



STAKEHOLDER GRIEVANCE REDRESSAL POLICY

Adoption Date and Effective Date : March 25,2024



STAKEHOLDER GRIEVANCE REDRESSAL POLICY

1. Preamble:

Carborundum Universal Limited ("the Company"), recognizes the importance of our stakeholder to the businesses and believes in value creation for them through effective communication and engagement. The Stakeholders Grievance Redressal Policy ("Policy") has been developed to formalize the engagement with our stakeholders and management of their grievances in order to minimize the social and operational risks to our business.

2. Purpose:

The purpose of this policy is to ensure prompt stakeholder grievance redressal mechanism and thereby promoting stakeholder friendly relations and confidence. The policy thus recognises the stakeholder's right to always have a contact address available to enable them to query or record a grievance.

3. Scope & Applicability:

The stakeholder grievance redressal mechanism applies to all our stakeholders and the entire community in which we operate and who might be affected by our operations.

4. Definition:

Term	Definition
Grievance	An issue, concern, problem or a claim that a stakeholder wants to be addressed by the company in a formal manner
Internal Stakeholders	Groups or individuals within the Company who work directly within the Company such as employees including management and non-management staff and contractual support staff
External Stakeholders	Groups or individuals outside a business such as investors, lenders, value chain partners, customers, community and others, if any.

5. Effective date:

This Policy shall come into force on 25th March 2024.

6. Policy Statements:

- The Company shall provide prompt services to the stakeholders and to effectively address and redress their grievances in a timely manner.
- The Company shall:
 - Ensure visibility and accessibility of complaint handling process to all complainants.
 - Provide access to grievance redressal policy to stakeholders on a need to know basis.
 - Handle complaints professionally & in a transparent manner.
 - Ensure confidentiality of complainants information unless required for addressing the complaint.
 - Ensure clear accountability for resolution and reporting of complaints.



- Continually improve its processes & systems by taking inputs/ feedback from the investors.

The Company takes pride to address all the queries/ grievances/ concerns brought to its attention by the stakeholders and also classify & differentiate queries, requests and complaints, etc. and accordingly resolve them to the satisfaction of the concerned stakeholders.

7. Grievance Redressal Reporting Channel:

All employees are accountable for managing relationships and meeting the expectations of internal and external stakeholders within their areas of responsibility. In addition to this, concerns of our stakeholders are addressed by Designated Officers as defined below.

Stakeholder	Designated Officer	Contact Information
Director/Employees/Customers/ value Chain partners. Note: Deviation in the ethical, Moral and legal conduct of business	Ombudsman	ombudsperson@corp.murugappa.com 044 25304444
Investors & lenders	Chief Disclosure Officer/ Compliance officer	investorservices@cumi.murugappa.com
Employees	Head Human Resources	Available internally
Contractors	Plant Human Resources	Available internally
Employees and Contractors Note: only for Prevention of Sexual harassment (POSH)	Chairperson of the POSH Committee	Available internally
Value Chain Supplier & Channel Partners	Abrasives Business Electro mineral Business Refractories Business Ceramics Business	Available in the website of the Company under Business Division
Community	CSR Head	Carborundum Universal Limited 'Parry House', 43 Moore Street, Chennai – 600 001, Tamil Nadu, India.
Media	Chief Disclosure Officer	investorservices@cumi.murugappa.com
Government Authorities /agencies	CS, CFO, MD, Plant Managers.	Carborundum Universal Limited 'Parry House', 43 Moore Street, Chennai – 600 001, Tamil Nadu, India.
Any other person	Chief Disclosure Officer	Investorservices@cumi.murugappa.com

We endeavor to address the grievances in a reasonable manner depending on the internal processes and type of complaint. To that effect, the Designated Officers will ensure redressal of grievances as per the respective grievance mechanisms established in place in the Company/ its businesses within stated stipulated timeframes from the receipt of the Complaint. The requests which are not received in the form of complaints will be dealt separately and, on a case-to-case basis.



8. Grievance Handling Mechanism

Grievance handling mechanism is defined based on the principles of legitimacy, accessibility, predictability, equitability, and transparency.

Each Grievance will be treated according to the following procedure:



- Upon receipt of grievance, acknowledgement will be sent to the relevant stakeholder and where required additional preliminary information will be sought from the stakeholder.
- The grievance would be forwarded to the relevant department to receive necessary information and documents related to the grievance. Investigation would be undertaken to analyse the root cause of the grievance and potential corrective action plan.
- Following the investigation, the findings will be used to create an action plan outlining steps to be taken to resolve the grievance.
- Once the actions have been implemented and the team believes the grievance has been resolved, the resolution would be communicated to the stakeholder.

9. Appeal

If the external stakeholder is not satisfied with the resolution or does not agree with the proposed actions, then the Designated officer needs to escalate the matter to their respective heads. The Designated officer will review the grievance & all documentation gathered throughout the investigation and determines whether further actions are required to resolve the grievance.

10. Transparency and Disclosure

In line with the commitment to transparency and to maintain stakeholder confidence, CUMI publicly disclose the information about the stakeholder grievances in the Annual Report and Business Responsibility and Sustainability Report (BRSR).

11. Review and monitoring:

This Policy shall be reviewed by Stakeholders Relationship Committee to ensure its continued applicability and relevance to the Company's operations and evolving stakeholder expectations, as and when required. The Company Secretary has been authorised to update the aforesaid section on details of designated officers.