



CHEMCON SPECIALITY CHEMICALS LIMITED

COMMUNITY GRIEVANCE REDRESSAL POLICY



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1. PREAMBLE

The Board of Directors (the “Board”) of Chemcon Speciality Chemicals Limited (the “Company”) has adopted this policy with regard to Redressal of grievance of community at large.

A "Community Grievance Redressal Policy" is a formal document that outlines the procedures and principles for addressing and resolving grievances within a community. This policy is designed to provide a structured framework for community members to voice their concerns, complaints, or issues and to ensure that these matters are addressed fairly, transparently, and efficiently. The policy aims to promote a harmonious and inclusive environment by providing a mechanism for conflict resolution and fostering open communication within the community.

2. OBJECTIVE

The Community Grievance Redressal Policy aims to provide an efficient and transparent process for addressing and resolving grievances within our community. It promotes open communication, fairness, and collaboration in finding satisfactory solutions.

A "Community Grievance Redressal Policy" is a framework or set of guidelines established by a community, organization, or governing body to address and resolve grievances or complaints raised by members of the community. The primary objective of such a policy is to ensure that conflicts, concerns, or issues within the community are addressed in a fair, transparent, and timely manner. This promotes harmony, trust, and cooperation among community members.

3. DEFINITIONS

This policy applies to all members of the communities and other stakeholders who might be directly or indirectly affected by the Company’s operations.

- I. **“Grievance”** means is a formal or informal complaint, concern, or dissatisfaction expressed by an individual or a group of individuals regarding a perceived injustice, mistreatment, violation of rights, or any other issue they believe needs to be addressed either affected or interested in Company operations.
- II. **“Grievance Redressal Process”** refers to the structured and systematic process established by the Company to effectively address and resolve grievances raised by community. This includes adverse economic, environmental and social impacts.



III. **“Community”** means individuals or groups of individuals who are directly or indirectly are affected in some form or manner from the decisions of the business. This includes individuals or groups of individuals-

- living and/or working adjacent to The Company’s operations.
- living at a distance who are still likely to be impacted by these operations.

IV. **“Redressal”** refers to the process of addressing and remedying grievances, complaints, or issues that individuals or groups may have.

4. GRIEVANCE REDRESSAL PROCESS

I. **Submission:** Grievances can be submitted in writing, online, or in person to the Chief Financial Officer (CFO) of the Company.

II. **Review, findings & resolution:** The CFO will review the grievance, gather relevant information, and categorize it. Based on the findings, the CFO shall make an action plan outlining steps to be taken in order to resolve the grievance.

III. **Appeal:** An appeals process will be available for parties dissatisfied with the resolution. It can appeal to Managing Director and the decision of Managing Director shall be final and conclusive.

IV. **Disclosure:** The Company shall maintain a track of all the complaints received and resolved during the year under this Policy and disclosed in the Business Responsibility & Sustainability Report of the Company, if applicable.

5. CONFIDENTIALITY

The Company will endeavour to maintain complete confidentiality, unless otherwise required by law. Relevant information will be provided only to those persons who need to know in order to achieve a timely resolution of the complaint.

6. REVIEW

The policy document shall be approved by Board. The policy document shall be periodically reviewed on a need basis and any amendments made therein shall approved by Board.

7. DISSEMINATION OF THE POLICY

The approved Policy shall be uploaded on the website of the Company at www.cscpl.com.