

SALASAR TECHNO ENGINEERING LIMITED

External Grievance Redressal Policy

Salasar Techno Engineering Ltd. (hereinafter referred to as "the Company" or "STEL") recognizes the importance of addressing the concerns and grievances of our external stakeholders promptly and effectively. This Grievance Redressal Policy aims to establish a transparent, accessible, and equitable mechanism for external stakeholders to raise and resolve reasonable concerns affecting them.

Objective

The objective of this policy is to provide external stakeholders with a clear, transparent, and independent mechanism to raise and resolve grievances without impeding access to other judicial or administrative remedies. This policy seeks to ensure that all grievances are addressed fairly, promptly, and with respect for the rights of the stakeholders.

Scope of the Policy

This policy applies to all external stakeholders, including but not limited to customers, suppliers, contractors, partners, and members of the community, who wish to raise grievances related to the company's activities, products, or services.

Policy Statements

- The company shall protect all external stakeholders from discrimination and retaliation related to the exercise of their rights under this policy. The company also commits to providing a safe environment for stakeholders to express their grievances without fear of negative consequences.
- STEL pledges to address grievances from stakeholders fairly and promptly, ensuring a thorough yet expedited review process.
- STEL shall treat grievances with utmost confidentiality for grievance proceedings, respecting privacy while fulfilling legal obligations.
- The company is committed to conducting investigations into grievances with due diligence, involving the appropriate departments or individuals as necessary.
- Throughout the grievance resolution process, the company shall maintain open and transparent lines of communication with stakeholders.
- The Company shall ensure proper documentation of complaints or grievances and the regular maintenance of records detailing any corrective actions taken.
- STEL shall ensure to provide and maintain multiple grievance reporting channels to make it as

convenient as possible for external stakeholders to voice their grievances.

- STEL shall incorporate a feedback mechanism from the grievance handling process into its operations, striving for continual improvement in its products and services.

Grievance Mechanism

- **Submission:** Stakeholders can submit grievances in writing or electronically, providing details and supporting documentation.
- **Acknowledgment:** The Grievance Redressal Officer (GRO) from the HR Department acknowledges receipt and forward the grievance to the committee.
- **Review & Investigation:** The Grievance Redressal Committee (GRC) conducts a comprehensive investigation, seeking additional information if necessary.
- **Resolution:** The GRC aims to promptly resolve grievances through dialogue, mediation, or other appropriate means.

Accessibility

This policy and the grievance redressal mechanism will be made accessible to all external stakeholders through the company's website, communications channels, and other appropriate means.

Review and Improvement

This policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary improvements will be made based on feedback received from stakeholders and changes in the external environment.