

***JAI CORP LIMITED***

*Grievance Redressal Policy*

# **Grievance Redressal Policy**

## **Background/Preamble:**

Jai Corp Limited (hereinafter referred to as “the Company” or “Jai Corp” or “We” or “Our” or “Us”) is into manufacturing businesses such as plastic processing and steel. Jai Corp is committed to developing a conducive workplace where grievances are quickly and fairly adjudicated. The Company aims to have a strong and positive ecosystem for all its Stakeholders by communicating with them, listening to them, responding to their problems, and trying to resolve them within a stipulated period.

## **Purpose:**

The Company is dedicated to establishing a workplace environment that upholds ethical standards, fosters positive industrial relations, encourages effective communication and dialogue, and ensures equal and fair treatment for all stakeholders, both in principle and in practice.

The Grievance Redressal Policy is designed to implement an accessible and responsive mechanism for resolving grievances, while also implementing measures within the company that guarantee the expeditious resolution of stakeholder concerns, leading to enhanced workplace satisfaction that directly impacts the overall efficiency of the organization. The primary objective of this Policy is to minimize instances of stakeholder grievances through efficient service delivery and prompt resolution of complaints.

This Policy provides a structured and trustworthy platform for stakeholders to address their grievances, concerns, or complaints. Its key objectives are:

- Treating all stakeholders impartially and without discrimination.
- Ensuring that all complaints are promptly addressed and resolved within the designated timeframes.
- Establishing an effective grievance redressal system that enables fair and equitable resolution of stakeholder concerns and complaints.

## **Coverage:**

The Policy applies to all the Jai Corp Stakeholders across all Indian operations. For resolving grievances of investors, requirements of the Companies Act, 2103, the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and other Securities and Exchange Board of India Regulations (SEBI) including their respective modifications for the time being in force will apply, notwithstanding any inconsistency with this Policy.

## **Definition:**

“Policy” means “Grievance Redressal Policy”

“Stakeholders” means and includes value-chain partners like suppliers, service providers, contractors, channel partners (including dealers), consultants, intermediaries like distributors and agents, lenders, customers, and business associates.

**“Grievances or complaint”** - any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in seeking a remedial action but does not include the following -

- Complaints that are incomplete or not specific in nature.
- Communications in offering suggestions.
- Communications seeking guidance or explanation.

**Commitment:**

The following are the key objectives of the Policy:

- To uphold the principles of fairness and equality for all stakeholders, ensuring that they are treated without bias in all circumstances.
- To address and resolve stakeholder issues promptly and with courtesy, adhering to the specified timelines.
- To establish an appropriate organizational framework that ensures the fair and timely resolution of stakeholder grievances.
- To implement a monitoring mechanism that oversees the implementation and effectiveness of the Grievance Redressal Policy.
- To strictly refrain from entertaining verbal grievances for any inquiry or action, ensuring that all grievances are submitted in writing.
- Any intentional grievance raised with the intention to defame an individual or make false allegations will be considered misconduct and will be handled in accordance with the Company's rules and regulations.
- Upholding utmost confidentiality and sensitivity in handling stakeholder grievances.

**Grievance Redressal Process:**

The following process should be followed for expressing and seeking grievance redressal:

- Based on the nature of the complaints, the Point of Contacts (PoCs) shall be assigned to receive and acknowledge the complaints accordingly.
- Dedicated channels shall be developed for Stakeholders to raise their grievances by stating all relevant facts, dates and the names of any individual concerned. Stakeholders, if not comfortable, can choose not to disclose their identity and stay anonymous.

<b>Channels through which the Stakeholders can register their complaints</b>
<b>Over Phone</b> - (+91-22) 35215146/ 31396050
<b>Through e-mail</b> - only for investors – <a href="mailto:cs2@jaicorpindia.com">cs2@jaicorpindia.com</a> ; other stakeholders – <a href="mailto:jaicorp@jaicorpindia.com">jaicorp@jaicorpindia.com</a>
<b>Through Post</b> - <ul style="list-style-type: none"><li>• <b>For Investors</b> – The Company Secretary, #603, Embassy Centre, Nariman Point, Mumbai – 400 021.</li><li>• <b>For other Stakeholders</b> – The Managing Director, #603, Embassy Centre, Nariman Point, Mumbai – 400 021.</li></ul>

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- The PoCs may determine if it is necessary to make further inquiries and/or investigate the background facts or the allegations made by the Stakeholder within one week of receipt of the complaint.
- Grievances outright shall be rejected by the PoCs if the inquiry reveals it to be frivolous. The Stakeholder shall be informed accordingly.
- Validated complaints shall be registered and documented, once the investigation is complete for the same.
- Attempts shall be made to resolve the grievances within a period of 60 days of registration and the complainant shall be notified of the status of their complaint resolution. For investor related grievances, SEBI/ the Ministry of Corporate Affairs timeline will apply.

### **Communication of the Policy:**

The Policy shall be communicated to all Jai Corp Stakeholders by providing them with access to this Policy. Further:

- Jai Corp shall strive to conduct awareness sessions for all the Stakeholders covered under this Policy.
- The Policy shall be easily accessible on the Company's website.

### **Review and Approval:**

Jai Corp's top management has a strategic role in the full implementation of this Policy ensuring the involvement of all personnel and of those who collaborate with Jai Corp, and the consistency of their behavior with the values embodied in this Policy.

### **Applicability:**

This Policy, duly approved by the Board of Directors on 11<sup>th</sup> August.2023, shall be applicable with effect from the 11<sup>th</sup> day of August, 2023 and future amendments / modifications shall take effect from the date stated therein.

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