

SHRIRAM PISTONS & RINGS LIMITED: NEW DELHI

Grievance Redressal Policy - External

1. Preamble:

Shriram Pistons & Rings Limited (SPRL) places a strong emphasis on transparency, fairness, and customer satisfaction. This policy articulates our dedication to efficiently handling and resolving complaints from customers and external stakeholders. We are committed to implementing a systematic approach that ensures every concern is handled respectfully and resolved promptly.

2. Objective:

The mechanism is structured to fulfil the following objectives:

- Ensure fair, transparent, and unbiased treatment for all consumers and external stakeholders.
- Address grievances with respect and efficiency, ensuring timely resolution.
- Acknowledge, document, and track all complaints for seamless follow-up and resolution.
- Present a monthly Grievance MIS report to the management or the Grievance Redressal Committee for review.
- Ensure that the Grievance Officer acknowledges and meticulously monitors every complaint, ensuring a comprehensive and effective resolution process.

3. Scope:

The policy applies to all consumers, business partners, vendors, suppliers, and regulatory entities engaging with the company. It covers grievances related to product quality, service delivery, contractual matters, regulatory compliance, and customer support.

4. Guiding Principles:

It is imperative to ensure fair and prompt resolution during the grievance procedure, with due consideration to the following principles:

- Promote timely, respectful, and informal resolution of concerns where possible.
- Ensure all grievances are addressed with sensitivity, confidentiality, and professionalism.
- Uphold fairness, transparency, and non-discrimination in all grievance processes.
- Maintain clear documentation and keep stakeholders informed throughout the resolution process.

5. Complaint Redressal Process

- a) **Filing of Complaint:** Complaints can be submitted to HR or the Compliance Officer at compliance.officer@shrirampistons.com which shall be acknowledged by the concerned authority within a reasonable time.
- b) **Review of Complaint:** An initial review will be conducted to determine the steps, etc. to ensure a fair and impartial investigation.
- c) **Outcome:** Findings and decisions will be communicated to the concerned parties after the investigation and necessary actions.

6. Training and Awareness:

Regular training sessions or workshops on grievance procedures will be conducted for all stakeholders to enhance awareness of rights and organizational commitments to fair grievance handling.

7. Provision for Review/Amendment:

This policy will undergo a regular review or as necessary to guarantee its conformity with evolving ethical standards. Amendments will be incorporated to address alterations in regulations or industry norms.

Approving Authority:

Sd/-

Krishnakumar Srinivasan

MD & CEO

Effective Date: April 1, 2025