



## **GRIEVANCE REDRESSAL POLICY**

*(Effective from 03.08.2023)*

### **POLICY**

A Grievance Redressal Policy ("Policy") shall provide a mechanism for highlighting complaints and resolution of alleged corrupt, fraudulent, collusive and malpractice(s) by employees (including relatives) or distributors or contractors or suppliers related to the conduct of business of the Company.

### **SCOPE & OBJECTIVE**

To build & strengthen a culture of transparency and trust in the organization and adhere to the highest standards of governance, ethical, moral and legal conduct of business operations, this Policy aims to provide a channel to the employees (including relatives) or distributors or contractors or suppliers to report genuine concerns about actual or suspected corrupt/fraudulent/collusive/obstructive practices or violation of the applicable law(s) and Company's policy/ies. It also provides an adequate safeguard against victimization of the Complainant who use such mechanism and also make provision for direct access to the CFO or Chief Compliance Officer or Legal Head of the Company.

### **GRIEVANCE REPORTING CHANNELS**

Company will educate the employees (including relatives) or distributors or contractors or suppliers about this mechanism to vocalize their grievances in following ways:

E-mail: [complianceofficer@rjcorp.in](mailto:complianceofficer@rjcorp.in)

Contact No.: 0124-4643100

Contact Person: CFO or Chief Compliance Officer or Legal Head

### **INVESTIGATION & REPORTING**

All complaints under this Policy will be recorded and thoroughly investigated by the CFO or Chief Compliance Officer or Legal Head, either themselves or by involving any other Officer of the Company/Ethics Committee (comprising of CHRO, CFO, Chief Compliance Officer & Legal Head). The investigation shall be completed normally within 30 working days of the receipt of the complaint and is extendable by such period as the CFO or Chief Compliance officer or Legal Head or Ethics Committee deems fit.

The investigation report shall be submitted to the Audit, Risk Management and Ethics Committee of the Board of Directors of the Company on a quarterly basis.

### **PROTECTION**

A complaint can be raised without fear of retaliation, threat or intimidation of termination or suspension of service/contract, transfer, demotion, refusal of promotion, etc. The Complainant will be provided adequate protection during course of investigation and will not be extended if the allegation is proved to be false or frivolous.

The identity of the Complainant shall be kept confidential to the extent possible and permitted under law. Any other employee assisting in the said investigation shall also be protected to the same extent as the Complainant.

A Complainant who makes false allegations of corrupt/fraudulent/collusive/obstructive practices or violation of the applicable law(s) and Company's policy/ies shall be subject to appropriate disciplinary action in accordance with the rules, procedures and policies of the Company.

### **AMENDMENT(S)**

The Company reserves its right to amend or modify this Policy in whole or in part, at any time without assigning any reason whatsoever.