

Stakeholders' Grievance Redressal Policy

1. Introduction

NCC Limited (NCC) recognizes the importance of Environmental, Social, and Governance (ESG) principles in conducting its business operations responsibly. As part of our commitment to transparency, accountability, and sustainability, we have developed this Stakeholders' Grievance Redressal Policy to address concerns raised by our stakeholders effectively and efficiently.

2. Scope

This policy applies to all stakeholders, including but not limited to Shareholders, Customers, Lenders, Employees, Suppliers, Communities, and Regulatory Bodies, who have legitimate grievances related to NCC's business activities and their impacts on the Environment, Society, and Governance.

3. Principles

- **Transparency:** NCC is committed to maintaining transparency in its grievance redressal process by providing clear information on how grievances are addressed and resolved.
- **Accessibility:** We ensure that our grievance redressal mechanism is easily accessible to all stakeholders through multiple channels, including but not limited to email, phone, online portal, and physical mail.
- **Timeliness:** Grievances will be acknowledged promptly upon receipt, and efforts will be made to resolve them within reasonable timeframes, considering the complexity and severity of the issue.
- **Fairness:** NCC will treat all grievances impartially and objectively, without any discrimination or bias.
- **Confidentiality:** We respect the confidentiality of the grievance process and will handle all information shared by stakeholders with the utmost confidentiality, except where disclosure is required by law.

4. Grievance Redressal Mechanism

- **Submission of Grievances:** Stakeholders can submit their grievances in writing or through designated grievance redressal channels provided by NCC through email @ stakeholders.grievance@nccLtd.in or letter addressed to Head-Internal Audit, NCC House, at the registered office of the Company.
- **Acknowledgment:** Upon receiving a grievance, NCC will acknowledge receipt within one working day, along with a unique reference number for tracking purposes.

- **Investigation and Resolution:** The grievance will be promptly investigated by the Grievance Redressal Committee, which may involve consultation with relevant departments or external experts. Efforts will be made to resolve the grievance to the satisfaction of the stakeholders at the earliest depending upon the nature of grievance.
- **Communication:** NCC will keep the stakeholder informed of the progress of the grievance redressal process at regular intervals and provide a final response detailing the outcome and any remedial actions taken.
- **Escalation:** If the stakeholder is not satisfied with the resolution provided, they may escalate the grievance to the next level of management or regulatory authorities, as applicable.

5. Training and Awareness

NCC will provide training to employees involved in the grievance redressal process to ensure they understand their roles and responsibilities. Additionally, NCC will raise awareness among stakeholders about the grievance redressal mechanisms available to them.

6. Review and Reporting

- **Regular Review:** This policy will be reviewed periodically to ensure its effectiveness and compliance with evolving ESG standards and regulatory requirements.
- **Reporting:** NCC will include information on the number and nature of grievances received, resolved, and pending in its annual ESG/BRSR reports, demonstrating our commitment to transparency and accountability.

7. Compliance

Non-compliance with this policy may result in disciplinary action, up to and including termination of employment or contract, depending on the severity of the violation.

8. Conclusion

This Stakeholders' Grievance Redressal Policy underscores NCC's commitment to upholding the highest standards of corporate governance, social responsibility, and environmental stewardship. By providing a transparent, accessible, and fair grievance redressal mechanism, NCC aims to strengthen trust and relationships with our stakeholders while contributing to sustainable development.

NCC Limited

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