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## **Grievance Redressal Policy**

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Alok Industries Limited ('the Company') is committed to maintaining a transparent and fair business environment where all stakeholders have a mechanism to express their concerns, complaints, or grievances. This Policy aims to provide an effective and efficient framework for resolving grievances raised by stakeholders promptly and impartially.

## Scope

This policy applies to all stakeholders, including but not limited to employees, customers, suppliers, shareholders, investors, contractors, partners, and the community.

## Policy Guidelines

1. The Company has defined various categories of grievances covered under this policy. This may include but is not limited to issues related to workplace concerns, product/service quality, discrimination, harassment, contractual disputes, ethical misconduct, environmental concerns. These categories are as per the above table.
2. Concerned can communicate their grievance to the following email ids stating the purpose and the content of the grievances.

<b>For Whom</b>	<b>Contact email</b>
Investors and share holders	<a href="mailto:investor.relations@alokind.com">investor.relations@alokind.com</a>
Customers	<a href="mailto:customer.relations@alokind.com">customer.relations@alokind.com</a>
Value chain partners	<a href="mailto:vendor.relations@alokind.com">vendor.relations@alokind.com</a>
Employees	<a href="mailto:employee.relations@alokind.com">employee.relations@alokind.com</a>
Others	<a href="mailto:community.relations@alokind.com">community.relations@alokind.com</a>

3. All grievances will be treated with strict confidentiality, and the identity of the person raising the concern will be protected to the extent possible, except where disclosure is required by law.
4. The Company strictly prohibits any form of retaliation against stakeholders who raise genuine grievances in good faith.
5. Each grievance will be thoroughly investigate ensuring a fair and unbiased process.
6. Appropriate records of all grievances, including the details of the investigation, actions taken, and the resolution achieved shall be maintained.
7. The Company will strive to resolve grievances in a timely manner, keeping the stakeholders informed of the progress and expected resolution timeframe.
8. If stakeholders are not satisfied with the resolution provided at the initial stage, they may escalate the grievance to the next level of authority within the Company. Escalations are requested on the same contact email ids as the original grievance reporting id.
9. The Company is committed to ensure compliance with all applicable laws, regulations, and industry standards related to grievance redressal.