

Corporate Compliance & Social Responsibility Department	<h1>Grievance Redressal Policy</h1>	Doc no. LWT/ HRP/ EGRP/ 16062023/ 00
		Version: 0
		Revision: 3
		Revision date: 22-06-2023

Grievance Redressal Policy

The enterprise was incorporated in the year April 2004, has matured competencies in embedded electronics, radio frequencies technologies, information technology software development, electrical controls & automation and is India's one of the preferred turnkey providers for industrial automation technologies for Power, Steel, Port, Mining and Transport Sector.

To know more about us kindly visit our website – www.lotuswireless.com

1. Introduction

The purpose of this document is to formalize the management of grievances from our stakeholders to minimize the social risks to the business. The grievance process, outlined in this document, provides an avenue for stakeholders to voice their concerns and offers transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between internal & external stakeholders.

2. Scope

The grievance mechanism procedure applies to all external stakeholders of our operations & this procedure also cover grievances raised by internal stakeholders, such as employee (fixed or variable cost both).

3. Applicable to

All group companies, sister concerns, joint ventures and subsidiaries of Lotus Wireless Technologies India Private Limited.

4. Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner
Grievance handling mechanism	A way to accept assesses and resolve community complaints concerning the performance or behaviour of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts
Internal stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors
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, community, NGOs and the government.

5. Grievance Reporting Channels

Lotus Wireless Technologies India Private Limited will communicate this procedure to its external & internal stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances.

Key channel for internal as well as external stakeholders to vocalize their grievance can be done way by writing into the electronic mail, I'd compliance.grievance@lotuswireless.com

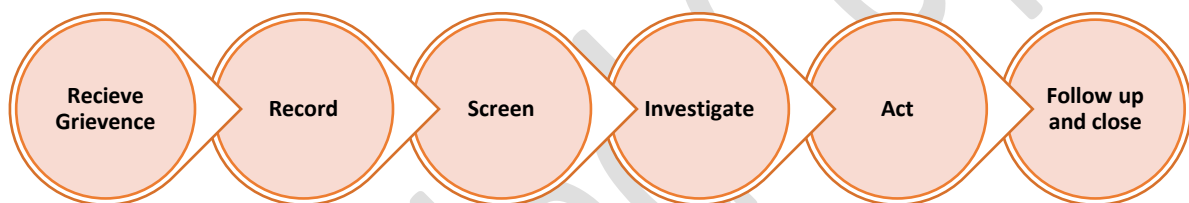
6. Roles & Responsibilities

Role/ Position/ Title	Responsibility
Grievance committee	<ul style="list-style-type: none"> a. Employee investigating the grievance and liaising with the internal/ external stakeholder (s) b. Developing resolutions and actions to rectify any issue(s) c. Follow up and track progress of grievance

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Stakeholder contact officer	<ul style="list-style-type: none"> a. Receive grievances and forward to grievance committee b. Makes sure the grievance mechanism procedure is being adhered to and followed correctly c. Maintains grievance register and monitor any correspondence d. Monitor grievances/ trends over time and report findings to the Grievance Committee e. Document any interactions with internal/ external stakeholders
Employees	<ul style="list-style-type: none"> a. Receive grievances in person b. Report grievance to the stakeholder contact officer by lodging the "Grievance Lodgement Form" c. May provide information and assistance in developing a response and close out of a grievance

7. Grievance Redressal Process



a. Receive Grievance

The stakeholder contact officer receives all grievances that come through email. The stakeholder contact officer will review the grievance form and process the grievance in accordance with this procedure.

b. Record

All formal grievances will be logged in the "grievance register" and "grievance lodgement forms" will be saved in record of correspondence.

c. Screen

The stakeholder contact officer is responsible to liaise with the external/ internal stakeholder (s) and work on a resolution. Grievances will be screened depending on the level of severity in order to determine on how the grievance is to be approached.

See below table categorizing the different levels:

Category	Description	Grievance Owner
Level 1	When an answer can be provided immediately and/ or company is already working on a resolution (only formal grievances to be lodged in the "grievance register")	Stakeholder officer
Level 2	One off grievance that will not affect the reputation of company	Stakeholder officer
Level 3	Repeated, extensive and serious grievances that may jeopardize the reputation of company	Grievance committee

d. Acknowledge

A grievance will be acknowledged, by the grievance owner, within five working days of a grievance being

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submitted and communication will be made either verbally or in written form.

The acknowledgement of a grievance should include a summary of the grievance, method that will be taken to resolve the grievance and an estimated timeframe in which the grievance will be resolved. If required, the acknowledgment provides an opportunity to ask for any additional information or to clarify any issues.

e. Investigate

The stakeholder officer along with the employee(s) is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact internal/ external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation.

Information gathered during the investigation will be analysed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

f. Act

Following the investigation, the stakeholder officer will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The stakeholder officer is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to.

Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the internal/ external stakeholder via their preferred method of contact.

g. Follow up and close out

The Stakeholder officer will contact the internal/ external stakeholder(s) within three weeks after the grievance is resolved. When contacting the internal/ external stakeholder, the stakeholder officer will verify that the outcome was satisfied and gather any feedback on the grievance process

8. Appeal

If the internal/ external stakeholder is unhappy with the resolution and/ or does not agree with the proposed actions, then the stakeholder officer needs to escalate the matter to the grievance committee. The committee will review the grievance and all documentation gathered throughout the investigation and determines whether further actions are required to resolve the grievance.

Company is fully committed to resolving an internal/ external stakeholder's grievance so if company is unable to resolve a complaint or a stakeholder is unhappy with the outcome, company may seek advice from other independent parties

9. Storing of Grievances

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed with confidentiality for all parties involved

Office & officials responsible shall be as detailed below:

- **Grievance committee:** Shall comprise of minimum 2 number company directors, chief of finance & chief of human resources as decided by chairman's office
The Chairperson who will head this grievance committee would also be nominated by company chairman & managing director's office
- **Stakeholder contact officer:** The regional leader for the North/ East/ West/ South regional offices

Sr no.	Nominated Designation	Name	Company Designation
1	Chairperson	Mr Alok Chandna	Senior Vice President
2	Member	Mr Binu S Pillai	Company Director
3	Member	Mr DS Roy	Company Director
4	Member	Mr NCSV Raju	Head Peoples Officer
5	Member	Mr VR Vinayaka Appa Rao	Production Head

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Annexure A "Grievance Lodgement Form"

Full name:								
Father's name:								
Aadhaar card number:								
Company name (if applicable):								
Date of first information:								
Time of first information:								
Communication postal address:								
Electronic mail I'd:								
Handphone number (with country code):								
Preferred media of communication:	Handphone		Electronic mail		Postal address		Others	
Supporting document provided:	Yes				No			
Description of grievance (you can use additional sheet):								
What outcome are you seeking?								
Additional information (if any applicable):								

For office use only:

Stake holder reference											
Internal			Fix cost employee		Yes/ No			Variable cost/ contract employee		Yes/ No	
External	NGO	Yes/ No	Community/ Neighbourhood	Yes/ No	Political party/ personnel	Yes/ No	Government state/ central	Yes/ No	Supplier/ Contractor	Yes/ No	
Others											
Additional comments (if any)											

Claimant signature with date & place

Company representative signature with date & place

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Annexure B “Grievance Register”

Stakeholder (name)	Date received	Stakeholder contact officer (name)	Grievance severity (Level 1, 2 or 3)	Grievance description	Cause of grievance	Outcome	If a resolution was offered, kindly indicate “accepted” or “not accepted”	Remarks if any

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