

GUJARAT ALKALIES AND CHEMICALS LTD.



Grievance Handling Policy
(Effective from 07.02.2023)

1. INTRODUCTION :

Gujarat Alkalies and Chemicals Limited (“GACL or “the Company”) is committed to conducting its business in accordance with the applicable laws, rules and regulations and with the highest standards of business ethics. This document is an integral part of GACL's actions aimed at providing mechanism for grievance handling, referred to as the Grievance Handling Policy (“Policy”).

2. PURPOSE:

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

3. APPLICABILITY:

The grievance mechanism procedure applies to all internal and external stakeholders of our operations.

4. DEFINITIONS:

i. Grievance:

An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the Company in a formal manner.

ii. Grievance Handling Mechanism:

A way to accept assesses and resolve community complaints concerning the performance or behavior of the Company, its contractors, or employees. This includes adverse economic, environmental and social impacts.

iii. Internal Stakeholders:

Groups or individuals within a business who work directly within the business, such as employees and contractors.

iv. External Stakeholders:

Groups or individuals outside a business who are not directly employed or contracted by the business but they are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

5. Grievance Reporting Channels:

The Company will communicate this procedure to its stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for stakeholders to vocalize their grievances formally include:

Stakeholders can connect with the Grievance Handling Committee formed by the Company comprising of below mentioned members:

1. Advisor to Managing Director;
2. Company Secretary & CGM (Legal, CC & CSR);
3. GM (Finance) & CFO;
4. GM (HR, IR & A, T&D); and
5. AGM (S & E);

Address for correspondence:

Letter should be addressed to the Grievance Handling Committee, marked "Private and Confidential", and delivered to Gujarat Alkalies and Chemicals Limited, P.O. Ranoli, Dist. Vadodara, Gujarat – 391 350.

6. Roles and Responsibilities:

Role/ Position Title	Responsibility
Grievance Handling Committee	<ul style="list-style-type: none">• Receive Grievances from the internal and external stakeholders.• Employee investigating the grievance and liaising with the stakeholder/s.• Developing resolutions and actions to rectify any issues.• Maintains grievance register and monitor any correspondence.• Document any interactions with stakeholders.• Follow up and track progress of grievance.
Employees (Concerned Officers of CSR, HR, IR & A, Safety & Environment, Marketing as the case may be)	<ul style="list-style-type: none">• Receive grievances in person.• Report/Forward grievance to the Grievance Handling Committee.• May provide information and assistance in developing a response and close out of a grievance.

a. Record:

All formal grievances will be logged in the Grievance Register (as mentioned in **Annexure – A**) and Grievance Lodgment Application will be saved in record of correspondence.

b. Acknowledge:

A grievance will be acknowledged, by the Grievance Handling Committee, within five working days of a grievance being received.

c. Investigate:

The Grievance Handling Committee along with the concerned employees is responsible for investigating the grievance. The investigation may require the employees' team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

d. Act:

Following the investigation, the concerned employees will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance and submit the same to the Grievance Handling Committee. The Grievance Handling Committee is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the Grievance Handling Committee feels the grievance has been resolved, they will then formally advise the stakeholder via their preferred method of contact.

e. Follow up and close out:

The concerned employees' team will contact the stakeholder/s three weeks after the grievance is resolved. When contacting the stakeholder, the concerned employees' team will verify that the outcome was satisfied and also gather any feedback on the grievance process and submit it to the Grievance Handling Committee.

7. Storing of Grievances:

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

8. Communication of the policy

The policy will be communicated to all the employees through appropriate internal channel. All the new joiners will be communicated as part of their induction. Contractors and external stakeholders will be communicated about the grievance procedure at the time of onboarding.

Any changes, amendment and alteration made to this policy will also be communicated to all the internal & external stakeholders.

9. Review & Governance

Any subsequent amendment / modification including in the laws related to Grievance Handling Policy shall automatically apply to this Policy. The same shall be added / amended / modified from time to time as authorized by the Board of Directors with due procedure.

The Managing Director is authorized to amend or modify the Grievance Handling Policy, in whole or in part, from time to time.
