



THE RAMCO CEMENTS LIMITED

**COMMUNITY GREIVANCE
REDRESSAL POLICY**

Community Grievance Redressal Policy :-

Stakeholder engagement has always been an integral part of the company. The Community around us are an important stakeholder and their needs and concerns are of importance to us.

As stated by our Chairman, Mr. P.R. Venketrama Raja, “as the organisation grows, the society and community around it should also grow”. And this philosophy is embedded in our operations.

<p>Grievance</p>	<p>An issue, concern, complaint or claim (perceived or actual) raised by an individual or group of individuals either affected by or interested in company operations.</p>
<p>Community</p>	<p>Groups/ individuals who are not directly employed or involved in the business but are affected in some form due to the business operations. This predominantly deals with villages surrounding the manufacturing and mining facility.</p>

Our mechanism for community grievance redressal is as follows: -



1. Receive & Acknowledge: -

- The company employs a strategy of dialogue and discussion to ensure the community grievance is heard before deciding on the course of action.
- The contact is established through the phone number given to community / HR team / CSR team.

2. Investigate & Respond: -

- Once the grievance is acknowledged, the field team is deployed to visit the community and to investigate the veracity of the claim.
- The response is planned by the management based on the field team report.



→ In special cases decided by the management, representatives from the community are invited for a meeting with the company team to reach an amicable solution.

3. Follow up & Close: -

→ Post response, follow up is done to ensure the grievance is addressed to the best level possible.

→ The grievance is declared closed and the process is recorded for documentation.

→ We record the grievances in a standardised format across units and document them (refer annexure).

Modes of establishing contact: -

- Phone no : 044 - 28478656
- Website : <https://www.ramcocements.in/contact>
- E-mail : Com.greivance@ramcocements.co.in

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Annexure: -

Grievance Register

Grievance number	Date received	Grievance description	Stakeholder	Outcome	Remarks
CGRV/(Unit)/ 001					

Stakeholder reference	
NGO	State Government body
Neighbouring communities	Political party
Other	Local government - Panchayat