

## Community Grievance Redressal Policy - Delhivery

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V 1.0	NA	New Document	01-Apr-2024

## Community Grievance Redressal Policy

### Introduction:

Delhivery considers people at the core of its business activities. It values the needs and expectations of all stakeholders who are affected or have an interest in the company's business activities. One of our essential stakeholders includes community individuals or groups. Delhivery strives to operate in a manner that causes minimal disruption to neighboring communities; however, complaints may still arise. The company manages these complaints through its community grievance redressal mechanisms. The Community Grievance Redressal Mechanism is a process for receiving, investigating, responding to, and concluding complaints or grievances from affected communities in a timely, fair, and consistent manner.

### Scope:

The mechanism for redressing community grievances applies to all communities' individuals, or groups affected by Delhivery's operations in all its facility locations.

### Definition:

**Grievance:** An expression of dissatisfaction stemming from the real or perceived impact of a company's business activities due to its actions or those of its suppliers.

**Community:** Groups or individuals outside of a business that are affected in some way by the business's decisions but are not directly employed or contracted by the business.

### Grievance Reporting channel:

Grievances can be communicated verbally or in writing in local languages. The complaints may be submitted anonymously or on behalf of another individual. Community members can send their concerns or grievances via any of the below channels:

- An email to ***communitygrievance@delhivery.com***
- Report issues to community leaders, who can report the issue to the facility security personnel.

Delhivery strives to proactively communicate the grievance redressal procedure to the community as part of its community and stakeholder engagement activities to raise awareness and facilitate communities' ability to voice concerns.

Delhivery intends to resolve all complaints immediately. Depending on the severity level of a complaint and the nature of the issue raised, a response to the complainant can take anywhere from the first 24 hours in cases where immediate resolution is necessary and/or possibly to a maximum of 45 days in cases requiring extensive investigations or resolutions.

**Note:** *Storing Grievance Information - All documents, including grievance forms, investigation points, engagement correspondence, and meeting minutes, must be held in strict confidence by all parties involved. Any outcomes should be effectively communicated while protecting the identities of those involved when required or requested.*

### Annexure - A - Grievance Register

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