

# Stakeholder Grievance Redressal Policy

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ELANTAS Beck India Ltd. is dedicated to promoting transparency, sustainability and responsible business practices. We recognize the importance of addressing the concerns and grievances of our stakeholders in a fair, transparent, and efficient manner. This policy outlines our commitment to maintaining positive relationships with all stakeholders and provides a structured framework for grievance redressal.

## **1.0 Introduction and Objectives**

At ELANTAS Beck India Ltd., we are committed to sustainable growth and ethical practices. Our Stakeholder Grievance Redressal Policy aims to establish a fair, accessible, and effective mechanism for stakeholders to raise and resolve grievances, thus fostering trust and minimizing conflicts.

## **2.0 Scope and Definitions**

This policy applies to all internal and external stakeholders who are directly or indirectly affected by our operations. Stakeholders include employees, contractual staff, customers, suppliers, investors, lenders, distributors, community members, media, and government authorities.

## **3.0 Grievance Redressal Channels**

Stakeholders can report grievances via multiple channels, such as email, phone, or in writing. The contact details for each stakeholder category and their respective contact officers and escalators are provided as below:

Stakeholder	Stakeholder contact officer	Escalation -1	Escalation -2
Community	Manager- CSR	CSR Head	Managing Director
Contractors	Manager-Purchases	Head- Purchases	Chief Financial Officer
Customers (Distributors and channel partners)	Manager- Customer Services	Head -Commercial	Managing Director
Distributors and channel partners	Manager- Customer Services	Head -Commercial	Managing Director
Employees	Manager- HR	Head- HR	Managing Director
Government authorities	Manager- Secretarial	Head- Legal & Company Secretary	Managing Director
Investors	Manager- Secretarial	Head- Legal & Company Secretary	Managing Director
Media	Manager- Marketing	Head-Marketing	Managing Director
Suppliers	Manager-Purchases	Head- Purchases	Managing Director

## 4.0 Grievance Redressal Process

Upon receipt of a grievance, an acknowledgment will be sent within 3 working days. The Stakeholder Contact Officer (SCO) will investigate the grievance. If necessary, a dedicated team will be formed, comprising experts from relevant departments. The investigation may involve site visits, consultations, and evidence gathering. Based on the investigation, the team will create an action plan outlining steps to resolve the grievance. Roles, responsibilities, and timelines for action implementation will be defined.

We are committed to resolving grievances within a reasonable timeframe as determined by the concerned SCO or within the legal mandate. If more time is required, stakeholders will be informed along with expected resolution timelines.

## 5.0 Roles and Responsibilities

### Stakeholder Contact Officer (SCO):

- Investigate grievances in a transparent and independent manner.
- Identify solutions and actions for resolution.
- Maintain detailed records of meetings, actions, and decisions.
- Ensure confidentiality and privacy in record-keeping.
- Provide feedback and take corrective actions when necessary.
- Monitor progress and recommend preventive measures.

### Investigation Team as formed by Managing Director:

- Formed for escalated cases, ensuring impartiality.
- Conduct thorough investigations and site visits as required.
- Develop action plans with defined responsibilities and timelines.
- Uphold confidentiality and privacy in all proceedings.
- Provide feedback and take corrective actions when necessary.
- Recommend improvements to avoid similar grievances in the future.

## 6.0 Documentation and Reporting

All grievance-related documentation will be maintained, detailing stakeholder information, grievance description, investigation process, action taken, outcomes, resolution date, feedback, and additional remarks, as may be necessary on a case to case basis. This information will be used for continuous improvement and disclosed in our annual sustainability reports so far as it is necessary to be disclosed.

## **7.0 Review and Monitoring**

We commit to periodically review our grievance redressal process. Key Performance Indicators (KPIs) will be established to assess the effectiveness of our grievance resolution efforts.

## **8.0 Training and Capacity Building**

We will provide training to employees involved in the grievance redressal process to ensure consistent, effective, and empathetic handling of stakeholder concerns.

This Policy has been approved by the Board of Directors of ELANTAS Beck India Limited on 20<sup>th</sup> December, 2023 and is effective from this date.