

# INDO COUNT INDUSTRIES LIMITED

  

## STAKEHOLDER GRIEVANCE REDRESSAL POLICY

Version No.: 1.0

Version Date: 25-12-2023

Approved by: Board of Directors

## A. OBJECTIVE

Indo Count Industries Limited ('ICIL' or 'the Company') recognizes its responsibility to listen to suggestions, complaints or grievances from stakeholders with whom it engages, and attempts to resolve their concerns.

The Stakeholder Grievance Redressal Policy ('Policy') has been formulated to provide stakeholders with the means to constructively communicate their grievances directly with the Company. It also establishes procedures for an equitable, reciprocal and timely resolution of these grievances. The Company strives to support all its stakeholders in feeling safe and heard. Stakeholder grievances will be treated with understanding and respect, and grievances will be given prompt and careful attention considering all the circumstances.

## B. DEFINITIONS

1. '**Grievance**' means an issue, concern, complaint or claim (perceived or actual) raised by an individual or a group of individuals, who is either affected by or interested in the Company's operations. This includes grievances relating to adverse economic, environmental and social impact.
2. '**Grievance Handling Mechanism**' means a way to accept, assess and resolve stakeholder grievances concerning the performance or behavior of the Company, its value chain partners, or its employees.
3. '**Stakeholder**' includes individuals or groups external to the Company who are not directly employed by ICIL but are affected in some way because of the decisions of ICIL. This includes Customers, Suppliers, Business partners, Communities and NGOs.

## C. GRIEVANCE HANDLING MECHANISM

1. Any stakeholder with a grievance may email the Grievance Officer of the Company at [grievance@indocount.com](mailto:grievance@indocount.com), listing out their grievance in detail.
2. The Grievance Officer shall inquire into the stakeholder grievance, and based on his/her findings, shall make an action plan outlining steps to be taken in order to resolve the grievance. He / She will be responsible for assigning and monitoring actions to be undertaken in order to resolve all grievances, and in making sure deadlines are adhered to.
3. The Company shall maintain a record of all grievances received and resolved under this Policy, and a summary of the same shall be placed before the ESG & CSR Committee periodically for review.

4. All records, including grievance emails, investigation notes, interviews and minutes of meetings shall be securely filed and confidentiality will be maintained for all parties involved.

#### **D. PROCESS FOR APPEAL**

If the stakeholder is not satisfied with the resolution provided or does not agree with the proposed actions, the Grievance Officer will escalate the issue to the ESG & CSR Committee. The committee will review the grievance and all related documentation gathered throughout the investigation and determine whether further action is required to resolve the grievance. The decision of the ESG & CSR Committee be final.

#### **E. REVIEW OF THE POLICY**

This policy shall be periodically reviewed and any amendments made therein shall be approved by the ESG & CSR Committee.