



GRIEVANCE REDRESSAL POLICY

1. INTRODUCTION

At Sutlej Textiles and Industries Limited (“the Company”), stakeholder engagement is an integral part of our operations. We value the needs and expectations of all our stakeholders, associated directly or indirectly with our business and strive to effectively engage with them to identify and address their grievances.

The purpose of this document is to formalize the management of grievances from our stakeholders to minimize the social risks to the business. The grievance process, outlined in this document, provides an avenue for stakeholders to voice their concerns and offers transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between stakeholders.

2. SCOPE AND APPLICABILITY

The stakeholder grievance redressal mechanism applies to all our stakeholders - internal as well as external; and the entire community in which we operate.

3. POLICY STATEMENTS

The Company shall provide a mechanism to all stakeholders for effective redressal of their grievances in a timely manner.

The Company shall strive to address all grievances received in a professional, transparent and timely manner, ensuring confidentiality of complainant’s information unless required for addressing the complaint.

4. GRIEVANCE REPORTING CHANNEL

All grievances can be sent through email or written communication to the attention of Mr. Manoj Contractor, Compliance Officer (CO), highlighting issues specific to the grievance.

5. GRIEVANCE MECHANISM PROCESS

- A stakeholder can make a written complaint through letter or email.
- The Company will maintain a stakeholder grievance register in which full detail of every written complaint will be entered.
- The details of the written complaint would be passed to the concerned department.

- The designated person in the CO office will obtain all information available on the complaint considered necessary for an investigation.
- The CO office will look into all the necessary information and resolve the same as soon as possible.
- The endeavour is to resolve the stakeholder complaint within 21 days of the receipt of the same, except when the issue requires more time.
- The CO shall review the stakeholder complaint register on a monthly basis to find out whether complaint has been resolved within time or not.
- A complaint (where the response does not settle the issue) must be referred to the Chief Executive Officer (CEO) of the Company.
- The CO shall report quarterly on the grievances to the CEO with complete details as name of the complainant, nature of the complaint, date of receipt of the complaint and status on resolving the same. For grievances remaining unresolved for a period of more than 21 days from the date of receipt, the CO shall provide a reason to the CEO.

6. General

- The Policy shall be published on the website of the Company.
- The Board of Directors of Sutlej will ensure that this Policy is reviewed periodically and updated (if necessary) for applicability, relevance and effectiveness.
