



STAKEHOLDER GRIEVANCE REDRESSAL POLICY

1. Preamble:

At E.I.D.-Parry (India) Limited (“the Company”), stakeholder engagement is an integral part of our operations. We value the needs and expectations of all our stakeholders, associated directly or indirectly with our business and strive to effectively engage with them to identify and address their grievances.

2. Purpose:

The purpose of this policy is to ensure prompt stakeholder grievance redressal mechanism and thereby promoting stakeholder friendly relations and confidence. The policy thus recognises the stakeholder’s right to always have a contact address available to enable them to query or record a grievance.

3. Scope & Applicability:

The stakeholder grievance redressal mechanism applies to all our stakeholders and the entire community in which we operate and who might be affected by our operations.

4. Effective date:

This Policy shall come into force on 1st April 2022.

5. Policy Statements:

- The Company shall provide prompt services to the stakeholders and to effectively address and redress their grievances in a timely manner.
- The Company shall:
 - Ensure visibility and accessibility of complaint handling process to all complainants
 - Provide access to grievance redressal policy to stakeholders on a need to know basis
 - Handle complaints professionally & in a transparent manner
 - Ensure confidentiality of complainants information unless required for addressing the complaint
 - Ensure clear accountability for resolution and reporting of complaints
 - Continually improve its processes & systems by taking inputs/ feedback from the investors.

The Company takes pride to address all the queries/ grievances/ concerns brought to its attention by the stakeholders and also classify & differentiate queries, requests and complaints, etc. and accordingly resolve them to the satisfaction of the concerned stakeholders.



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6. Grievance Reporting Channel:

Stakeholders can send any concerns or grievances at the below dedicated email: Investorservices@parry.murugappa.com. In order to enable us to efficiently address your grievance/complaint, we request you to highlight issues specific to grievance only on the above-mentioned email ID.

7. Review and monitoring:

- a) The Company Secretary & Compliance Officer shall be directly responsible for compliance with this policy and to ensure that all stakeholder complaints are addressed to in fair and time-bound manner to the satisfaction of such stakeholders.
- b) All documents and correspondence involved shall be maintained in strict confidence by the complainant as well as the Company until such period the Company Secretary deems fit. Remedies and status of complaints shall be effectively communicated wherever necessary or as requested whilst protecting the identity of those involved.
- c) The Managing Director is authorized to make modifications to this policy as and when deemed necessary and appropriate to ensure the ends of the policy being served.

8. Reporting and Remedy:

- a) Stakeholders can send any concerns or grievances at the below dedicated email: Investorservices@parry.murugappa.com. In order to enable us to efficiently address your grievance/complaint, we request you to highlight issues specific to grievance only on the above-mentioned email ID.
- b) EID Parry assures through this policy that any concerns raised by Company's stakeholders shall be appropriately and adequately remedied in a time-bound manner.