

MAN INFRACONSTRUCTION LIMITED



MICL STAKEHOLDER GRIEVANCE REDRESSAL PROCEDURE

Purpose

The purpose of this procedure is to have a formal mechanism of addressing the grievances of both internal and external stakeholders in a transparent manner to reduce possible conflicts and strengthen the relationship between the Company and all its stakeholders.

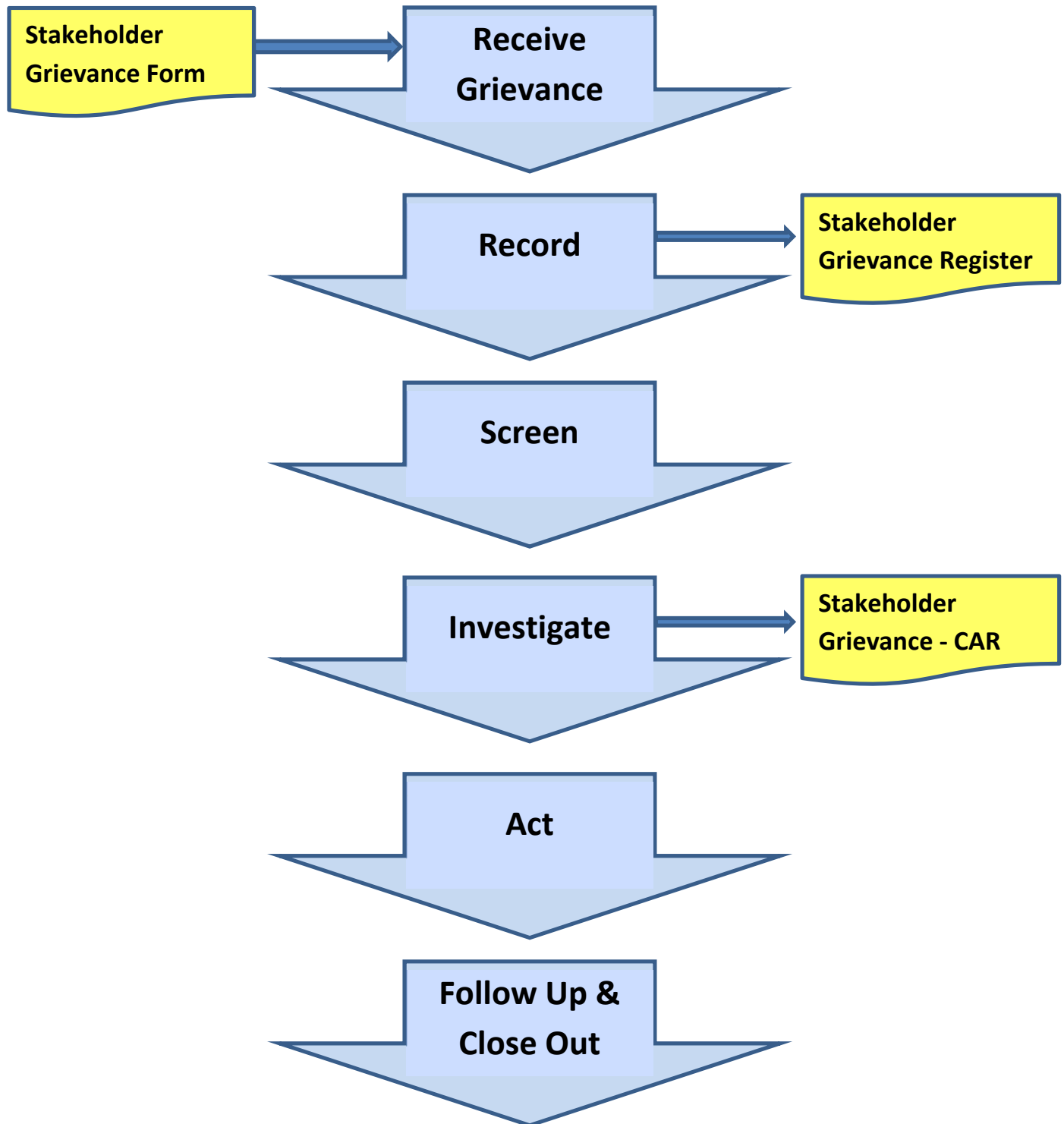
Scope

All stakeholders relevant to the business of Man Infraconstruction Limited. This policy applies to MICL including its Associate Companies, Subsidiaries, and Joint Ventures.

Responsibility

Stakeholders	First Connect Point	Contact Details
Investors & Lenders (Other than Shareholders)	Company Secretary / Head – Investor Relations	investors@maninfra.com
Shareholders	Company Secretary / Head – Investor Relations	investors@maninfra.com
Customers	Head – Sales & CRM	office@maninfra.com
Employees (HO & Site)	Head – HR	hr@maninfra.com
Architects / Structural Consultants	Head – Engineering	office@maninfra.com
Regulatory Authorities – Construction Work	Head – HR	hr@maninfra.com
Value Chain Partners - Contractors (Civil & MEP Services)	Head – Projects / Site Incharge(s)	office@maninfra.com
Value Chain Partners – Material Suppliers	Head – Purchase	purchase@maninfra.com
Labor Force - Civil Work and MEP Work Labor force working at site	Head – Projects / Site Incharge(s)	office@maninfra.com
Value Chain Partners - Contractors (Channel Partners)	Head – Sales & CRM	office@maninfra.com
Bankers	Head - Accounts	accounts@maninfra.com
Regulatory Authorities – Employees and Labor Force Statutory Compliance	Head – HR	hr@maninfra.com
Media	Head – Marketing	office@maninfra.com
Society	Head – Liasioning	office@maninfra.com

Grievance Redressal Process



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Grievance Redressal Procedure/ Channels

Stakeholders may register their complaints / grievances through “Stakeholder Grievance Redressal Form” available on our website or write directly to the dedicated cells as defined in the Responsibilities above. In case a stakeholder is not satisfied with the resolution provided by us, he /she may escalate his/ her grievance to the next level which is the ESG Core Committee.

Escalation Level	Responsibility	Email Id
Level 1	ESG Core Team	esg@maninfra.com

In addition to the above, stakeholders may approach us at our office at:

Man Infraconstruction Limited

12th Floor, Krushal Commercial Complex, Above IVY Hotel, G M Road, Chembur (West), Mumbai 400 089, India

Resolution of Complaints

- All Stakeholders are requested to fill in the “Stakeholder Grievance Redressal Form”
- All Complaints received from Stakeholders are Logged in the “Stakeholder Grievance Register”.
- All complaints will be acknowledged within 3 days.
- The nature of complaints being different, the time frame for resolution of each complaint may be different. However, we will strive to resolve complaints within fifteen working days of receipt.
- In cases, where the time frame of complaint resolution is more than 15 days, we will inform the stakeholder the reasons for delay and provide an expected timeline for resolution.
- Necessary actions are initiated by the respective Stakeholder Contact Point to not only ensure satisfactory resolution of the grievance but also to investigate the root cause for initiating necessary corrective actions to prevent recurrence.
- After providing resolution and closure of the complaint, a final confirmation over an email will be sent to the stakeholder to share their feedback on the issue that is resolved.

Escalations

In case an external stakeholder is not satisfied with the resolution provided at the Stakeholder “First Connect” level, the complaint can be escalated to next level.

- Post closure of every case, a Complaint Closure Confirmation email goes to the stakeholder. If the stakeholder is unhappy with the resolution, the stakeholder may escalate to the ESG Core Team on esg@maninfra.com.



Closure & Review

Closure of all resolutions is tracked and reviewed to ensure that:

- We have addressed the complaint fully within the agreed timelines
- We have taken customer feedback on resolution provided
- We have taken the corrective actions needed to prevent recurrence

Capturing Feedback and measuring satisfaction

The stakeholder officers will also connect with their relevant stakeholders to capture feedback and measure stakeholder satisfaction. We use matrices like the ESS (Employee Satisfaction Survey) score and the CSS (Customer Satisfaction Survey) score to measure the level of satisfaction.

Records

- 1) Stakeholder Grievance Addressal Form
- 2) Stakeholder Grievance Addressal Register
- 3) Stakeholder Grievance Addressal Corrective Action Report