



# Ddev Plastiks Industries Limited

CIN: L24290WB2020PLC241791

Registered Office: 2B, Pretoria Street, Kolkata- 700 071

## Grievance Redressal Policy

### Background

DDev Plastiks Industries Limited (referred to hereafter as “the Company,” “DPIL,” “We,” “Our,” or “Us”) is steadfastly committed to fostering a workplace environment where grievances are addressed swiftly and equitably. The Company aspires to maintain a thriving and positive ecosystem for all its Stakeholders by attentively listening, responding promptly, and resolving concerns within the stipulated time frame.

### Purpose

DPIL is dedicated to promoting an ethical work environment, cultivating harmonious industrial relations, and ensuring transparent communication and engagement with Stakeholders. This commitment is underpinned by the principle of equitable treatment for all.

The Grievance Redressal Policy seeks to:

- Provide a structured and approachable mechanism to resolve grievances efficiently.
- Foster satisfaction at the workplace, which directly enhances overall organisational productivity.
- Minimise grievances through efficient service delivery and timely resolution of complaints.

### Scope

The Policy is applicable to all Stakeholders of DPIL across its operations.

### Definitions

- **Company:** Refers to DDev Plastiks Industries Limited, including its unit and offices.
- **Policy:** Refers to the Grievance Redressal Policy.
- **Stakeholders:** Includes value-chain partners such as Government and Regulatory Authorities, Customers, Communities and Civil Society/NGOs, Institutions and Industry Bodies, Investors/ Shareholders, Suppliers, Service providers, Contractors, Channel partners (including dealers), Consultants, Intermediaries like distributors and agents, Lenders, and business associates.
- **Grievances or Complaints:** Communications expressing dissatisfaction regarding acts of omission, commission, or service deficiencies, requiring remedial action. It excludes:
  - Incomplete or non-specific complaints.
  - Suggestions.

- Requests for guidance or clarification.

## **Commitment**

The Policy is founded on the following objectives:

- Ensure fair and unbiased treatment of all Stakeholders.
- Address and resolve grievances courteously within defined timelines.
- Establish a robust organisational framework for equitable grievance redressal.
- Monitor and manage the implementation of the Grievance Redressal Policy effectively.
- Ensure grievances are recorded in writing to enable action; verbal grievances will not be entertained.
- Treat malicious complaints aimed at defaming individuals as misconduct, subject to strict disciplinary action.
- Uphold confidentiality and sensitivity in handling grievances.

## **Grievance Redressal Procedure**

The grievance redressal process includes the following steps:

1. Assigning Points of Contact (PoCs) to receive and acknowledge complaints based on their nature.
2. Facilitating dedicated channels for grievance submission, allowing anonymity if desired:
  - **Hotline Number:** +9133-22823744/45/3671/99
  - **Email:** kolkata@ddevgroup.in
3. Investigating complaints within seven working days to ascertain validity. Frivolous grievances will be dismissed, and the complainant notified.
4. Documenting and registering validated grievances following investigation.
5. Resolving grievances within 60 days of registration and communicating the resolution status to the complainant.
6. Escalating unresolved or unsatisfactory grievances to the Grievance Redressal Officer.
7. Preserving records of grievances, resolutions, and closures.
8. Ensuring confidentiality throughout the process.

## **Communication**

The Policy will be communicated to all Stakeholders and made readily accessible via the Company's website to ensure transparency and awareness.

## **Review and Approval**

The Company's Management plays a strategic role in the Policy's implementation, ensuring alignment with DPIL's values. The Head of HR and the Company Secretary oversee the Policy's execution, supported by functional heads and relevant experts. The Chief Executive Officer serves as the reviewing authority, with the Board's approval for amendments. Violations of the Policy must be reported to the Head of HR or the Company Secretary.

By embedding these principles into its operations, DPIL reaffirms its commitment to fostering an equitable and responsive workplace.