

***Stakeholders' Grievance Reddressal  
Policy***

***Corporate Office***

***Arkade House, Next to Children's Academy,  
A.S. Marg, Ashok Nagar, Kandivali (E),  
Mumbai 40 0101***



## **1. Preamble**

Arkade Developers Limited (the Company) is committed to maintaining a fair, transparent, and responsive environment for all its stakeholders. In furtherance of this commitment, the Company has adopted this Stakeholders' Grievance Redressal Policy to establish a formal mechanism for the timely and effective handling of grievances, ensuring that concerns are addressed in a consistent and impartial manner.

## **2. Objective**

The objective of this Policy is to establish a structured mechanism for receiving, addressing, and resolving grievances in a fair, transparent, and timely manner. The Company aims to ensure that all grievances are handled efficiently and without fear of retaliation.

## **3. Scope**

This Policy applies to all employees, workers, stakeholders, customers, vendors, supply chain partners, community and other associated persons dealing with the Company.

## **4. Definition**

A grievance refers to any complaint, concern, or dissatisfaction or any suggestion raised by an individual regarding actions, decisions, behavior, policies, or practices of the Company.

**Malicious Complaints:** The Company encourages the stakeholders to raise concerns in good faith and without fear of retaliation. However, if any complaint is found, upon due inquiry, to have been made knowingly false, malicious, frivolous, or with willful intent to mislead, defame, or cause harm to any individual, the Company reserves the right to take appropriate action against the complainant in accordance with applicable policies and law. Mere inability to substantiate a complaint or provide adequate evidence shall not, by itself, constitute a malicious or false complaint.

## 5. Grievance Committee

The Company has in place an Internal Grievance Committee consisting of one personnel each from the following departments:

1. HR Department
2. CRM Department
3. Safety Department
4. Secretarial Department

## 6. Grievance Reddressal Process:

- **Received through email:**

Each stakeholder can approach the Company for addressing grievance through the channel mentioned below stating all the relevant details.

<b>Format : Through E-mail</b>
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<b>Email ID: <a href="mailto:grievance@arkade.in">grievance@arkade.in</a></b>
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The members of the Grievance Committee shall validate the complaint received and once the same is validated, it will be registered and documented. If the grievance pertains to any other department, the same shall be transferred to the corresponding department heads.

The members shall ensure that each of the grievance received are acknowledged within a 2 working days from the date of receipt.

The members of the Committee shall make reasonable efforts to resolve the grievance within 7 working days from the date of receipt. In the instances where the situation requires more time to resolve, the stakeholder shall be intimated about the delay and a tentative timeline for resolution.

If the complainant is not satisfied with the resolution, they may share their dissatisfaction in the email ID with a mention of escalation. The Grievance Committee will escalate the grievance to the Management. All reasonable efforts shall be taken to resolve the grievance within the next 7 working days.

The members shall ensure that once the final reply is given, it shall mention that the “complaint has been resolved”.

- **Complaint Box & Register**

The Company shall maintain complaint boxes and registers at accessible locations within its premises to enable employees, workers and other stakeholders to submit grievances, concerns, or suggestions, including on an anonymous basis. The box shall be marked with prominent signage stating “SUGGESTION & COMPLAINT BOX”. The register shall be labelled as “SUGGESTION & COMPLAINT REGISTER”.

The Safety department at each site shall be responsible for the maintenance and safekeeping of the Complaint Box and Register. At each site one safety personnel shall be authorised to handle the Complaint Box and Register and atleast one Complaint box and Register shall be place at each site and Head Office. The Authorised personnel shall ensure that the Complaint box is properly locked and key shall be kept under his/her safe custody.

The boxes shall be opened once in every week by authorized personnel, and all submissions shall be recorded on the register and share the complaints with the appropriate departments. The complaints shall be handled in a confidential manner.

The stakeholders’ grievances received through Complaint Box and Registers will also be tracked and dealt with in the same manner as mentioned above.

Any complaint received orally shall be intimated to the Committee via email. The same shall also be dealt in the same manner.

The Company shall ensure protection against retaliation for individuals raising genuine concerns, the witnesses, if any and the Committee members handling the complaints.

A complainant may choose to keep his/her identity anonymous. In such cases, the complaint should be accompanied with strong evidences, documents and data.

The grievance process shall ensure the right of both the complainant and the respondent to be heard, impartial handling of all grievances, and the avoidance of any actual or perceived conflict of interest.

## **7. Exclusions/ Carve Outs**

Matters relating to sexual harassment shall be dealt with in accordance with the Company’s Prevention of Sexual Harassment (“POSH”) Policy and applicable law.

Further, concerns involving fraud, bribery, corruption, unethical conduct, financial impropriety, regulatory violations, misconduct by senior management, or any matter covered under the Company’s Whistle Blower / Vigil Mechanism Policy shall be reported and investigated under the applicable Whistle Blower framework.



The Committee shall re-direct such Complaints to the appropriate forums. Any such re-direction shall not constitute rejection of the complaint but shall be treated as an administrative classification for appropriate handling.

## **8. Responsibilities**

The Internal Grievance Committee shall be responsible to oversee the nature and scope of any complaint. The Committee shall be responsible for safekeeping of the documents, either physically or digitally, pertaining to grievance/ complaints received.

## **9. Reporting and Disclosure**

The Committee shall ensure that each complaint shall be given Unique ID. If the Complaint is required to be shared with different departments, while sharing, the Unique ID shall be mentioned. The Committee shall be responsible for tracking the status of the complaint, till the resolution of the Complaint.

The Committee shall meet on a quarterly basis, i.e., within 15 days from the end of each quarter, to discuss the status of the complaints received. A report shall be prepared and the same shall be shared with the Management after the conclusion of the meeting.

## **10. Review**

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.