



DEE Development Engineers Limited

Grievance Redressal Policy

Issued By: Chief Financial Officer

Issued on 8th August 2026

INTRODUCTION

DEE Development Engineers Limited (hereinafter referred to as “DEE Piping” or the “Company”) is committed to providing accessible, fair, and effective channels through which its stakeholders can raise concerns and seek resolution. This policy sets out how grievances from customers, suppliers, communities, investors, and other external stakeholders are received, investigated, and resolved. The Company believes that listening to stakeholders and acting on their concerns is essential to building trust, learning from experience, and operating responsibly.

PURPOSE

The purpose of this policy is to:

- Provide stakeholders with accessible channels to raise grievances.
- Ensure timely, fair, and confidential handling of grievances.
- Identify and address the root causes of recurring complaints.
- Build trust and accountability with all stakeholder groups.

SCOPE

This policy applies to grievances raised by external stakeholders — customers, suppliers and business partners, communities near our sites, investors and shareholders, regulators, and any other stakeholder affected by the Company’s decisions or operations. Employee grievances are addressed under the HR Grievance Policy and the Whistle-blower Policy.

GUIDING PRINCIPLES

DEE Piping’s grievance mechanism is designed to be:

- **Legitimate:** Trusted by the stakeholder groups for whose use it is intended.
- **Accessible:** Known to all stakeholders and free from barriers of language, literacy, technology, or cost.
- **Predictable:** Operated with clear timelines, stages, and outcomes.
- **Equitable:** Affording aggrieved parties reasonable access to information, advice, and expertise.
- **Transparent:** Keeping parties informed of progress and reporting performance publicly.
- **Rights-Respecting:** Ensuring outcomes are consistent with the rights and dignity of all parties.
- **A Source of Learning:** Drawing on lessons to prevent recurrence.
- **Engaging:** Involving stakeholder groups in design and review.

HOW TO RAISE A GRIEVANCE

All stakeholders may raise a grievance at any time by writing to the Company’s dedicated grievance email: **grievances@deepiping.com**. This is the primary channel for grievances of every type and is monitored by the Chief Financial Officer.



In addition to the primary email channel, stakeholders may use the following group-specific routes where these are more convenient:

Customers

- The dedicated customer service phone line and email available on the Company website.
- Direct contact with the assigned sales representative or technical contact, or escalation to the Head of Customer Service or Quality Assurance.

Suppliers and Business Partners

- Direct contact with the assigned procurement representative, or escalation to the Head of Procurement.

Communities

- Drop-boxes and contact points at each manufacturing site, monitored by the Site HR.

Anonymous Grievances

Where a stakeholder is uncomfortable identifying themselves, anonymous grievances may be submitted through any of the above channels. The Company will investigate anonymous grievances to the extent the information provided allows.

GRIEVANCE HANDLING PROCESS

- **Receipt and Acknowledgement:** All grievances are logged in the Grievance Register on receipt. Acknowledgement is provided to the complainant within five working days.
- **Assessment and Triage:** Each grievance is assessed for materiality, urgency, and the function best placed to resolve it. Severe grievances, including those affecting safety or human rights, are escalated to the Chief Financial Officer and Senior Management immediately.
- **Investigation:** Conducted by the relevant function with input from the complainant, internal teams, and — where appropriate — independent experts. Confidentiality is maintained to the extent possible.
- **Resolution:** Communicated to the complainant in writing, with a clear explanation of findings, actions taken, and any remedy offered.
- **Closure:** The grievance is marked closed only after the complainant has been informed of the outcome.
- **Escalation:** If the complainant is not satisfied, the grievance may be escalated to the Chief Financial Officer or the Chairman of the Audit Committee.

CONFIDENTIALITY AND NON-RETALIATION

The identity of complainants and the content of grievances are treated confidentially to the extent permitted by law and the needs of investigation. DEE Piping strictly prohibits retaliation against any stakeholder who raises a grievance in good faith.

ROLES AND RESPONSIBILITIES

- **The Chief Financial Officer** owns this policy, monitors the grievances@deepiping.com inbox, maintains the Grievance Register, and reports performance to the Audit Committee at least annually.
- **Function and Site Heads** investigate and resolve grievances within their remit and within agreed timelines.
- **The Audit Committee** reviews trends, material cases, and remediation effectiveness.
- **All Personnel** treat every grievance respectfully and escalate appropriately.

MONITORING, REPORTING AND IMPROVEMENT

Grievance data is monitored monthly by the Chief Financial Officer, reviewed quarterly by Senior Management, and reported annually to the Audit Committee and in the Company's Business Responsibility and Sustainability Report. Root causes of recurring grievances are addressed through preventive action, training, or policy changes.

POLICY REVIEW

This policy is reviewed regularly by the Chief Financial Officer and amended for changes in applicable law or the Company's risk profile.