



**COMMUNITY GRIEVANCE REDRESSAL POLICY  
OF  
INDIAN ENERGY EXCHANGE LIMITED**

*Approved by Board on March 22, 2023*



## COMMUNITY GRIEVANCE REDRESSAL POLICY OF INDIAN ENERGY EXCHANGE LIMITED

### 1. INTRODUCTION & PURPOSE

IEX recognizes its responsibility to listen to the suggestions, complaints, or grievances of the community with which it engages and attempts to resolve their concerns.

This policy is formulated to provide community members and other stakeholders with a method to constructively communicate their grievances directly. It also establishes procedures for an equitable, reciprocal, and timely resolution of these grievances. At IEX, we strive to support all community members in feeling safe and heard. Community members filing grievances will be treated with understanding and respect, and grievances will be given prompt and careful attention taking into account all the circumstances.

### 2. SCOPE

This policy applies to all communities and other stakeholders who might be directly or indirectly affected by IEX's operations.

### 3. DEFINITIONS

- **'Grievance'** means an issue, concern, complaint or claim (perceived or actual) raised by an individual or group of individuals either affected or interested in Company operations.
- **'Grievance Handling Mechanism'** means a way to accept, assess and resolve community complaints concerning the performance or behaviour of the Company, its value chain partners, or employees. This includes adverse economic, environmental and social impacts.
- **'Community'** means individuals or groups of individuals outside a business who are not directly employed or contracted by the business but are affected in some form or manner from the decisions of the business. This includes individuals or groups of individuals-
  - living and/or working adjacent to IEX's operations.
  - living at a distance who are still likely to be impacted by these operations.



#### **4. GRIEVANCE HANDLING MECHANISM:**

- In case of any grievance/complaints, the complainant can approach the Chief Financial Officer (CFO) of the Company at [compliance@iexindia.com](mailto:compliance@iexindia.com).
- Based on the findings, the CFO shall make an action plan outlining steps to be taken in order to resolve the grievance and the CFO shall be responsible for assigning and monitoring actions undertaken and making sure deadlines are adhered to.
- In case further recourse is desired by the complainant, it can appeal to Managing Director and the decision of Managing Director shall be final and conclusive.
- The Company shall maintain a track of all the complaints received and resolved during the year under this Policy and a summary of the same shall be placed before the CSR & Sustainability Committee for its noting and disclosed in the Business Responsibility & Sustainability Report of the Company.

#### **5. CONFIDENTIALITY & RECORDS**

The Company will endeavour to maintain complete confidentiality, unless otherwise required by law. Relevant information will be provided only to those persons who need to know in order to achieve a timely resolution of the complaint.

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

#### **6. REVIEW AND AMENDMENT:**

The policy document shall be approved by Board on the recommendations of the CSR & Sustainability Committee. The policy document shall be periodically reviewed on a need basis and any amendments made therein shall be reviewed by the CSR & Sustainability Committee and approved by Board.

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