



# GRIEVANCE HANDLING POLICY

## 2024

**TABREED ASIA CENTRAL COOLING COMPANY**



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## Introduction

The grievance process, outlined in the document, provides an avenue for all contractors and sub-contractors to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between External Stakeholders.

## Scope

The grievance mechanism procedure applies to all contractors and sub-contractors engaged by Tabreed Asia Central Cooling Company (“TACCC”) and all of its Subsidiaries (together referred to as the “Company”) for its operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to Tabreed Code of Conduct.

## Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the Company in a formal manner.
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behaviour of the Company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and consultants.
External Stakeholders	Groups or individuals outside a business who are not directly employed by the business and are associated with the Company by way of contractual arrangements, such as contractors and sub-contractors.
Subsidiaries	Tabreed India Private Limited Tabreed Infopark Cooling Private Limited Tabreed Amaravati District Cooling Private Limited

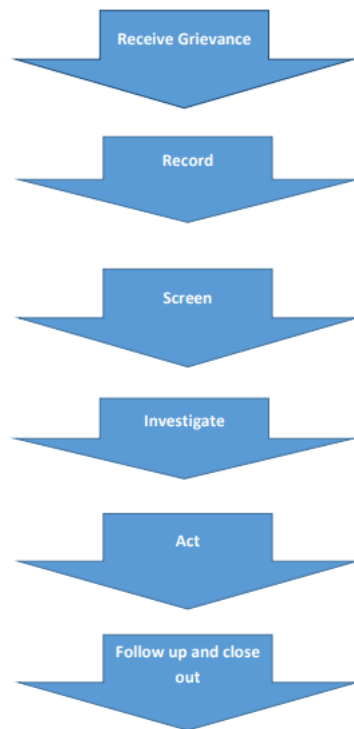
## Grievance Reporting Channels

Company will communicate this procedure to its External Stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for External Stakeholders to vocalize their grievances formally include:

Stakeholders can raise their concerns at [Grievance@tabreed.in](mailto:Grievance@tabreed.in).

## Grievance Mechanism Process

The figure below describes the process that will be used to resolve any grievances:



### **Electronic**

The Company stakeholder contact officer (“**Authorised Officer**”) shall receive all grievances that come through email. Such Authorised Officer will review the grievance form and process the grievance in accordance to this procedure.

#### **a. Record**

All formal grievances will be logged in the Grievance Register by the Authorised Officer.

#### **b. Acknowledge**

Authorised Officer to acknowledge the grievance within five working days of a grievance being submitted.

#### **c. Investigate**

The Authorised Officer along with the senior management of the Company is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact External Stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analysed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

#### **d. Act**

Following the investigation, the Authorised Officer will use the findings to create an action plan outlining steps to be taken in order to resolve the grievance. The Authorised Officer is responsible for assigning actions, monitoring actions undertaken and making sure deadlines are adhered to. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.



**e. Follow up and close out**

The Authorised Officer will make contact with the External Stakeholder/s three weeks after the grievance is resolved. When contacting the external stakeholder, the Authorised Officer will verify that the outcome was satisfied and also gather any feedback on the grievance process.

## Storing of Grievances

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.

A handwritten signature in black ink, appearing to be 'NIB', written over a light beige rectangular background.

NIB



## Annexure – A | Grievance Register

<b>Stakeholder</b>	<b>Date of receipt</b>	<b>Authorised Officer</b>	<b>Grievance Level (High, Medium, Low)</b>	<b>Grievance Description</b>	<b>Cause</b>	<b>Outcome</b>	<b>If a resolution was offered, please indicate 'accepted' or 'not accepted'</b>	<b>Remarks</b>