

STAKEHOLDER GRIEVANCE REDRESSAL POLICY

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BACKGROUND

KRBL Limited is committed to a high standard of corporate behavior which should act as benchmark for the industry. Company also believes in conducting its business in a fair and transparent manner by adopting highest standards of professionalism, honesty, integrity and ethical behavior. The Company also wants to develop a culture where it is safe for all stakeholders to raise concerns about any unacceptable practice or behavior.

We have robust systems and procedures to identify priorities and address the concerns of all our key stakeholders in our business activities as well as at the corporate level. Towards this end, Company has formulated a Grievance Redressal Policy ("Policy").

DEFINITION

Chief Grievance Redressal Officer – Chief Grievance Redressal Officer means the head of the respective department with whom the complaint belongs.

Complaint – Complaint means any concern raised by the customer, supplier, employee or any other stakeholder, through written or electronic communication made in good faith which raises a grievance.

Employee – Employee means all employee(s) of the company (including employees on Contract basis), Directors of the Company and Key Managerial Personnel and Senior Management Personnel as defined under the Companies Act, 2013.

Good Faith – Good Faith means there is a reasonable basis for communication of Unethical and Improper Practice(s) or any other alleged wrongful conduct.



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Stakeholders – Stakeholders are the persons/entities who either affect or are affected by the operations of the Company.

OBJECTIVE

The objective of this policy is to work in a transparent manner and treat all the stakeholders of the Company with dignity and respect. This policy aims to establish a responsive, fair, expeditious and stakeholder-centric, query/complaint or grievance management procedures across all our operations.

There are various types of grievances which can be classified as under:

- Employees concern related to the work environment, health and safety wages etc.
- Customers concerns related to the quality, quantity and price of the product.
- Suppliers concerns related to the price, payment of material etc.
- Government Authorities concerns related to the compliances of all laws applicable on the company.

SCOPE

This Policy is applicable to all the stakeholders of the company whether internal or external and includes all employees wherever located, customers, suppliers dealing the Company.

POLICY REQUIREMENTS

We believe it is our responsibility to –



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- a) Ensure visibility and accessibility of grievance redressal process to all our stakeholders.
- b) Handle grievances professionally and in a transparent manner.
- c) Ensure objectivity in the grievance redressal process.
- d) Provide prompt and responsive complaint resolution to all our stakeholders.
- e) Ensure confidentiality of complainant's information unless required for addressing the complaint.
- f) Ensure clear accountability for resolution and reporting of complaints.

COMPLAINT RESOLUTION PROCEDURE

- Complainant shall make an complaint in writing or by e-mail at investor@krblindia.com
- On receipt of Complaint, Chief Grievance Redressal Officer as mentioned in the policy consider such complaint and initiate such steps which is required to resolve it.
- Complaint resolution process shall be completed in a time bound manner.
- Complainant should be informed about the findings in writing or by e-mail or by other means which Chief Grievance Redressal Officer thinks suitable.
- If the complainant is not satisfied with the reply then he/she can ask for further clarification.

IMPLEMENTATION

- a) This policy is communicated to all employees and stakeholders in a manner that is appropriate and meaningful.



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- b) Our business units have appropriate systems and processes in place to ensure compliance with this policy and with statutory provisions, including processing of grievances for redressal.
- c) Compliance with policy will be regularly monitored through Policy on Vigil Mechanism (Whistle Blower Policy) which provides a platform for reporting concerns and misconduct and provides for the protection of employees and directors who raise concerns about any poor or unacceptable practice and any event of misconduct.
- d) Company has a Stakeholder Relationship Committee Who deals with the grievances related to share transfers, Split, Consolidation and endorsement.

NOTIFICATION

All departmental heads are required to notify and communicate the existence and contents of this Policy to all the employees of their department.

In case of new employee, Human Resource Department shall be responsible to notify this Policy to such new employee at the time of his / her joining.

This policy as amended from time to time shall be notified immediately.

