



STAKEHOLDER GRIEVANCE REDRESSAL POLICY

Version-1.0

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[As approved by the Board of Directors at their meeting held on 14.08.2024]

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STAKEHOLDER GRIEVANCE REDRESSAL POLICY

1. INTRODUCTION

Tarsons Products Limited (hereinafter referred to as “Tarsons” or “Company”) has formulated this Stakeholder Grievance Redressal Policy (herein after referred to as “Policy”) to formalize the engagement with its stakeholders and management of their grievances in order to minimize the social and operational risks to the business of the Company. It also aims to reduce conflict and strengthen relationships between the Company and all stakeholders.

2. OBJECTIVES AND SCOPE

The objective of this Policy is to provide efficient services to the stakeholder and to effectively address and redress their grievances in a timely manner which will also help in strengthening the association with them.

3. APPLICABILITY

The principles set forth in this policy are applicable to all internal & external stakeholders of our operations, associates and business partners across Tarsons and its affiliates. It is therefore, the responsibility of all the members of the board to follow and adhere to all elements described in the Policy.

4. DEFINATION

1. Grievance: An issue, concern, problem, or claim that an individual or community group wants addressed by the Company in a formal manner.
2. Grievance Handling Mechanism: A way to accept, assess and resolve complaints concerning the performance or behaviour of the Company, its contractors, employees and other stakeholders.
3. Internal Stakeholders: Groups or individuals within a business who work directly within the business, such as employees and contractors.
4. 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, vendors, community, NGOs, shareholders and the Government Authorities.

5. GUIDELINES AND CONDITIONS

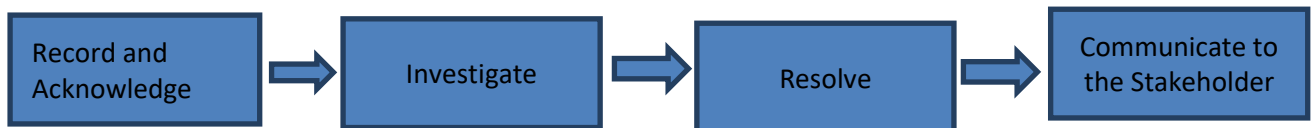
1. The stakeholder shall submit his / her grievance immediately and in any case within a period of one month from the date of occurrence at the email id- info@tarsons.com
2. If the grievance arises out of an order issued by the management, initially the said order shall be complied with and thereafter the concerned employee shall submit his grievance as per the procedure laid down in this policy document.
3. Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:
 - Matters related to collective disputes/bargaining such as salary, allowances, hour of work and other benefits and also cases related to disciplinary procedures.
 - Annual performance appraisal /confidential report.
 - Where the grievance does not relate to internal stakeholder.
 - Any grievance arising out of removal or dismissal of an employee.

- Any complaint related to sexual harassment at workplace will be considered by Internal Complaints Committee.
- Any matter pertaining to the period before the date of joining of Company and or initial appointment/absorption in the company.
- Grievances pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the Competent Authority as laid down under the Code of Conduct of the Company and in such cases the grievances redressal procedure shall not apply.
- Any other matter as may be decided with the approval of the Chairman

6. 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, the same shall be reviewed and 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 analysis 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.

7. APPEAL

If the stakeholder is not satisfied with the resolution or does not agree with the proposed actions, then the grievances will be escalated to their respective heads. The Grievance will be reviewed again & all documentation gathered throughout the investigation and will be determined whether further actions are required to resolve the grievance.

8. REVIEW AND AMENDMENT OF THE POLICY

The Board of Directors, as per the regulation of SEBI shall review this Policy at least once in two years and has the right to amend or modify this Policy in whole or in part, at any time, without assigning any reason whatsoever, subject, however, to the condition that such alterations shall be in consonance with the provisions of the applicable law.

In any circumstance where the terms of this Policy differ from any applicable law governing the Company, such applicable law will take precedence over this Policy and procedures until such time as this Policy is modified in conformity with the applicable law.