

Grievance Redressal Policy

OBJECTIVE

RITES is committed to providing a productive and conducive business environment where grievances are dealt with fairly and promptly. The objective of this policy is to facilitate an environment where grievances are resolved transparently and in an efficient manner and to put in place a Grievance Redressal Mechanism to address the grievances of various stakeholders.

APPLICABILITY

The Policy for Redressal of Grievances will be applicable to all internal and external stakeholders including employees, customers, value chain partners, vendors, contractors, investor, shareholders etc.

DEFINITION

A "Grievance" for the purpose of this Policy would mean, a complaint, issue, concern, problem, or claim (perceived or actual) that a stakeholder wants to be addressed by the company in a formal manner.

GRIEVANCE REDRESSAL- AREAS AND PROCESS:

Broad areas of concerns, complaints and its redressal mechanism are given as below:

1. Complaints / grievances on any of the principles under the National Guidelines on Responsible Business Conduct by various stakeholders:

For complaint resolutions a workflow is enabled for registration of grievances and forwarding /directing the complaints to the concerned division/ desk for its redressal and to generate report for the same for control, monitoring and responding. Complaints as given in Centralised Public Grievance Redressal and Monitoring System (CPGRAMS) portal and appeal portal shall also be attended for its resolution.

2. Complaints about **conflict of interest** - Details shall be maintained for such complaints, corrective action thereof and any action by regulatory authorities/statutory bodies, if any.

3. Mechanism to **receive and address** grievances and complaints for employees–grievances/Complaints shall be registered and documented before forwarding to respective desk, for their, redressal, monitoring and response by authorised officials/division.

➤ Grievances – Issues of concerns

- for working conditions, health, and safety
- on human rights aspects

4. Mechanism to **receive and redress** grievances of the community –

To promote inclusive growth and equitable development, company undertakes Social Impact Assessment (SIA) of projects and ensure rehabilitation and resettlement framework as part of its advisory and for its own projects. Grievances received for such matters shall be addressed on its merits.

5. Mechanism to **receive and respond** to customer/consumer complaints and feedback.

Customer satisfaction matrix shall be drawn and dealt/handled through processes defined under ISO procedure and continuous review shall be made to ensure handling such complaints with satisfaction to its customers/value chain partners. These processes and its outcome shall also be audited by an external agency as part of certification for compliance with ISO.

6. Complaints on data privacy, cyber security, trade practice delivery of essential services. Company has **IT policy** guidelines to protect data privacy of customers, vendors other stakeholders. Information/system about Instances/complaints of data breach along with impact shall also be documented, reviewed and resolved.

COMPLAINT REGISTRATION

Any grievances by all stakeholders including value chain partners can be lodged at <https://www.rites.com/Complaint>.

GRIEVANCE REDRESSAL CELL AND GRIEVANCE REDRESSAL OFFICER

A centralised grievance redressal cell has been functioning for registration, monitoring and disposal of grievances raised by stakeholders. Employees can raise grievances online through the Employee Self Service (ESS) portal. Any member of public, value chain partner or ex-Employee of the Company can also submit their complaint through the company website. The grievance coming under this policy shall be transferred to the Grievance Redressal Officer.