

INVESTOR GRIEVANCE REDRESSAL POLICY

(adopted on April 01, 2023)



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1. Objective

The Company is dedicated to fostering a supportive and communicative work environment. We promote transparency and encourage employees to engage in open dialogue with Management. This policy ensures that all employees can freely discuss concerns and ideas at any level within the Company.

We have established a clear grievance handling process to support our commitment to open communication and fair treatment for all employees. This process is designed to address concerns effectively and reinforce our dedication to a positive and equitable workplace.

2. Applicability

This policy is applicable to all employees of the Company.

3. Procedure

- The Company values employees' suggestions and ideas, and encourages them to share their thoughts at any time. Employees can submit their suggestions, ideas, comments, and concerns in writing or by forwarding them to a member of management.
- If an employee encounters a problem at work, they should first discuss it with their immediate manager. Managers are responsible for addressing and rectifying issues within their scope.
- Managers are responsible for ensuring that procedures align with the Company's policy. They are also tasked with promptly addressing and resolving employees' concerns.
- If the issue remains unresolved or is not appropriate to discuss with the manager, the employee may escalate the matter to the head of the Department.
- If the problem persists beyond one week or if the resolution is deemed unsatisfactory, the employee may escalate the issue to the Grievance Redressal Committee. Employees may also choose to submit their grievances via email. The HR will assist in setting up appropriate email addresses for this purpose.
- When needed, the Grievance Redressal Committee will be established within three days of a request.
- The unanimous decision of the Grievance Redressal Committee will be binding on all parties involved, including the complainant and the individual against whom the grievance is raised.
- The Company encourages all employees to seek solutions to any problems without fear of retaliation. Management will take disciplinary action, up to and including termination, against anyone who prevents an employee from discussing issues with management, harasses an employee, or makes adverse employment decisions based on an employee's communication with another management person.

4. General Guidelines

- Grievances must be legitimate and should not be intended to defame any employee.

- To preserve the effectiveness of the process, minor issues should not be reported as grievances. The following matters do not fall under the scope of the grievance process:
 - Issues that do not directly concern the individual.
 - Policies and procedures related to the terms and conditions of employment.
 - The discharge or dismissal of an employee.

- Any employee complaint involving illegal discrimination, gender harassment, substance abuse, or violations of ethics policies must be promptly referred to Human Resources for investigation.
