Engagement Policy and Procedures. The Stakeholder Board further reviews reports, impact data, and outcomes reported on and developed by the Advisory Board, and the Stakeholder Engagement Planning working group.
Leadership and Advisory	Advisory Board	Representation includes Customers, Suppliers, Investees, Impact Investors, and advisors selected for their commitment to sustainability, the realization of impact outcomes, and the development of the regenerative economy.	The Advisory Board leads the company's business development processes and implements clear sustainable development, impact measurement and management, and investment strategies. The Advisory Board further reviews company projects and initiatives, technological platforms, pricing and service structure, corporate policies and procedures.
Leadership and	Stakeholder	Representation includes Customers,	The Stakeholder Engagement Planning Group



Advisory	Engagement Planning Group	Suppliers, Investees, Team Members, the Impact Investment Community, Community Organizations and Nonprofits, Advisors and Program Participants.	is an active working group that develops engagement plans for each individual company project or initiative. The Group further develops project plans and specific outcome measurement plans in alignment with third-party standards acceptable to the company.
Project-Based Engagement	Variable Structure Per-Project		Project-Based Engagement Group structure, representation and scope of work vary on a per-project basis and depend on the specific needs, and intended outcomes, related to collaborative work with Customers, Suppliers, Community Organizations, Team Members and further stakeholders.

2021 Stakeholder Engagement in Practice

Stakeholders	Method of Engagement	Company Initiatives
Team Members	<ul style="list-style-type: none"> - Weekly team meetings - Executive board meetings inclusive of non-executive team members - Employee surveys - Team member involvement in policy development - Team member inclusion in executive meetings with clients, partners and investees 	<ul style="list-style-type: none"> - Dedicated meetings once per week - Roshem Impact Stakeholder Engagement Policy development - Corporate policy development - Impact measurement and management strategy development
Customers	<ul style="list-style-type: none"> - Regular meetings in accordance with project goals and impact outcomes 	<ul style="list-style-type: none"> - Meetings once per week during active projects. Monthly Stakeholder Board and Advisory Board



	<ul style="list-style-type: none"> - Customer representation on Stakeholder Boards - Customer representation on Advisory boards - Customer feedback on company policy, communication, pricing, program development and stakeholder engagement policy and strategy 	<p>meetings.</p> <ul style="list-style-type: none"> - Clear communication channels with identified team leaders - Feedback mechanisms include the https://razfinance.net platform
Suppliers	<ul style="list-style-type: none"> - Quarterly meetings - Supplier representation on stakeholder boards - Supplier representation on advisory boards 	<ul style="list-style-type: none"> - Online and community meetings - Customized feedback mechanisms that address the unique needs of each Supplier
The Impact Investment Community	<ul style="list-style-type: none"> - Engagement through the Roshem Network: https://razfinance.net 	<ul style="list-style-type: none"> - Facilitating active collaboration between stakeholders across the impact investing and regenerative economic community, with a focus on stakeholder capitalism - Customized feedback mechanisms that address the unique stakeholder needs, including custom training through the https://razfinance.net platform
Community Organizations and Nonprofits	<ul style="list-style-type: none"> - Monthly meetings related to active client projects, partnerships and collaborative initiatives - Engagement through the RAZ Network https://razfinance.net - Community and Nonprofit Organization representation on the Roshem Impact Stakeholder Board and Advisory Board 	<ul style="list-style-type: none"> - Customized feedback mechanisms that address the unique needs of each Community Organization and Nonprofit, including custom training through the https://razfinance.net platform - The development of community-specific programs and initiatives, according to the regions within which members of this Stakeholder category operate