

# POLYCAB

## POLYCAB INDIA LTD INVESTOR GRIEVANCE AND REDRESSAL POLICY

<i>Particulars</i>	<i>Date</i>	<i>Version</i>
<i>Policy adopted</i>	<i>May 06, 2025</i>	<i>1.0</i>

## 1. PREAMBLE

Polycab India Limited (hereinafter referred to as "the Company") is committed to providing effective and prompt service to its investors by cultivating cordial relationships with investors and providing redressal on regular and consistent basis.

At Polycab, we have consistently pursued business growth while simultaneously protecting the environment and benefiting society. Our unwavering conviction is that to generate enduring value, we must prioritize all stakeholders- our consumers, customers, employees, investors and above all, the planet. Our purpose revolves around advancing sustainable living.

Our Governance Framework at Polycab is corroborated with OECD Principles. The Company had evaluated its Governance framework in conjugation with the following six evaluative parameters of the OECD Principles to gauge that business aspirations were achieved in an ethical manner that fosters transparency, accountability and equitable treatment:

- Effective Corporate Governance framework
- Rights and equitable treatment of shareholders and key ownership functions
- Institutional investors, stock markets and other intermediaries
- Disclosure and transparency
- Responsibilities of the board
- Sustainability and resilience

## 2. PURPOSE

Investor Grievance and Redressal Policy (hereinafter referred to as 'the Policy'/'this Policy') is formulated to disseminate the Company's existing mechanism for receiving and addressing concerns, complaints or grievances of investors with an emphasis on resolving such grievances fairly and expeditiously.

## 3. SCOPE AND APPLICABILITY

This policy applies to all the Investors and Stakeholders of the Company.

## 4. ENGAGEMENT WITH STAKEHOLDERS

The Company ensures two-way communication in investor relations because it not only allows the company to disseminate information to stakeholders, but it also enables the company to receive feedback from stakeholders. This feedback can be invaluable for upper management as it can provide insights into investor perceptions and concerns, which can then be addressed to maintain a positive relationship with investors. The Company engages with stakeholders/Investor and Analyst, channel partners, distributors, retailers and influencers and consumers at regular intervals by proactively addressing their concerns and taking necessary feedbacks and collaborating them in the decision making. The below is the list of key stakeholder groups identified for the Company and the frequency of engagement with each stakeholder group.

Key Stakeholder	Channels of communication	Purpose and scope of engagement including key topics and concerns /raised during such engagement
Shareholders / Investors and Analysts	<ul style="list-style-type: none"><li>• Investor Presentations</li><li>• Investor Relations Webpage</li><li>• Annual General Meeting (AGM)</li><li>• Quarterly condensed financial statements &amp; Annual report</li><li>• Broker Conferences</li><li>• Press Releases</li></ul>	<ul style="list-style-type: none"><li>• Financial performance and dividends</li><li>• Business updates</li><li>• Corporate Governance and Ethical practices</li><li>• ESG Disclosures</li><li>• Long-term viability and sustainable growth</li></ul>

Key Stakeholder	Channels of communication	Purpose and scope of engagement including key topics and concerns /raised during such engagement
	<ul style="list-style-type: none"> <li>Media briefings conducted quarterly / annually and on need basis</li> <li>Email Communications</li> </ul>	<ul style="list-style-type: none"> <li>Timely disclosures and Regulatory compliance</li> <li>Queries and feedback from investors to understand their requirements</li> </ul>
Channel partners, distributors, retailers and influencers	<ul style="list-style-type: none"> <li>Surveys and feedback sessions</li> <li>Conferences</li> <li>Digital platforms</li> <li>Meetings</li> <li>Relationship building activities</li> </ul>	<ul style="list-style-type: none"> <li>Providing information regarding products and services</li> <li>Rewards, Recognition &amp; Incentive schemes</li> <li>Technical knowledge exchange and other collaborations</li> <li>After sales services &amp; grievance redressal</li> <li>Sharing long-term growth prospects</li> <li>Fair and transparent terms and conditions</li> </ul>
End consumers	<ul style="list-style-type: none"> <li>In-house and third-party Market research surveys and meetings</li> <li>Engagement through Website, social media and in-store promotions</li> <li>Brand campaigns conducted regularly, during festive seasons and sales promotions</li> <li>Customer feedback</li> <li>Customer service helpline</li> <li>Other marketing activities</li> </ul>	<ul style="list-style-type: none"> <li>Affordability, accessibility, quality, reliability and safety</li> <li>Information on innovative and sustainable/ environment friendly products</li> <li>Enhancing products health &amp; Safety quotient</li> <li>Efficient complaints &amp; grievances mechanism</li> <li>New product launches</li> </ul>

## 5. GRIEVANCE REDRESSAL MECHANISM

Polycab has an established grievances redressal mechanism in place. The Company upholds transparency by promoting open dialogue between employees and their managers, irrespective of their employment status.

The investor complaints are processed in a centralised web-based complaints redressal system formulated by SEBI. The salient features of this system are centralised database for all complaints, online upload of Action Taken Reports (ATRs) by the concerned companies and online viewing by investors of actions taken on the complaint and its current status. The Company had registered itself on the SCORES and every effort is made to resolve investor complaints received through SCORES or otherwise within the statutory time limit from the receipt of the complaint.

No Shares are lying in Demat Suspense Account/ Unclaimed Suspense Account.

In case the requests and concerns are still not redressed to the investor's satisfaction, the investor may approach Securities Exchange Board of India (SEBI) and file their grievances through SCORES 2.0 platform, the centralized online system for lodging and tracking investor complaints. SCORES 2.0 facility can be

accessed at <https://scores.sebi.gov.in>

If the grievance is not redressed satisfactorily by the Company, investors may dispute the responses received on the Online Dispute Resolution Portal, a mechanism for online resolution of disputes arising in the Indian Securities Market.

Disputes between Investors/Clients and Polycab RTA will be resolved in accordance with SEBI circular.

1. Shareholders are required to first take up their grievance with the RTA/Listed Entity.
2. If the grievance is not redressed satisfactorily, the same can be raised through SEBI SCORES Portal.
3. After exhausting all aforesaid options, if the dispute remains unresolved, dispute resolution through the ODR Portal can be taken up.
4. Clients/Investors/holders on account of nominations or transmission may also refer any unresolved issue of any service requests / service-related complaints for resolution on the ODR portal.

Follow below steps to resolve dispute through the SMART ODR Portal.

1. Register on SMART ODR Portal: Click on "Create Account" to register on the platform.
2. File a New Dispute: Click on "File New Dispute" to begin.
3. Select Intermediary: Select the "Intermediary" against whom you wish to file dispute.
4. Select Category: Select the relevant "Categories" for your dispute.
5. Enter Dispute Details: Fill details of the dispute and attach relevant files or documents.
6. Track Resolution Progress: Once your dispute is filed, you can track progress under the Dispute Timeline.

**Note:** The ODR Portal named "SMART ODR" can be accessed through the URL: <https://smartodr.in/login>.

The status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee of the Board of Directors of the Company.

As per the provisions of the Companies Act, 2013, shares / dividends are transferred to Investor Education and Protection Fund (IEPF) after sending reminder letters to concerned shareholders and public notice in newspapers.

## **6. SHAREHOLDER CORRESPONDENCE**

For smooth handling of investors correspondences and grievances, the Company has a dedicated team supported by personnel of Kfin Technologies Limited - Registrars and Transfer Share Agents (RTA).

Investors can lodge a concern, complaint or grievance for share related matters including requests for dematerialisation, issue of duplicate share certificates, transmission of shares, dividend or annual report etc., by giving details of their name, folio no., DP ID/ Client ID, nature and full particulars of their request or concern, along with duly executed supporting documents to the Company/ RTA. The investors can send their request or concern to Investor Relations Department at the Registered Office / investor email id [shares@polycab.com](mailto:shares@polycab.com) / RTA [einward.ris@kfintech.com](mailto:einward.ris@kfintech.com). The contact details of Investor Relations Department, investor e-mail ID and RTA are mentioned on every communication of the Company to the shareholders and on the website of the Company at [Investors - Polycab](#).

If the matter requires consideration/ verification of records/ validation of information, the Company will give its interim response within 2 working days and endeavor to provide information within 15 working days. All the investor requests and concerns received directly by the Company / RTA are periodically checked and replied / resolved. In case of non-redressal, the same may be escalated to Investor Relation Manager's e-mail id [investor.relations@polycab.com](mailto:investor.relations@polycab.com) and contact number [+91 22 6735 1400](tel:+912267351400) which will be reported to the Company Secretary of the Company, if required.

For continuous engagement and sharing regular updates with the investors, the Company conducts general meetings, investor meets and shares e-mails, letters, publishes public notices in widely circulated newspapers.

## **7. REVIEW AND REVISION**

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This Policy has been adopted by the Board of Directors of the Company. The Company Secretary is authorized to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the SEBI from time to time.

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