



GRIEVANCE REDRESSAL POLICY

1. Introduction

Jubilant Pharmova Limited which will hereby be referred as ‘company’ and its subsidiaries are committed to sustainability and consider accountability, transparency, ethical behavior and respect for stakeholder interests & regulatory compliance as the facets to sustainable development.

The company is a part of the society and acknowledge its responsibility as a good corporate citizen. The company endeavor to have an open dialogue with all our stakeholders and adopt structured plans to bring progressive social change through strategic multi-stakeholder partnerships.

As a responsible corporate citizen the company is constantly engaged in delivering value to its stakeholders through its promise of Caring, Sharing & Growing. To provide an avenue for stakeholders) to voice their concerns and offers transparency on how grievances will be managed by the company, a grievance redressal process has been outlined. The policy aims at strengthen relationships with the community.

2. Scope

The grievance mechanism procedure applies to all external stakeholders of our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company’s internal grievance process.

3. Definition

Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.



4. Grievance Reporting Channels

The Company will communicate this procedure to its external stakeholders offer transparency on how stakeholders can voice their grievances. Key channel for external stakeholders to vocalize their grievance can be done in following way:

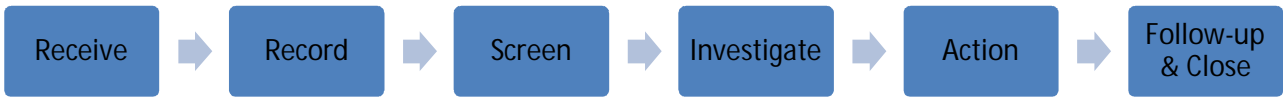
- Complaint Box at the main gate of the plant
- Complaint Register at the main gate of the plant

E-mail- greviance@jubl.com

5. Roles & Responsibilities

Grievance Committee (Team comprises of Unit Head, Function Heads of CSR,EHS, HR & PR)	Employee investigating the grievance and liaising with the external stakeholder(s). <ul style="list-style-type: none"> • Developing resolutions and actions to rectify any issues. • Follow up and track progress of grievance.
Contact Person (PR & CSR)	Receive grievances and forward to Grievance Committee. <ul style="list-style-type: none"> • Makes sure the grievance mechanism procedure is being adhered to and followed correctly. • Maintains grievance register and monitor any correspondence. • Monitor grievances/trends over time and report findings to the Committee. • Document any interactions with external stakeholders
Representative (CSR, EHS, HR & PR)	Receive grievances in person. <ul style="list-style-type: none"> • Report grievance to the PR & CSR coordinator by lodging the Grievance Lodgment Form. • May provide information and assistance in developing a response and close out of a grievance.

6. Grievance Redressal Process



a) Receive

The PR & CSR Coordinator receives all grievances through suggestion Box and a Register at the main gate of the manufacturing unit. The CSR Coordinator will review the grievances on a weekly basis and process the grievance in accordance to this procedure.

b) Record

All formal grievances will be logged in the complaint box and suggestion register and it will also be saved in record of correspondence

c) Screen

The PR & CSR Coordinator is responsible to present the grievances to the Unit Head on weekly basis and work on a resolution in consultation with Unit Head. Grievances will be screened depending on the level of severity in order to determine and how the grievance is approached. See below table categorizing the different levels:

Category	Description	Grievance Owner
Level 1	When an answer can be provided immediately and/or company is already working on a resolution (only formal grievances to be lodged in the External Grievance Register)	PR & CSR Coordinator in consultation with Unit Head
Level 2	Grievances that will not impact & influence operations & values of the Company.	PR & CSR Coordinator in consultation with Unit Head
Level 3	Repeated, extensive and serious grievances that may impact & influence operations & values of the Company.	Grievance committee



d) Acknowledge

A grievance will be acknowledged, by the grievance owner, within 15 working days of a grievance being submitted. Communication will be made either verbally or in written form. The acknowledgement of a grievance should include a summary of the grievance, method that will be taken to resolve the grievance and an estimated timeframe in which the grievance will be resolved. If required, the acknowledgment provides an opportunity to ask for any additional information or to clarify any issues.

e) Investigate

The PR and CSR coordinator in consultation with Unit Head will be responsible for investigating the grievance. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

f) Action

Following the investigation, the PR and CSR coordinator will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. They are also responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the stakeholder via their preferred method of contact.

g) Follow up and close out

The PR & CSR coordinator will make contact with the community/s three weeks after the grievance is resolved. While contacting the external stakeholder, the PR & CSR coordinator will verify that the outcomes were satisfactory and also gather any feedback on the grievance process.

7. Appeal

If the external stakeholder is still unhappy with the resolution and/or does not agree with the proposed actions, then the PR & CSR coordinator in consultation with Unit Head needs to escalate the matter to the Grievance Committee which will review the grievance and all documentation gathered throughout the investigation and determines whether further actions are required to resolve the grievance.

Company is fully committed to resolving an external stakeholder's grievance so if Company is unable to resolve a complaint or a stakeholder is unhappy with the outcome, Company may seek advice from other independent parties.



8. Storing of Grievances

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed with confidentiality for all parties involved.