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| OEPL ESMS Manual | ANNEXURE - 13 | Document Code: OEPL- |
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GRIEVANCE REDRESSAL POLICY

OEPL takes pride in addressing all queries/grievances/concerns brought to its attention by the stakeholders and classifying and differentiating queries, requests, and complaints, etc., and accordingly resolving them to the satisfaction of the concerned stakeholders.

GRM- EXTERNAL GRIEVANCES

OEPL recognizes the importance of its external stakeholders to the business and believes in value creation for them through effective communication and engagement. The objective is to ensure that all external stakeholders of OEPL, including suppliers, vendors, logistics partners, and other collaborators, have a structured and transparent process to voice their concerns and seek resolutions. The policy thus recognizes the external stakeholder’s right to always have a contact address available to enable them to query or record a grievance.

GRM for other external stakeholders

OEPL has documented a detailed procedure for the grievance resolution of external stakeholders including vendors/suppliers, customers/clients, local communities, investors and other relevant parties . The grievances of all the external stakeholders will be primarily received by the respective Single Point of Contact (SPOC) designated by the senior management team, who is associated with the external stakeholder group by the communication channels. The grievance will be recorded in External Grievance Redressal Form (enclosed as *Appendix-C*). The escalation matrix designed for redressal of the external complaints is provided in the flowchart in *Figure-2* and also mentioned below:

Level 1: Filing compliant through Online Website/Contact information

The Company will display the contact details on its website (<https://optimizedelectrotech.com/contact-us/>) through which external stakeholders can reach out to the Company in case of any queries or concerns:

| | |
|---------------------|--|
| <i>Name</i> | |
| <i>Phone</i> | |
| <i>Email</i> | |
| <i>Company Name</i> | |
| <i>Message</i> | |

- Ⓜ The grievances or message of the customers or external stakeholder will be received online via website or phone call will be directed to respective Department Heads through email. Upon receipt of a grievance, an acknowledgment will be given to the complainant with unique reference ID, within **48 hours**.
- Ⓜ The grievance or message shall be reviewed, investigated and accordingly, corrective action will be taken at Manager Level depending on the severity of the issues.
- Ⓜ Within **five (5) working days** of receiving any query, the Department Head will investigate the issue and discuss with a possible resolution

Level 2: GRC

- ⊗ If the grievance is not resolved at Level 1, it will be escalated to GRC which shall investigate the matter and internal resolution shall be figured out and informed to the aggrieved party within *seven (7) working days*.
- ⊗ If there is a need to conduct a grievance investigation, it will include speaking to witnesses and any individuals implicated in the matter.

Level 3: Senior Management (Managing Directors' Office)

- ⊗ When complainant is not satisfied with the Level-2 resolution, then he/she can approach Senior Management for further resolution.
- ⊗ In such cases, the higher authorities would review the above process (Level 1 and 2) and resolve the complaint within *10 working days* of receipt of the application.

In case, grievant is not satisfied with the decision of Senior Management of OEPL he/she can adopt legal course for further resolution of matter (if required).

Figure 1: Escalation Matrix for External Grievances

