

## **GRIEVANCE HANDLING POLICY**

**2023**

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## 1. Introduction

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

## 2. Scope

The grievance mechanism procedure applies to all external stakeholders of our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company internal grievance standard. This policy would also not include situations covered in other grievance redressal policies such as POSH at workplace policy, Tobacco, Alcohol and Drug abuse policy, Whistle Blower policy etc.

Shareholder grievances will also be out of scope of this policy and will continue to be addressed as per law.

## 3. Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs.

## 4. Grievance Reporting Channels

Everest Industries Limited will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to vocalize their grievances formally. Stakeholders can connect with the through the Everest EthicalView Helpline by contacting their toll-free number 1800 209 9098 or email at [everest@ethicalview.com](mailto:everest@ethicalview.com). EthicalView, an Ethics Helpline Service run and operated by Spectra Management Consultancy Pvt. Ltd. is a secure, efficient and impartial reporting channel for whistle blowers across the globe. Employees, vendors, customers as well as third parties associated with an organisation can report any

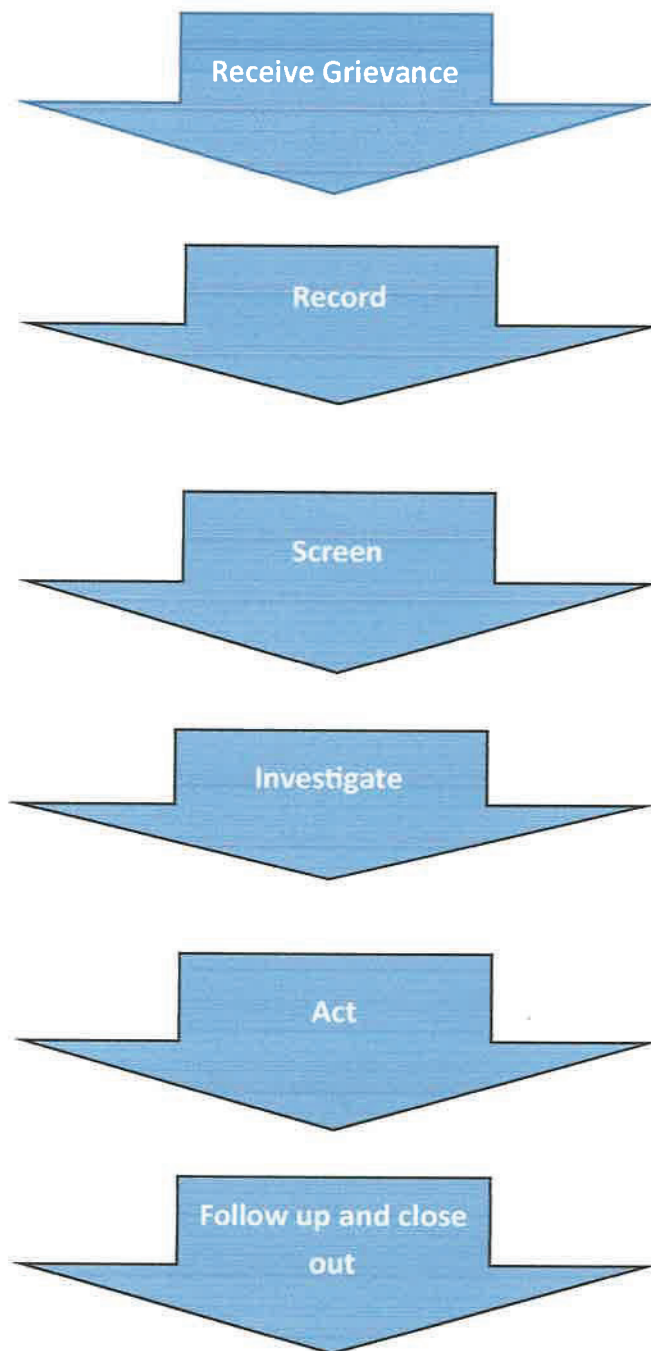
concerns relating to suspected malpractices or fraudulent activities by a toll-free call, fax, email or by mailing to a dedicated post office box.

#### 5. Roles and Responsibilities

Role/ Position Title	Responsibility
Grievance Committee (Comprising of CHRO and VP – Strategy along with MD)	<ul style="list-style-type: none"> <li>Investigate the grievance and liaising with the external/internal stakeholder/s.</li> <li>Developing resolutions and actions to rectify any issues.</li> <li>Create an internal team or hand the work to an objective third party to investigate the matter.</li> <li>Follow up and track progress of grievance.</li> </ul>
Grievance Officer (CHRO)	<ul style="list-style-type: none"> <li>Receive grievances and forward to Grievance Committee.</li> <li>Make sure the grievance mechanism procedure is being adhered to and followed correctly.</li> <li>Maintain grievance register and monitor any correspondence.</li> <li>Monitor grievances/trends over time and report findings to the Committee.</li> <li>Document any interactions with external stakeholders.</li> </ul>
Employees (including all Officers of CSR, IR, Admin & EHS)	<ul style="list-style-type: none"> <li>Report grievances.</li> <li>Provide information and assistance in responding and closing the grievance in a fair manner as per policies of the company.</li> </ul>

## 6. GRIEVANCE MECHANISM PROCESS

The figure below describes the process that will be used to resolve any grievances:



The Grievance Officer receives all grievances that come through via email and will review the grievance form and process the grievance in accordance to this procedure.

**a. Record**

All formal grievances will be logged in the Grievance Register and Grievance Lodgment Forms will be saved in record of correspondence. The grievance register and the grievance lodgment forms can also be stored in soft copies and shared via electronic media.

**b. Acknowledge**

A grievance will be acknowledged by the grievance owner, within five working days of a grievance being submitted.

**c. Investigate**

The Grievance officer along with the employees is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

**d. Act**

Following the investigation, the Grievance officer will use the findings to create an action plan outlining steps to be taken to resolve the grievance. The Grievance officer is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

**e. Follow up and close out**

The Grievance officer will contact the external stakeholder/s after the grievance is resolved. When contacting the external stakeholder, the stakeholder officer will verify that the outcome was satisfied and gather any feedback on the grievance process.

## **7. STORING OF GRIEVANCES**

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed by the Head-Strategy, and confidentiality is maintained for all parties involved.

Date – 28<sup>th</sup> February 2024