



STAKEHOLDER GRIEVANCE COMMITTEE CHARTER

Kutch Copper Limited

1. INTRODUCTION

To align all internal and external stakeholder and further to voice their complaints in a legitimate way, Kutch Copper Ltd. (KCL) has constituted the Stakeholder Grievance Committee (SGC). The structure, duties, and procedures of the committee are described in this charter to ensure accountability, openness, and efficient grievance resolution within the organization

2. COMMITTEE MEMBERS

The Committee shall include the following representatives:

NAME	DESIGNATION	CONTACT DETAILS
Mr. Vasu Kaushal	External Grievance Officer	Mob: +91 7990387243 (vasu.kaushal@adani.com)
Mr. Kedar Sompura	Internal Grievance Officer	Mob: +91 8160937473 (kedar.sompura@adani.com)
Mr. Akhil Shajan	Lead Grievances – Marketing	Mob: +91 8160937473 (akhil.shajan@adani.com)
Mr. Atul Agarwal	Lead Grievances – Procurement	Mob: +91 9928084712 (atul.agarwal@adani.com)
Mr. Vikrant Bajaj	Lead Grievances – Admin & IR	Mob : +91 7227022177 (vikrant.bajaj@adani.com)
Mr. Seetharaman Narasuraman	Head- Grievance Department	Mob: +91 8454945479 (seetharaman.narasuraman@adani.com)

All external/internal grievances to be routed to Mr. Seetharaman Narasuraman, (email: seetharaman.narasuraman@adani.com) through filled stakeholder complaint form available on website (www.adanimetals.com). Further, action to be taken by grievance committee after review of grievance

3. ROLES AND RESPONSIBILITIES OF THE COMMITTEE

The Stakeholder Grievance Committee (SGC) shall have the following roles and responsibilities:

- **Grievance Reception and Acknowledgment:** The committee shall establish and maintain a formal grievance mechanism for both internal and external parties. As soon as a grievance is received, the committee shall promptly inform the stakeholder

in writing of its receipt and assure party that the relevant procedures will be followed.

- **Thorough Investigation:** The committee is mandated with carrying out thorough and objective inquiries into every complaint which has been received. This will entail obtaining appropriate information, discussing with the individuals involved, and examining pertinent documents and policies. The committee will make sure that the investigation process is transparent and open.
- **Resolution of Grievances:** The committee shall make every effort to achieve a fair and equitable resolution for each grievance received by the committee. Upon completion of the investigation, the committee will promptly communicate the findings and the proposed resolution to the affected party. In cases where the grievance is upheld, the committee will recommend appropriate remedial actions in accordance with company policies and relevant laws.
- **Monitoring and Reporting:** The committee shall oversee the grievance resolution process to identify general trends, repeating issues, and opportunities for improvement. It shall prepare and submit regular reports to the Board of Directors, detailing the grievances received, resolutions implemented, and recommendations for improving stakeholder relations.
- **Risk Assessment and Mitigation:** The committee shall analyze the potential risks linked to grievances raised, including any risks to the organization's reputation. Based on this analysis, the committee shall propose suitable measures to mitigate identified risks and avert future recurrence.
- **Escalation Procedures:** The committee shall design and implement procedures for escalation of unresolved grievance to higher authorities when required.

4. COMMITTEE CHARTER AND FUNCTIONS

The Stakeholder Grievance Committee performs under the following charter and functions:

- **Structured Grievance Process:** The SGC shall define a structured and clear process for stakeholders to submit grievances, including guidelines on the submission format, necessary information, and response timelines. To ensure transparency this process will be communicated to all stakeholder.
- **Documentation of Grievances:** The committee shall maintain detailed and precise records of all grievances submitted, investigations carried out, resolution provided.

These records will be used to identify patterns and refine grievance management practices.

- **Stakeholder Engagement and Feedback Mechanisms:** The committee shall proactively engage with stakeholders to gather feedback on the grievance handling process and overall satisfaction of stakeholders.
- **Legal and Regulatory Compliance:** The committee shall ensure that all grievance handling procedures adhere to relevant laws, regulations, and industry standards. This includes staying updated on legislative changes that may impact grievance processes and making the necessary updates to organizational policies
- **Diversity and Inclusion Considerations:** The committee shall ensure that its grievance handling processes are inclusive and considerate of diversity, offering all stakeholders an equal opportunity to express their concerns, irrespective of their background.

5. OUTREACH AND COMMUNITY ENGAGEMENT

- **Community Relations:** The committee will focus on strengthening community relations by resolving grievances concerning the organization's impact on local communities and cultivating positive connections with community stakeholders.

6. REPORTING OF COMMITTEE MEMBERS

- The committee members shall present quarterly reports to the Senior management, detailing the grievances received, investigations carried out, and resolutions reached. Additionally, an annual report outlining the committee's activities and suggesting policy improvements will be compiled.

7. AMENDMENTS

- This charter may be revised as needed to align with changes in organizational policies or stakeholder requirements. Any proposed revisions must be reviewed and approved by the committee, followed by ratification from the Board of Directors.

8. CONCLUSION

- The Stakeholder Grievance Committee is deeply committed to cultivating a culture of transparency, openness, and accountability within Kutch Copper Limited.
- By addressing stakeholder grievances in a fair and efficient manner, the committee strives to build and maintain trust with all stakeholders. This proactive approach not only enhances relationships but also contributes to fostering a collaborative environment where concerns are acknowledged and resolved promptly.



Dr. Vinay Prakash

Managing Director

Date: 01-July-2024