

SOLARA ACTIVE PHARMA SCIENCES LIMITED

COMMUNITY GRIEVANCE POLICY

Document History		
Version	Status	Date
1.0	Effective	27.03.2023
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Purpose:

The purpose of this policy is to provide a channel for all our external stakeholders to voice their concerns and offers transparency on how grievances will be managed by the company. The policy shall be published in the company website for ease access to all.

Scope:

The policy is applicable to all external stakeholders viz. customers, suppliers, government officials etc.

Definition:

1. **Grievance:** An issue/ concern/ problem/ claim (perceived or actual) that an external stakeholder reports in a formal manner to the organization to resolve or address.
2. **Grievance Handling:** A mechanism to accept/ receive, assess and resolve complaints received from stakeholders concerning the performance or behaviour of the organization, its contractors, or employees. This concern or complaint includes economic, environmental, and social impacts.
3. **Internal Stakeholders:** Groups or individuals within the organization who work directly within the organization, such as employees and contractors.
4. **External Stakeholders:** Groups or individuals outside the organization who are not directly employed or contracted by the organization but are affected in some way from the decisions of the organization, such as customers, suppliers, community, NGOs and the government.

Grievance Reporting and Addressal Mechanism:

Solara or its representative will make this policy available to its external stakeholders. Any concern can be raised by sending an email with details to info@solara.co.in . Upon receiving the grievance email, company will constitute a grievance committee with senior members or representative from relevant functions/ department.

The responsibilities of the Grievance committee include:

1. Acknowledgement of receipt of complaint and review to initiate investigation in fair and transparent manner.
2. Conduct the investigation to evaluate the details of the complaint and report the findings to the Management team
3. Develop resolution and action to rectify the issues if any
4. Communicate or respond to the external stakeholder on the appropriate action against the complaint
5. Maintains a grievance register and record all correspondence to monitor the progress
6. Follow up and track progress of grievance as well as actions to resolve the grievance
7. Document any interaction with external stakeholders
8. The Grievance Committee will ensure that the grievance mechanism procedure is being adhered to and followed correctly.
9. The employee(s), if receive a stakeholder complaint (either by email or in-person), should report to complaint to the Grievance committee or Head of HR with 24 hours of such complain raised by external stakeholders.
10. If the employee fails to report stakeholder complaint, he/she may face a disciplinary action against negligence of duty/ responsibility.

Grievance Redressal Process:

1. **Receipt of Grievance:** The Head of Grievance committee or appointed personnel will receive the grievance by email or reported by stakeholders/ employee concerned.
2. **Record and Review:** All formal grievance reported shall be logged in Grievance Register and will be saved for reference and correspondence. The grievance shall be reviewed to for appropriate response or action.
3. **Acknowledgement of Grievance:** A grievance shall be acknowledged by the Grievance Committee member within five (5) working days of the grievance being submitted. The acknowledgement shall be sent in a formal email to the external stakeholder.

The acknowledgement of a grievance should include a summary of the grievance, method that will be taken to resolve the grievance and an estimated timeframe in which the grievance will be resolved. If required, the acknowledgment provides an opportunity to ask for any additional information or to clarify any issues.

4. **Investigation:** The Grievance committee members is responsible for investigating the grievance. The investigation may require to make site visits, consult employees, contact external stakeholders, and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation.

Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken to resolve the grievance.

5. **Act:** Following the investigation, the Grievance committee member will use the findings to create an action plan outlining steps to be taken to resolve the grievance. The committee is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to.

Once all actions have been completed and the team feels the grievance has been resolved, they will then formally send a response to the external stakeholder providing the details of the resolution/ action taken against the grievance reported.

6. **Follow Up and Close the Grievance:** The committee will contact the external stakeholder/s after 15 days of the Action Response shared with the stakeholders to seek feedback or satisfaction on the actions taken to resolve the grievance.

7. **Appeal:** If the external stakeholder is not satisfied with the resolution and/or does not agree with the proposed actions, they can further appeal or escalate the matter to the Management team of the organization by writing an email to the CEO or MD of the organization (details of the escalation matrix to be shared in the Grievance Redressal Response to the stakeholder).

The Management team will review the grievance, investigation report and all the documentation gathered during the investigation to determine whether further actions are required to resolve the grievance.

Solara is fully committed to resolving an external stakeholder's grievance so if Grievance committee is unable to resolve a complaint or a stakeholder is not satisfied with the outcome, the management team may seek advice from other independent parties.

8. **Documentation & Closure:** All records, including grievance email or formal note recorded, investigation notes, discussion/interviews and minutes of meetings will be securely filed with

confidentiality for all parties involved. Once the stakeholder feedback is documented with satisfaction on the resolution or Actions against the grievance, the grievance can be formally closed and a closure note can be sent to the stakeholder.

Administration and Review of the Policy:

The Managing Committee shall be responsible for the administration, interpretation, application, and revision of this policy. The policy will be reviewed and revised as and when needed.