

COMMUNITY GRIEVANCE REDRESS POLICY

SEPC/HR/Community Grievance Redress Policy/2023

10th August, 2023

1.0 INTRODUCTION

SEPC recognizes the importance of the role played by the community in its business and its responsibility to engage with them and listen to their grievances and suggestions.

This policy is formulated to provide the members of the community and other stakeholders to enable them to constructively communicate their grievances directly and to have a mechanism for an equitable, reciprocal, and timely resolution of the grievances. At SEPC, grievances raised by the community members and other stakeholders will be treated with fairness, understanding and respect, and such grievances will be given timely and careful attention to resolve them.

2.0 SCOPE

This policy applies to all communities and other stakeholders who might be directly or indirectly affected by our operations.

3.0 PURPOSE:

The purpose of this policy is to institute a mechanism to propagate the ways by which grievances can be communicated by the members of the community and other stakeholders and to establish a mechanism to effectively redress them.

4.0 RESPONSIBILITY:

The responsibility of implementing this procedure lies with CEO of the company.

5.0 PROCEDURE:

SEPC will conduct meeting on receipt of any complaint/grievance from the community nearby with relevant stakeholders/employees to discuss about the complaints/grievance. The meeting will help us to review any grievances raised by the stakeholders. The following procedure will be followed for conducting the grievances redress meeting,





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Activity	Description	Responsibility
Display of Contact Information of Key Personnel	The contact details of the key personnel shall be displayed at all our project sites. The stakeholders can call / send their grievances to the respective contact person and actions will be taken on receipt of grievance. Complaint register shall be maintained.	Site In-charge
Identification Of Relevant Stakeholders & Invitation for the Meeting	<p>Site In-charge should invite relevant stakeholders for conducting the meeting. In general, the following stakeholders are identified for the grievance redress meeting,</p> <ul style="list-style-type: none"> • Complainant • Panchayat President or Panchayat Members • Interested Residents of the nearby villages & contractors if any • Employees. <p>The Panchayat President or Panchayat member/ Complainant should be consulted for his availability before finalizing the date of meeting. After finalization of meeting date, the invitations should be sent to all relevant stakeholders at least three weeks before date of the meeting. The relevant stakeholders may also send their complaints / grievances to the Site In-charge before the meeting and their names will be kept confidential, unless the same is raised in open forum.</p>	Site In-charge



SEPC Limited

(Formerly Shriram EPC Ltd)

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Activity	Description	Responsibility
Agenda for the Meeting	<p>The agenda for the meeting is given below,</p> <ul style="list-style-type: none">▪ Welcome Address▪ Environmental & Social Performance of the Company▪ Speech by Panchayat President / Panchayat Members▪ Grievance Redress - Review of actions taken by the company for complaints received. If there is any new complaint the same will be discussed in detail and appropriate timelines will be fixed for concluding the complaint. The name of complainant will be kept confidential unless the complaint is raised in an open forum.▪ Discussion on Sustainable Development Initiatives — SEPC can discuss with the local community to identify some community development initiatives.▪ Feedback from the Participants▪ Vote of Thanks	Site In-charge
Time Frame for conducting the Meetings	The meeting shall be conducted at sites within one month of receipt of oral/written grievance.	Site In-charge

6. DOCUMENT REFERENCE

- ✓ Invitation
- ✓ Complaints
- ✓ Photos of Meeting
- ✓ Feed Back Forms
- ✓ Minutes of Meeting

FOR SEPC LIMITED,

G.HARIKRISHNAN
HEAD – HR & ADMIN



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