

DEREWALA INDUSTRIES LIMITED
COMPLAINTS AND DISPUTE RESOLUTION POLICY

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| Name of The Policy | Complaints and Dispute Resolution Policy |
| Document ID | DIL/HR/ CDRP |
| Version | 1/2025 |
| Effective Date | 01/07/2025 |
| Approved By | Board of Directors |
| Approval Date | 02/06/2025 |
| Policy Owner | HR Manager |

1. Purpose

This policy outlines how Derewala Industries Ltd. manages complaints and disputes raised by employees, clients, suppliers, or other stakeholders. We are committed to resolving concerns in a fair, transparent, and timely manner.

2. Scope

This policy applies to:

- All employees
- Customers and clients
- Suppliers and contractors
- Any other parties interacting with the company

3. Types of Complaints Covered

This policy applies to complaints related to:

- Product quality or safety (e.g. jewellery defects, delayed delivery)
- Employee or workplace conduct
- Ethical concerns (e.g. unfair treatment, discrimination)
- Contractual or commercial disputes
- Breach of company policy

Derewala Industries Ltd.

CIN: U369114RJ2007PLC024129

E-72, 73, EPIP Sitapura Industrial Area, Tonk Road, Jaipur 302022, Rajasthan, India

Phone: +91-141-4099444 Fax: +91-11-66173957, E-mail-info@derewala.com, web-
www.derewala.com

Regd. Office: Plot No. C-69, Flat No. 304, Paradise Regency, Sarojini Marg, C-Scheme,
Jaipur-302 001 (Rajasthan) India

4. Guiding Principles

We aim to ensure:

- All complaints are treated seriously and confidentially
- A fair and impartial investigation is carried out
- Resolution is sought at the earliest opportunity
- No retaliation occurs against anyone who makes a complaint in good faith

5. Procedure for Lodging a Complaint

Step 1: Informal Resolution (if appropriate)

- Raise the concern directly with the person involved or a supervisor.
- Many issues can be resolved quickly through open communication.

Step 2: Formal Complaint Submission

If informal resolution is not possible or appropriate:

- Submit a written complaint to the HR Department or submit the complaint in the suggestion box.
- Include your name, contact information, a description of the issue, relevant dates, and any supporting evidence.

Contact Email: geetanjali.singh@derewala.com

Phone: +91-9929598922

Step 3: Acknowledgement & Investigation

- Complaints will be acknowledged within 3 business days.
- An impartial investigation will begin within 7 business days.
- The complainant may be contacted for clarification or additional details.

Step 4: Resolution and Feedback

- A written outcome will be provided within 14—21 business days (depending on complexity).
- If the issue is substantiated, appropriate corrective action will be taken.

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Step 5: Appeal (if required)

- If unsatisfied with the outcome, you may appeal in writing within 7 days of receiving the decision.
- The appeal will be reviewed by senior management or an external mediator (if necessary).

6. Record Keeping

All complaints and outcomes will be documented and securely stored in accordance with our data protection policy.

7. No Retaliation

Derewala strictly prohibits retaliation against anyone who lodges a complaint in good faith or participates in an investigation.

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|--------------|-----------------|--|
| Signature: | | |
| | (Policy Owner) | (Approver) |
| Name: | | |
| Designation: | (HR Department) | (Managing Director/Whole-time Director/Director) |

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