EPACK Durable Limited

External Grievance Redressal Mechanism

Objective & Purpose

The objective of this External Grievance Redressal Mechanism ("External GRM" or "Mechanism") is to ensure that EPACK Durable Limited ("Company", "EPACK") implement a grievance redressal mechanism for their external stakeholders, including but not limited to communities, suppliers, channel, logistics partners, and investors, providing a credible and effective channel of communication to raise grievances or concerns arising from the Company and its operations. The specific objectives of establishing an external GRM are as follows:

a) To put in place a process of receiving, recording, and resolving grievances from affected external stakeholders, in keeping with their unique profiles and socio-economic contexts.

b) To ensure that comments, responses, and grievances are handled appropriately in a fair and transparent manner, in line with the Company's internal policies, and international best practice.

1. Responsibilities

The responsible department for grievance redress will depend upon the type of complainant as presented below in **Table 1**:

Table 1: Responsible Department

#	Stakeholders=Group	Responsible Department	Way of communication
1.	Customers (B2B)	Sales Department	Info_ed@epack.in
2.	Channel Partner	Procurement & Supply Chain Department	Info_ed@epack.in
3.	Logistics Partner		
4.	Investors / Lenders	Finance Department	Investors_ed@epack.in
5.	Shareholders	Secretarial Department	Investors_ed@epack.in
6.	Neighbouring Communities	Plant Heads	Info_ed@epack.in
7.	NGOs, Industry Organizations	Secretarial Department	Investors_ed@epack.ina
8.	Media	Marketing	Info_ed@epack.in

2. Mode of Receiving Grievances

For the external stakeholder, the channels made available are as presented below in **Table 2**:

Table 2: Mode of Communication

Stakeholder	Publicized mechanisms (like phone number, website, email address, etc.)	Grievance mechanism (written complaints)
Customers (B2B)	✓	✓
Suppliers & Vendors	✓	✓
Channel partners & Logistic Partners	✓	✓

Neighbouring communities	✓	✓
Regulators / Investors / Lenders	✓	✓
Media, NGOs, Industry Organizations	✓	✓

3. Grievance Redressal Mechanism

Grievance Documentation

The following process will be followed recording grievances received:

a) For external grievances, the stakeholder may contact the designated personnel via phone, email, or by submitting a written complaint. The designated personnel will support the stakeholder in articulating and recording their grievance effectively.

b) The list of the designated people will be displayed at the facilities as well as the corporate office.

c) The designated personnel will provide a confirmation of receipt to the sender within 48 working hours of receiving the questions or concern and inform them that they will receive a response in writing or via email communication within 15 working days, looping in the ESG/Grievance team.

d) Where the grievance is not within the scope of the facility, the designated personnel will explain to the complainant the reason and accordingly close the grievance. The same will be recorded.

e) All grievances shall be recorded in a centralized grievance register/system (as per **Annexure 1**) to enable tracking, monitoring, and reporting.

Grievance Resolution

The following process will be undertaken for grievance resolution for external grievances that are identified to be in the scope of the facility for resolution:

a) Where the grievance is found to be within the scope of the facility for resolution, the following steps will be undertaken:

- Based on the nature of grievance, it will be classified and forwarded to the respective department.
- For any serious environmental and/or social concern (including but not limited to safety issues, environmental damage, fraud, corruption, ethical misconduct, or data privacy breaches) raised by the aggrieved, an investigation will be conducted by the facility to identify the cause and plan actions accordingly.
- The respective department will plan measures to resolve the grievance and set a timeline for implementation of the measures. Such plans will be documented and monitored.
- Decision on the grievance may include review of relevant records and documents.
- A formal response on the actions planned with implementation timeline or implemented for resolving the grievance will be communicated to the complainant within 15 working days of receipt of the grievance. Where resolution is delayed, the complainant will be provided updates on the progress at regular intervals (at least once every 7 working days).

b) Where grievances are not resolved within the specified timeframe, these will be escalated as per the escalation hierarchy below. Escalation from one level to the next shall occur within a maximum of 48 working hours, or earlier were reasonably possible.

c) Grievances or complaints relating to Regulators, Investors or Lenders, or those having material regulatory, financial or reputational implications, shall be reported to the Board or the appropriate Board Committee(s), as applicable.

Table 3: Escalation Matrix

Escalation Level	Description	Timeline
Level 1	Facility / Department level resolution	Within **15 working days** from grievance receipt
Level 2	Escalation to Corporate (ESG Manager) if not resolved within the specified timeframe	If no resolution or inadequate response **within 15 working days** → escalate on **Day 16**
Level 3	Escalation to Senior Management / ESG Committee for unresolved or critical grievances	If unresolved, within **additional 10 working days after Level 2**
Level 4	Further escalation to the Board in case of high-risk or sensitive ESG matters	• If unresolved, within **additional 10 working days after Level 3** • Immediately for high-risk / sensitive ESG issues, to be resolved within **10 working days**

d) Grievance closure measures will be planned in consultation with the ESG manager.

e) All serious grievances and actions planned with an implementation timeline or implemented for resolving the grievance will also be communicated to the ESG Manager and senior management and be discussed in the Meetings.

<u>Grievance Closure</u>

The following actions will be undertaken for grievance closure:

a) Grievance will be duly addressed through the actions / measures that are arrived and closed by the facility and where relevant and feasible, signed off by the complainant.

b) The closure date of the grievance will be recorded (using the format provided in Annexure 1 and communicated to the aggrieved/complainant with acknowledgement received from the complainant (in any written format). This may be in the form of minutes of meeting with an aggrieved person/ group signed off by its designated head or a written signature/thumb-print of an individual/written email etc.

c) Feedback may be obtained from the aggrieved whether the grievance/ concern raised has been adequately addressed by EPACK.

d) Internal auditors, ESG Manager may randomly check as to whether due procedure has been followed for closure and communicate with the complainant as to whether he / she is satisfied with the closure.

e) Periodic (quarterly) reports on grievances in Annexure 1, will be shared with the ESG Committee for review and trend analysis. Annual report on grievances should be shared with the Board.

Redressal of Anonymous Grievance

The procedure for redressing anonymous grievances will be as follows:

a) An anonymous grievance will be received in writing in most circumstances. The grievance will be recorded (using format provided in Annexure 1 and checked whether it is in the scope of the facility for resolution.

b) The grievances found to be within the scope of the facility for resolution, will be resolved as per the procedure presented above (barring the procedure on communicating to the complainant).

c) The closure date of the grievance will be recorded (using the format provided in Annexure 1).

4. Ongoing Reporting to Communities

EPACK will periodically review grievances received from the local community and the resolution of the same. If such grievance is related to environmental and/or social risks and impacts of EPACK's facilities on the neighboring communities, the Company will report in the local language and in an easily understandable format the resolution of such grievances. If the resolution requires an action plan to be put in place, the Company will report on the progress of the action plan on a routine basis. The outcome of such action plan will also be communicated to the neighboring community or any other affected community.

Any communication to be made to the community will be approved by Corporate (ESG Manager).

5. Review and Amendments

This Policy shall be reviewed periodically to assess its suitability, adequacy, and effectiveness and to ensure its continued relevance. The Board of Directors of EPACK Durable Limited shall have the authority to amend, modify, or update this Policy, as may be necessary, from time to time. This Policy shall remain valid and in force on an ongoing basis from the date of its approval and shall continue to remain effective unless revoked by the Board of Directors.

6. Version Control

Version	Description	Date
Version 1	External Grievance Redressal Mechanism	August 11, 2026

Annexure 1: External Grievance Register

External Grievance Register								
Name of Facility:								
#	**Date of Grievance**	**Name of Aggrieved/ Anonymous**	**Mode of Communication**	**Details of Grievance**	**Name and Designation of Recording Person**	**Details of Action Taken**	**Date of Action taken/ communication**	**Remarks**