

## **SHRIRAM PISTONS & RINGS LIMITED: NEW DELHI**

### **Grievance Redressal Policy - Internal**

#### **1. Objective:**

This policy provides a framework for Employees, Key Management Personnel, Directors, shareholders, and investors to address grievances related to their interactions and associations with the Company. It ensures timely, fair, transparent and compliant resolution of these complaints, promoting trust, inclusivity, and accountability. It covers concerns about conduct, judgment lapses, or planned actions by a manager, co-worker, supervisor, or the Company as a whole.

#### **2. Scope:**

The policy covers all grievances related to workplace conditions, organizational conduct, or decisions perceived as unfair or discriminatory. Grievances may be raised by employees, key management personnel, directors, shareholders, or investors, with defined channels for each group.

#### **3. Guiding Principles:**

The grievance redressal process at SPRL is governed by the following key principles:

- **Early and Informal Resolution:** Encourage timely and informal resolution of concerns before they escalate into formal grievances.
- **Sensitivity and Respect:** Ensure all parties are treated with dignity, empathy, and confidentiality throughout the process.
- **Inclusivity and Non-Discrimination:** Maintain a fair and consistent approach that respects individual differences and prevents bias or disadvantage.
- **Fairness and Transparency:** Follow a clear, documented process that keeps the complainant informed and ensures impartial handling of all grievances.

#### **4. Complaint Redressal Process**

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

**5. Training and Awareness:**

Regular training sessions or workshops on grievance procedures will be conducted for all employees, key management personnel, and directors to enhance awareness of employee rights and organizational commitments to fair grievance handling.

**6. 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**