



## **Radico Khaitan Limited**

### **STAKEHOLDERS GRIEVANCE REDRESSAL POLICY**

#### **Purpose:**

Radico Khaitan Limited (“Radico” or the “Company”) acknowledges the significance of its stakeholders in contributing to the success of its business. The Company is committed to creating value for its stakeholders through efficient communication and engagement practices. In pursuit of this commitment, Radico has formulated this Stakeholders Grievance Redressal Policy (“Policy”). This policy is designed to establish a formalized framework for engaging with stakeholders and effectively managing their grievances. The primary objective is to mitigate both social and operational risks associated with the Company's business. By implementing this policy, Radico aims to foster a proactive approach to grievance resolution, ensuring the sustained well-being of the business and its stakeholders.

#### **Stakeholder Identification Process:**

We, at Radico, recognized our primary stakeholder groups as individuals affected by our operations, products, and services, as well as those whose actions currently and potentially influence our business. Radico explicitly acknowledges the disadvantaged, vulnerable, and marginalized as a distinct stakeholder category, ensuring that their interests are thoughtfully taken into account in any significant strategic decision-making processes within the Company. These groups include People with disabilities, Children, Tribals, migrant workers.

We prioritize consistent communication and active engagement with all stakeholders, employing robust feedback mechanisms, including a grievance redressal system. These mechanisms are designed to integrate the concerns and issues raised by stakeholders into our business planning and execution strategy, reflecting our commitment to responsiveness and continuous improvement.

#### **Governing principles:**

We embrace and advocate the following fundamental principles to foster meaningful engagement and cultivate trust with our stakeholders:

- **Stakeholders Involvement:** Encourage active involvement of stakeholders through two-way communication in the Company's initiatives, promoting voluntary consultation processes.
- **Cooperation:** Foster collaboration with stakeholders that not only contributes to the Company's objectives but also aligns with its core values.
- **Accountability:** Demonstrate responsibility by cultivating relationships with stakeholders in the realms of sustainable development, human rights, and community welfare.
- **Transparency:** Uphold transparency in both financial and non-financial communications, disseminating truthful, sufficient, relevant, complete, clear, reliable, and useful information to our stakeholders.
- **Progressive development:** Strive for continuous enhancement of our stakeholder engagement mechanisms through regular reviews and feedback processes.

**Grievance Redressal:**

Every employee is responsible for cultivating relationships and fulfilling the expectations of both internal and external stakeholders within their designated areas of responsibility. Furthermore, designated officers, as defined below, are tasked with addressing the concerns raised by our stakeholders.

<b><i>Stakeholder</i></b>	<b><i>Designated Officer</i></b>	<b><i>Contact Information</i></b>
Communities	Mr. Vinay Padroo Chief Human Resources Officer	E-mail: <a href="mailto:vinayp@radico.co.in">vinayp@radico.co.in</a> Phone: 01140975405
Employees and workers		
Human Rights related Grievances		
Investors (other than shareholders)	Mr. Dinesh Kumar Gupta Senior Vice President – Legal & Company Secretary	E-mail: <a href="mailto:dineshkg@radico.co.in">dineshkg@radico.co.in</a> Phone: 01140975418
Shareholders		
Customers	Mr. Sudhir Upadhyay Executive Vice President - Sales	E-mail: <a href="mailto:Upadhyays@radico.co.in">Upadhyays@radico.co.in</a> Phone: 01140975562
Value Chain Partners	Mr. Vinod Malik Vice President - Commercial	E-mail: <a href="mailto:vinodk@radico.co.in">vinodk@radico.co.in</a> Phone: 01140975459

We strive to address grievances in a fair manner, considering internal processes and the nature of the complaint. The Designated Officers will be responsible for resolving grievances within the stipulated timeframes outlined for each case, starting from the receipt of the complaint. Requests that do not conform to the complaint format will be handled separately, on a case-by-case basis.

**Policy review:**

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.