



POLICY ON REDRESSAL OF STAKEHOLDERS' GRIEVANCES

REVISION: 00 PAGE: 1 of 5

SUBJECT/ TITLE: Kennametal India Limited (KIL) Policy on redressal of Stakeholders' Grievances

This page is a record of all revisions.

For convenience, the nature of the revision is / shall be briefly noted, under the remarks column here below. Unless otherwise stated, any revision/s should be implemented effective the date the Board of Directors of KIL approve this policy.

REV.	BY	PAGES	REMARKS
00	Mr. Naveen C / Ms. Swastika	1- 5	Original Release

REV.	ISSUED BY	APPROVED BY	APPROVAL DATE
00	Mr. Naveen Chandra / Ms. Swastika Mukherjee	Board of Directors of KIL	May 31, 2023



KENNAMETAL INDIA LIMITED

POLICY ON STAKEHOLDERS' GRIEVANCE REDRESSAL

1. Objective

- 1.1. The purpose of the policy on redressal of Stakeholders' Grievances is to outline Kennametal India Limited's intent to provide a channel for Stakeholders, internal & external, to voice their concerns and lay down a framework to formulate procedures for proper, fair, transparent & expeditious redressal of Stakeholders' Grievances in an efficient manner.
- 1.2. This Policy shall be the governing document for all procedures formulated by the Grievance Redressal Committee to redress Grievances of Stakeholders.

2. Definitions

Unless otherwise the context provides, the following terms used in this Policy shall have the meaning, assigned hereunder:

- 2.1. "**Board**" means the Board of Directors of KIL
- 2.2. "**Chairman of the Committee**" or "**Chairman**" means the Chairman of Grievance Redressal Committee who shall be the Managing Director of KIL.
- 2.3. "**Company**" or "**KIL**" means Kennametal India Limited, a listed company incorporated under the Companies Act, 1956 and validly existing under Companies Act, 2013, having its registered office address at 8/9th Mile, Tumkur Road, Bengaluru 560 073
- 2.4. "**Grievance**" means any dissatisfaction, concern, claim or sense of injustice in connection with KIL operations that is remaining unredressed albeit following the laid down process for the respective function.
- 2.5. "**Grievance Handling Mechanism**" means a formal procedure as defined by the Grievance Redressal Mechanism Committee within the broad counters of fairness & transparency as laid out in this Policy.
- 2.6. "**Grievance Redressal Officer**" or the "**Officer**" means an officer appointed by the Grievance Redressal Committee for the purpose of redressing Grievances and updating the status of Grievances to the Grievance Redressal Mechanism Committee.
- 2.7. "**Grievance Redressal Committee**" or the "**Committee**" means the Committee constituted by the Managing Director of KIL for the purpose of periodical tracking of grievances of all Stakeholders, investigating or ordering an investigation into any Grievances, issuing directions where required for proper redressal of Grievances, developing resolution of Grievances, appointing any consultants where required and reporting to the Board of Directors of KIL on any significant matters that deserve the attention of the Board as per extant applicable law for the time being in force. The

Committee shall operate as per the charter approved by the Managing Director from time to time.

- 2.8. **“Managing Director”** means Managing Director of KIL who is duly appointed by the Board and shareholders of KIL.
- 2.9. **“Stakeholders”** means employees, workers, supply chain partners, sub-contractors, suppliers, shareholders, investors, customers, communities, vendors, contractors, distributors / sales agents / channel partners / supply chain partners and government authorities.

3. Scope and Applicability

This Stakeholders' Grievance Redressal Policy is for the purpose of attending to Grievances of Stakeholders that includes Human Rights violations and consumer complaints that has aroused due to any acts/ omissions that is attributable to the Company. Complaints raised by non-Stakeholders and / or complaints raised by Stakeholders under a specific legislation in India such as, a compliant under Sexual Harassment (Prevention, Prohibition and Redressal) Act 2013 shall be out of the scope of this Policy. The said complaints raised under or those that fall under specific enactments in India shall be handled and disposed off as per the legislation mandate therein.

4. Roles and Responsibilities

The Grievance Redressal Officer and the Grievance Redressal Committee, appointed by the Board from time to time, shall be responsible for resolving Stakeholders' Grievances. The roles & responsibilities of the Grievance Redressal Officer and of the Committee are detailed hereunder:

4.1. Grievance Redressal Officer

- 4.1.1. The Company has a dedicated Grievance Redressal Officer who is appointed by the Grievance Redressal Committee. The Grievance Redressal Officer is the sole point of contact for all Stakeholders and can be reached at naveen.c@kennametal.com .
- 4.1.2. Acknowledgement: Upon receipt of Grievance by the Officer, the Officer shall send out an acknowledgment for having received the Grievance within a timeline not exceeding 48 hours from the receipt of the complaint.
- 4.1.3. All Grievances shall be screened by the Grievance Redressal Officer before taking up for a thorough investigation and/ or suitable remedy or escalation to the Grievance Redressal Committee.

4.2. Grievance Redressal Committee:

- 4.2.1. To look into the working of the Grievance Redressal Mechanism in the Company, KIL has constituted Grievance Redressal Committee under the Chairmanship of the Managing Director of KIL to ensure proper, fair, transparent & expeditious redressal of Stakeholders' Grievances in an efficient manner.

- 4.3. The objective of the said Committee is fair, transparent and expeditious disposal of Stakeholders' Grievances to the best satisfaction of the Stakeholders.
- 4.4. The said Committee has its own charter, approved by the Board, which defines the roles, responsibilities of the Chairman and other members of the Committee, the quorum requirement for the meetings, periodicity of the meetings, etc. The charter approved by the Board, being the constitution document for the Committee has vested all powers in the Committee as is necessary for proper, fair, transparent & expeditious redressal of Stakeholders' Grievances including but not limited to ordering any forensic investigations or auditing the Grievance Redressal Mechanism.

5. Grievance Redressal Mechanism

- 5.1. KIL has always had in place adequate measures for redressing grievances of all Stakeholders. The role of the Grievance Redressal Officer is not to be upfront taking up the grievances of Stakeholders at the first level but looking at those grievances which have remained unattended or not adequately attended under the existing process.
- 5.2. Stakeholders who are dissatisfied with any grievance redressed by their point of contact at KIL, are encouraged to write in detail about their Grievances directly to the Grievance Redressal Officer at naveen.c@kennametal.com .
- 5.3. Investigation and action plan:
 - 5.3.1. The Grievance Redressal Officer / the Grievance Redressal Committee (as the case may be) shall take steps to redress the Grievances by taking suitable steps which might include a detailed investigation which could be a forensic investigation as well to dwell on the matter in detail so as to redress the Grievance of the Stakeholder to its satisfaction.
- 5.4. Disposal: Within 30 days of the receipt of the Grievance, the Officer shall ensure due resolution of the said Grievance. In the event the resolution is taking more than the assigned time of 30 days' the Officer shall bring up the Grievance to the Committee for grant of more time for resolution OR in the event the Grievance cannot be resolved to the satisfaction of the Stakeholders shall bring it to the notice of the Committee for further directions.

6. Appeal mechanism

- 6.1. Appeal on all Grievances redressed by the Officer vests with the Committee. The Officer while disposing of the Grievances shall indicate the email ID to which the aggrieved Stakeholder may write in case he / she decides to appeal. All appeals shall be disposed off within a timeline not exceeding 60 (sixty) days from the date of receipt of the appeal.

7. Confidentiality

- 7.1. The Committee shall ensure that every Grievance is handled by the Officer or such other members in charge in a manner that is fair & transparent while not compromising the confidentiality of the Grievance including but not limited to the identity of the Stakeholder.

8. Non-retaliation

- 8.1. The Committee shall ensure that every Stakeholder reporting concerns to the Committee shall not face any kind of retaliation, for having filed Grievance, in any form whatsoever until and even after disposal of the Grievance to the satisfaction of the Stakeholder. The Committee shall not hesitate in taking suitable remedial action to prevent any non-retaliation and shall take every step against any person who might be found retaliating against the aggrieved Stakeholder.

9. Data base of Grievances

- 9.1. The Committee shall take measure to maintain the data base of all Grievances for a term not less than 3 years or such other term as may be mandated by applicable law for the time being in force.

10. Modification

- 10.1. Any modification to this Policy or the Charter of the Committee shall be only with the express leave of the Board of Directors of KIL.

11. Miscellaneous

- 11.1. This Policy shall be read harmoniously with the charter of the Committee and any other allied applicable documents such as, procedure with the sole intent of ensuring proper, fair, transparent & expeditious redressal of Stakeholders' Grievances in an efficient manner.
- 11.2. Should there be any contradiction between various documents and this Policy the terms mentioned under this Policy shall override.
