

Archean Chemical Industries Limited

External Grievance Policy

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

Scope

The External Grievance Mechanism procedure applies to all external stakeholders of Archean Chemical Industries & its subsidiaries' operations.

This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to the Company's internal grievance policy.

Grievance reporting channel

Any grievance must be submitted in any of the following ways only:

By Email: grievance@archeanchemicals.com

or

The written grievance can also be sent to the following address: –

Company Secretary & Compliance Officer
Archean Chemical Industries Limited
Village: Hajipir
Greater Rann of Kachchh
Kachchh, Gujarat - 370605 |

SPOC for Grievances: Mr Mayurkumar Joshi – Deputy Manager - Administration

The grievant must make sure that the following information is provided to ensure a prompt handling of her/his grievance:

- The identity and contact details;
- Details of the grievance;
- Where relevant, copies of any documentation supporting the grievance.

The Company owes a duty of confidentiality to the grievant and will take appropriate steps to protect sensitive and personal information.

Procedure Guidelines

1. Upon receipt of a grievance, Company's external grievance resolution procedure will be activated by assigning the grievance to a relevant person(s) in the Organisation.

2. The assigned person(s) will look into the circumstances of the case, discover underlying causes and develop actions for addressing the grievance and to prevent similar incidents occurring in the future. Once all actions have been completed and the grievance has been resolved, the
3. SPOC will formally advise the grievant via their preferred method of contact within a maximum period of 30 days from the date of receipt of the grievance.
4. The SPOC will contact the grievant 3 weeks after the grievance is resolved. When contacting the grievant the SPOC will verify that the outcome was satisfied and also gather any feedback on the grievance process.
5. An analysis of complaints received will also be undertaken annually and shared with the Senior Management to enable identification and resolution of any systemic trends or issues.
6. All records, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.