

**GRIEVANCE REDRESSAL POLICY****PREFACE**

TITLE	GRIEVANCE REDRESSAL POLICY
VERSION NUMBER	2.00
EFFECTIVE DATE	05.05.2026
AUTHORISED BY	BOARD OF DIRECTORS

For timely and proper redressal of complaints with reference to Business Responsibility (BR) /Policies in line with the “National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business”, JSW Holdings Limited has the following mechanism:

JSW Holdings Limited has appointed Mr. Akshat Chechani as Designated Person for the redressal of grievances.

Stakeholders can approach at:

JSW CENTRE,

Bandra Kurla Complex,

Bandra (East),

Mumbai - 400 051

and also, through the designated email id: jswcs.holdings@jsw.in

Grievance Reporting Channels:

The Company is committed to sharing this Policy with all its internal and external stakeholders. The aim is to foster awareness and provide a clear understanding of how stakeholders can articulate their Grievances. This approach ensures transparency and encourages open communication.

Before initiating an official Grievance complaint, the Complainant is expected to go through the Grievance Redressal Policy in detail. This step is essential as it helps in understanding the context and the potential implications of their Grievance.

In addition to this, the Company also emphasizes the following points:

a) Timely Communication: Company encourages stakeholders to voice their Grievances as soon as they arise (or within a span of 30 days).



- b) Confidentiality: Company assures that all Grievances will be handled with utmost confidentiality to protect the interests of the stakeholders.
- c) Non-Retaliation: Company adheres to a strict non-retaliation approach. Any stakeholder voicing their Grievances will not face any adverse consequences.
- d) Resolution Process: Company is committed to resolving all Grievances in a fair and timely manner as per the process elucidated in this Policy.

Grievance Redressal Mechanism:

- A stakeholder can make a written complaint through letter or e - mail.
- The Company maintains a stakeholder grievance register in which full detail of every written complaint is entered.
- The Designated Person shall access the stakeholder grievances email ID on a daily basis to establish whether any new complaint has been lodged or not.
- The full detail of the written complaint would be passed to the concerned department.
- A letter or mail would be written by Designated Person to the stakeholder/s who has/have submitted the written complaint, acknowledging receipt of the complaint.
- The Designated Person will obtain all information available on the complaint considered necessary for an investigation.
- The Designated Person will look into all the necessary information and resolve the same as soon as possible.
- The endeavour is to resolve the stakeholder complaint within 21 days of the receipt of the same, except when the issue requires more time.
- The Designated Person shall review the stakeholder complaint register on fortnightly basis to find out whether complaint has been resolved within time or not.
- A complaint (where the response does not settle the issue) must be referred to the Committee / Board of the Company.
- The Designated Person shall report quarterly on the grievances to the Committee / Board with complete details as Name of the complainant, Nature of the complaint, Date of receipt of the complaint and status on resolving the same. For grievances remaining unresolved for a period of more than 21 days from the date of receipt, the Designated Person shall provide a reason to the Committee of the Board.