

# BUSINESS INTEGRITY

## BUILDING A RESPONSIBLE BUSINESS

At Grasim, we uphold a strict mandate that our employees, partners, vendors, and others lead with ethical conduct in all transactions. We enforce robust anti-bribery and anti-corruption policies and conduct regular risk assessments to identify and mitigate potential threats. Our internal monitoring system is designed to detect and address instances of corruption promptly. Strict guidelines govern record-keeping, approval procedures and business conduct, ensuring transparency and integrity across all operations. All employees undergo mandatory anti-bribery and anti-corruption training to understand the provisions and stay compliant. They also formally renew their acceptance to follow the policy every year.

Grasim is also committed to addressing risks related to conflicts of interest and lapses in business ethics, with clear roles and responsibilities assigned to the Board and management. Ethical risk assessments are conducted regularly, and operating guidelines are continuously reviewed and updated. Employees receive annual training on the Company's Code of Conduct, which guides ethical behaviour. We maintain a strict policy of non-involvement in political and lobbying activities, further reinforcing our commitment to upholding the highest standards of integrity and accountability.

### Grievance Redressal Mechanism

All our stakeholders have access to a transparent grievance mechanism that allows them to raise any concerns freely and without any fear of reprisal through the official telephone number or a dedicated email ID. The Admin and Liaison Officer ensures the grievances are addressed appropriately through established processes and outcomes are communicated with the complainant. We actively promote awareness of the redressal procedure and available channels across stakeholder groups.



Grievance Handling Policy: <https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf>

### Roles and Responsibilities

#### Grievance Committee

Functional Heads - HRM, F&C, and Environment

- Probing the grievance and coordinating with external stakeholders
- Developing strategies to address the grievances registered
- Monitoring the progress of grievance redressal

#### Stakeholder Contact Officer

Admin and Liaison Officer

- Gather grievances and ensure adherence to the grievance redressal mechanism
- Maintain records of grievances and monitor all correspondence  
Document any interactions with external stakeholders
- Monitor grievances and trends over time and report findings to the Committee
- Forward gathered grievances to the Grievance Committee for further action

#### Employees

CSR, IR, Admin, and Environment Officers

- Attend to grievances in person and submit the Grievance Lodgement Form to the Stakeholder Contact Officer to report the grievance
- Offer support and guidance in formulating a response and resolving the grievance

