

GRIEVANCE REDRESSAL POLICY

Background:

Sunteck Realty Limited (also known as “**Sunteck**” or “**The Company**”) endeavors to foster a conducive workplace where grievances are swiftly and fairly adjudicated. The Company’s goal is to promote a healthy and positive ecosystem for all its stakeholders by hearing them out, reciprocating to their problems and by resolving them within the stipulated period of time.

Sunteck Realty Limited together with its subsidiaries, group companies are hereinafter referred to as Sunteck Group (the “**Group**”).

Purpose:

This Policy lays out a mechanism for employees and other stakeholders to address their grievances, concerns, or complaints in a systematic and trustful manner. The Policy aims to:

- Treat all stakeholders fairly, equally, and without any biases.
- Guarantee that all complaints are treated promptly and dealt within the allotted time frames.
- Develop an organizational framework to promptly address and resolve employees Grievances fairly and equitably

Coverage:

This Grievance Redressal Policy applies to all the stakeholders of the Company.

Definitions:

Grievances or complaint: Any communication that expresses dissatisfaction or discontent, in respect of the conduct or any act of omission or commission or deficiency of service, restricted to company's affairs and business and in the nature of seeking a remedial action but does not include the following:

- i. Complaints that are incomplete or not specific in nature.
- ii. Communications in the nature of offering suggestions or advice.
- iii. Communications seeking guidance or explanation.

Grievance Redressal Process:

- Stakeholders can raise their grievances through the grievance form available on company’s website by stating all relevant details.

Channels through which the stakeholders can register their complaints:
Form: Grievance Form
Email Id: grievance.officer@sunteckindia.com

- The Grievance Officer may reject the grievance outright if additional inquiry reveals it to be frivolous. Accordingly, the stakeholder will be informed.
- Following the investigation, the validated complaints are registered and documented.

- A final response shall be delivered to the complainant with information on how the complaint was resolved or rejected. The decision of the Chairman and Managing Director of the company/desalinated grievance officer shall be final and binding on the concerned complainant.
- Confidentiality of the complainant will be ensured in all conditions.
- Customers/Occupants have a dedicated app-based platform wherein they can raise issues pertaining to day-to-day activities for immediate response and solutions.

Record Keeping:

The Officer shall preserve records pertaining to grievance/complaint received resolution and/or closure of the grievance for a period of up to 3 years.

Responsibilities:

The head of relevant department for the complaint raised would be responsible to oversee the nature and scope of the complaint.

In case of collaboration of more than one department, the head may also escalate the issue to relevant departments and report any discrepancies to the concerned authority as per the organizational hierarchy.

Communication of the Policy:

- All existing and newly hired employees would receive an intimation regarding this Policy
- The Policy shall be easily accessible on the Company's website

Feedback and Review:

Sunteck strives to upgrade experience of its stakeholders. The Company believes grievances also have positive dimensions as it gives the Company the insights at the existing gaps which are captured and corrected to prevent future acts of indiscipline and deterioration of the work environment. The Company believes the complaints are an opportunity for the company to upgrade the existing mechanisms by improving the same using feedback and past records.

The Company reserves the right to modify and/or review the provisions of this Policy from time to time, in order to comply with applicable legal requirements or internal policies, to the extent necessary.