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| Name of Document                        | Grievance Redressal Policy |
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| State whether Policy/ Manual/ Guideline | Policy                     |
| Company                                 | Pratibha Syntex Limited    |
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| Owner of the Document                   | DGM – HR                   |
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| Prepared by                             | DGM – HR                   |
| Checked by                              | Vice President – L&D & IR  |
| Reviewed #1 by                          | Vice President – HR & ESG  |
| Reviewed #2 by                          | JMD                        |
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### **Grievance Redressal Policy**

**Objective:**

The Grievance Redressal Policy is established to provide a structured and efficient mechanism for addressing and resolving grievances of employees and stakeholders in Pratibha Syntex Ltd.

**Applicability:**

This policy applies to all employees, suppliers, customers, and any other stakeholders of PSL.

**Definition of Grievance:**

A grievance is defined as any issue, concern, or dissatisfaction related to employment, business operations, product quality, or any other matter that affects the interests of employees or stakeholders.

**Grievance Redressal Committee:**

We have establish a Grievance Redressal Committee, consisting of representatives from different departments and levels of the organization. The committee will be responsible for addressing and resolving grievances.

**Grievance Submission:**

Any employee or stakeholder with a grievance should submit it in writing to their immediate supervisor or relevant department head. If the grievance is against the immediate supervisor, it can be submitted to the next level of management.

**Grievance Handling Process:**

- Upon receiving a grievance, the immediate supervisor or department head is responsible for conducting an initial assessment of the grievance.

- If the grievance is not resolved at this stage or if the grievance is against the supervisor or department head, it will be escalated to the Grievance Redressal Committee.
- The Grievance Redressal Committee will investigate the grievance and provide a response within a specified timeframe.
- If the grievance is not resolved at the committee level, it may be escalated to the senior management for a final decision.

#### **Confidentiality:**

All grievances and related information will be treated with strict confidentiality to protect the interests of the employees or stakeholders involved.

#### **Protection from Retaliation:**

PSL is committed to protecting individuals who raise grievances from any form of retaliation.

#### **Record-Keeping:**

A record of all grievances, actions taken, and resolutions will be maintained for future reference.

#### **Feedback and Continuous Improvement:**




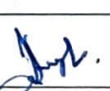
We periodically review the Grievance Redressal Policy and process to ensure its effectiveness. Feedback from employees and stakeholders will be considered for improvements.

#### **Communication:**

This policy is communicated to all employees and stakeholders, and they will be made aware of the grievance redressal process.

#### **Documents:**

Grievance Register

| Reviewer                 | Prepared by   | Checked by  | Reviewed #1 by   | Reviewed #2 by  |
|--------------------------|---|---|--|---|
| Signatory                |  |  |  |  |
| Designation of Signatory | DGM - HR  | Vice President - L&D & IR   | Vice President - HR & ESG  | JMD   |