

GRIEVANCES REDRESSAL POLICY

The Company follows principles of good corporate governance, disclosures and transparency giving due attention to core values and ethics. It considers itself custodian and trustee of all its stakeholders. The Company is conducting business in a fair and transparent manner by adopting highest standards of professionalism. The Company has a robust mechanism for handling grievances of all its stakeholders and they can approach the Company without any fear of bias or any coercive action.

To ensure an active and judicious grievance redressal mechanism, the Company has constituted its Grievance Redressal Policy outlined as under:

- This Policy is applicable to all stakeholders of the Company (Investors, Dealers, Suppliers, Contractors, Employees, Community and all other stakeholders directly or indirectly associated with the Company) and are eligible to register their grievances to the Company.
- A grievance is any discontent or dissatisfaction, issue, concern, problem or claim, arising out of anything connected with the Company.
- Grievances must be registered within 60 days of the act or the condition giving rise to the grievance.
- A dedicated help desk has been created through which all our stakeholders can approach to the Company.
- All stakeholders are sensitized to bring their grievances to the notice of the Company without any fear.
- A Grievance Redressal Committee has been constituted to resolve the grievance on priority within the specified time.
- The Company has an effective mechanism in place to ensure that no adverse impact will be on the grievant.
- The Policy will be reviewed periodically to foster interactive corporate governance and maximising stakeholder's satisfactions.

For registration of grievances, stakeholders may connect at:

- Investors – investors@smlisuzu.com
- Other stakeholders – helpdesk@smlisuzu.com

MD & CEO