

STAKEHOLDER GRIEVANCE REDRESSAL POLICY

1. Purpose & Scope

- The purpose of this policy is to lay down the steps for handling of stakeholder grievances by setting up a fair and transparent procedure.
- This procedure is applicable to the grievances relating to social accountability issues affecting various stakeholders, both internal (employees) and external (customers, vendors and suppliers, investors and shareholders, communities, government, regulatory authorities, non-governmental organizations (NGOs) and media).

2. Responsibility Authority

Stakeholders can register their grievances via email, phone or in writing through the below mentioned channels:

Stakeholder	Stakeholder officer Name, Title	contact Position	Stakeholder contact officer Contact details
Customers	Shri. Ashok Torka, President - Marketing		Tel 022 3040 0500
Vendors and Suppliers	Shri. Dilip Jain, Purchase	GM -	Tel 022 3040 0500
Investors and shareholders	Shri. Mahipal Thakur, Company Secretary and Compliance Officer		Tel 022 3040 0500
Communities	Shri. Ashok Jalan, President cum Director	Senior	Tel 022 3040 0500
Government	Shri. Surendra S. Shetty, Chief Financial Officer		Tel 022 3040 0500
Regulatory authorities	Shri. Mahipal Thakur, Company Secretary and Compliance Officer		Tel 022 3040 0500
Non-governmental organisations (NGOs)	Shri. Surendra S. Shetty, Chief Financial Officer		Tel 022 3040 0500
Media	Shri. N. Gangadhar - President	Vice	Tel 022 3040 0500
Employees	Shri. Lalit Lenka - HR	AVP-	Tel 022 3040 0500

Corporate office: B - 5, Trade World, Kamala City, Senapati Bapat Marg, Lower Parel, Mumbai – 400013 (India)

Phone: 3040 0500/6833 0500

Fax: 3040 0599

Email: sharedept@siyaram.com

Internet: www.siyaram.com

CIN: L17116MH1978PLC020451

Registered Office: H – 3/2, MIDC, A – Road, Tarapur, Boisar, Palghar – 401 506 (Mah.)



3. Procedure

- The stakeholder contact officer receives all grievances and record all grievances in accordance to this procedure.
- The stakeholder contact officer will refer the grievance to the concerned department within the Company within 48 hours of receiving the grievance.
- The grievance will be acknowledged, by the concerned grievance owner department, within a week of a grievance being highlighted.
- The Stakeholder officer along with the grievance owner department will be responsible for investigating the grievance. Information gathered during the investigation will be analyzed and the findings following the investigation will be used to create an action plan outlining steps to be taken in order to resolve the grievance.
- Complaints will be attempted to be resolved within a week of acknowledgement. In scenarios, where the resolution might require more time, stakeholders will be duly informed about the reason for delay and expected resolution timelines will be shared.
- The resolution and closure of the complaint will be documented over an email and stakeholder would be provided a link to share their feedback.

4. Escalation and appeal process

If a stakeholder is not satisfied by the resolution provided, the grievance can be escalated to:

- A Grievance Redressal Committee formed at different Locations to resolve the escalated grievance or the Stakeholder Relationship Committee.
- An independent and transparent investigation will be conducted, which may require the committee to make site visits, consult internal and external stakeholders. All the meetings, discussions and activities during the investigation will be duly recorded.
- Based on the findings from the investigation, the committee will create an action plan outlining the steps to be taken to resolve the grievance.
- The committee will define roles and responsibilities for each action item in the plan and ensure that the timelines committed for implementing the action plan are met.
- The committee will recommend preventive and corrective measures to avoid future grievances on similar concerns.

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5. Implementation and monitoring

For effective and efficient grievance management, the Company has dedicated E-mail ID sharedept@siyaram.com. The Company Secretary has been designated as Compliance Officer and will be the authority responsible for the implementation, monitoring and review of this policy.

6. Policy review and version history

The Policy shall be reviewed for its relevance once every 3 years or earlier, if required, at the discretion of the Company.

Sr. No.	Document version	Last modified by	On (date)	Approval by
1	1 st Reviewed Version	William Fernandes, Company Secretary	30/03/2023	ESG Committee on 30/03/2023
2	2 nd Reviewed Version	Mahipal Thakur, Company Secretary	26/03/2026	BRSR Committee on 26/03/2026



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