

# VEDANTA LIMITED-STERLITE COPPER

## Policy on Business Partner Grievance Redressal

### 1. Objective:

The objective of this policy is to create and promote a culture of trust and fairness in organizational operations with external stakeholders and establish a mechanism for prompt, efficient and effective redressal of grievances. Vedanta Limited-Sterlite Copper's Management believes in the philosophy of an open-door policy in the matter of redressal of Business Partners' grievances. An aggrieved Business Partner can address his grievance under this policy. This Policy should be read in conjunction with the Technical Standard Grievance Mechanism of Vedanta Limited. and other Policies of Vedanta Limited - Sterlite Copper.

### 2. Scope:

This Grievance Redressal Policy shall apply to all Vedanta Limited - Sterlite Copper Business Partners. The Company believes in being fair and unbiased to any Business Partners dealing with it. The Company's aim is to ensure that Business Partners associated with it have the right to respectful and responsive services and in case there happens to be any incident by which the Business Partners are aggrieved, then in such a case the same needs to be addressed in a fair manner and corrective steps are to be taken when necessitated.

### 3. Definitions:

**Grievance:** Any concern, complaint, clarification, objection raised by Vedanta Limited - Sterlite Copper's Business Partners either affected by or interested in the company's operations, whether resulting from real or perceived impacts of the Company's operations and which they want to be addressed by the Company in a formal manner.

**Complainant/Aggrieved Person:** Shall include all the suppliers and service providers whether registered with Vedanta Limited - Sterlite Copper or otherwise, who engage with Vedanta Limited - Sterlite Copper for any commercial transaction including such suppliers and service providers with whom the RFQ (Request for Quotation) is shared.

### 4. Procedure:

Refer Annexure-1 Guidance Document on Procedure for raising Grievance.

### 5. Grievance Response Committee & Timelines:

The grievance response committee includes three levels of escalation for each vertical. The Grievance Verticals include Sourcing — Supply Services/Smelter & Refinery Service/Logistics/Commodity, Operations — Smelters/Refinery, Finance, HR, HSES. If the current level of respondent goes unsuccessful to address the grievance, the query will be escalated to the superior level of respondent.

### 6. Transparency & Confidentiality:

Vedanta Limited - Sterlite Copper is committed to the objective of undertaking the grievance redressal process in a fair, impartial, and transparent manner. The Grievance Redressal team upon receiving the Grievance shall update the Complainant with the status of the same with respect to the date of registration of the Grievance, actions taken towards redressal of the Grievance and the resolution of the same.

The Complainant can also contact the Grievance Response Committee via e-mail in writing to enquire regarding the status of the complaint. The Complaint shall also have the option of choosing their grievance and its redressal to be maintained confidential at the time of submitting their grievance.


### 7. Feedback:

After every grievance redressal, a feedback form link will be shared with the vendor for their feedback on the grievance redressal. This feedback will be tracked by the grievance redressal committee to ensure and improve the timely resolution of Grievances.

### 8. Conflict:

In case where the Grievance reported forms or is likely to form the basis of any Contractual Dispute between the Parties, Vedanta Limited - Sterlite Copper shall try to resolve the grievance in all efficient manner however, without prejudice to its rights towards resorting to any legal recourse as applicable under the Contract and under law.

**Date:** 18.07.2023

  
**Anil Tembe**

**Director RM Sourcing**