

INDIA CEMENTS CAPITAL LIMITED

GRIEVANCE REDRESSAL POLICY

India Cements Capital Limited (ICCL) has a vision to create value on a sustained basis for all stakeholders associated with it and persuades them to follow the principles of ethics, moral and legal conduct of business and gives importance to corporate governance, besides adhering to the highest standards of transparency, accountability, innovation and responsibility in all its operations.

In order to maintain these standards, the Company encourages its Stakeholders who have genuine concerns to come forward and express the same without fear of unfair treatment.

OBJECTIVE AND SCOPE

The objective of the Policy is to provide access to appropriate grievance redressal mechanisms to the Stakeholders of the Company.

The scope of the Policy includes identification of the Stakeholders, understanding their concerns and committing to redress genuine grievances.

“Stakeholder” for the purpose of this policy shall include Investors, Partners, Employees and Customers.

CONTACT DETAILS FOR GRIEVANCE REDRESSAL

Employees are covered under the Company’s policy on vigil mechanism and the redressal process detailed therein shall apply to them.

The contact details of officials responsible for assisting and handling grievances in all other cases shall be published in the website of the Company i.e. www.iccaps.com

GRIEVANCE REDRESSAL MECHANISM

All grievances received under this Policy will be recorded and investigated thoroughly. The respective official responsible for assisting and handling the grievance shall determine whether the same is genuine, maintainable and supported by specific information/ documents. On satisfaction of the same, the official shall initiate investigation and may call for further information or particulars from the Stakeholder if necessary. In case, such information or particulars is not furnished, he may extinguish the matter. On conclusion of such investigation, based on the report of the official, the Company will take appropriate remedial / corrective measures to redress the grievance and shall also initiate necessary steps to prevent occurrence of any such grievance in future.

AMENDMENT

The Board or any official as authorised by the Board shall have the authority to review and amend the contents of this Policy whenever necessary. The Policy (as amended from time to time) will be made available on the Company’s website: www.iccaps.com.