Supplier Grievance Redressal Mechanism

1. Introduction

This Supplier Grievance Redressal Mechanism outlines the process by which Deepak Nitrite Limited (DNL) receives, addresses, and resolves concerns or grievances raised by its suppliers and service providers. The aim is to ensure transparency, accountability, fairness, and compliance with applicable legal and ethical standards throughout the supply chain.

2. Purpose

The purpose of this policy is to establish a common, organization-wide mechanism for the redressal of supplier grievances across Deepak Nitrite Limited.

The grievance mechanism is built on the following core principles:

- **Accessibility** – Open and available to all suppliers and related stakeholders
- **Transparency** – Clear procedures and timelines
- **Confidentiality** – Identities and sensitive information are protected
- **Impartiality** – Fair and unbiased resolution process
- **Non-retaliation** – No adverse action against those who raise concerns in good faith
- **Remediation** – Corrective actions, where required, will be implemented promptly

3. Scope

This mechanism applies to all suppliers, vendors, contractors, consultants, and service providers who are engaged with DNL and operate within its value chain, whether directly or indirectly.

4. Applicability

This Policy is applicable to all sites of Deepak Nitrite and covers all levels of the organization.

5. Grievable Issues

Suppliers may raise concerns related to, but not limited to:

- Unfair procurement practices or contract violations
- Non-payment or delayed payments
- Ethical misconduct or corruption
- Disrespect of human rights, discrimination, or labor rights violations
- Environmental or safety negligence
- Breach of confidentiality or data misuse
- Any non-compliance with agreed terms, laws, or sustainability commitments

6. Grievance Submission Channels

Suppliers may submit grievances using any of the following channels:

Mode	Contact Details
Email	scm-dnl@godeepak.com
Postal Mail	Procurement Department, Deepak Nitrite Limited, Ground floor Fermenter House, Alembic City, Vadodara, Gujarat – 390003
Helpline Number	91-265 276 5200/396 0200
In-person Reporting	At designated grievance officers or procurement heads during scheduled hours

7. Grievance Redressal Process

Step	Action
Step 1	**Grievance Submission** – Supplier submits grievance with supporting details.
Step 2	**Acknowledgment** – Grievance is acknowledged within **3 working days**.
Step 3	**Preliminary Review** – Internal team validates issue within **7 working days**.
Step 4	**Investigation** – In-depth review conducted by the Grievance Redressal Committee.
Step 5	**Resolution** – Final decision communicated within **30 working days**, including corrective actions where needed.
Step 6	**Closure & Feedback** – Grievance marked resolved and supplier feedback solicited.

8. Governance and Oversight

- A **Grievance Redressal Committee** consisting of representatives from Procurement, Legal, Compliance, and Sustainability teams will oversee the resolution process.
- Reports and trends will be periodically reviewed by the Head – Supply Chain Management and shared with the senior leadership for continual improvement.

9. Escalation Mechanism

If a supplier is dissatisfied with the initial resolution, they may escalate the matter to:

- **Head – Supply Chain Management** – sanjay.jalla@godeepak.com

10. Non-Retaliation Policy

DNL prohibits any form of retaliation against suppliers or individuals who raise grievances in good faith. Any such retaliatory actions will be treated as a serious violation of DNL's Code of Conduct and may lead to contract termination or legal action.

11. Record Keeping and Confidentiality

All grievances will be logged and maintained in a secure database. DNL commits to protecting the identity of the complainant to the extent permissible by law and ensuring that information is only shared on a need-to-know basis.

12. Continuous Improvement

DNL will regularly review and enhance the grievance mechanism to align with international standards and stakeholder expectations, ensuring its continued effectiveness, inclusivity, and responsiveness.

This document shall be made available to all suppliers and displayed on the company's procurement and sustainability platforms.

CEO & Executive Director
April 01, 2025