

Stakeholder Grievances Management

Philosophy

Nesco is committed to establishing appropriate grievance redressal mechanisms for each of its stakeholders namely our customers, employees, suppliers, shareholders/ investors, contractors, suppliers, business partners, regulators and communities.

Scope

Most of our stakeholders interact with specific departments and teams who are responsible for managing stakeholder expectations and are in regular interaction with them for business-as-usual interactions. The document provides guidelines for any grievances which are not addressed in the usual course of business or due to their nature are better addressed through an independent channel.

Grievance Submission/ Registration Mechanism: The mechanism for registering grievances with Nesco is outlined below:

- **Employees and workers:** Grievances are to be submitted on the internal HRIMS platform provided to employees.
- **Investors and Shareholders:** Investors can directly contact us at companysecretary@nesco.in
- **Other stakeholders (Customers, Communities, Visitors and Business Partners):** Complaints and feedback are handled as a matter of course by the concerned Nesco officials.
 - Besides the primary contact person, specific Nesco Businesses can be reached on the "Contact Us" section of our website: <https://nesco.in/contact>.
 - In addition, if a particular issue has not been satisfactorily resolved then the stakeholder can escalate the matter via email at grievance@nesco.in
 - Visitors and communities around our premises can also submit feedback and grievances in writing with our security officers on our premises.
- Letter of grievance can also be marked as "Grievance", addressed to The Compliance Officer, and sent to Nesco Limited, Nesco Center, Western Express Highway, Goregaon (East), Mumbai-400063.

Acknowledgement: Upon receiving a grievance, we will issue an acknowledgement to the complainant, confirming receipt of the grievance and details of assignment of the grievance to the appropriate Nesco official within 3 business days.

Assessment and Resolution: The grievance will be assigned to a designated grievance redressal officer/team who will review the grievance to determine its nature, severity, and required course of action. Grievances are categorized based on criticality, urgency and complexity for prioritization and resolution. The resolution process may involve investigation, communication with relevant stakeholders, and implementation of corrective measures. Simple grievances are resolved within a maximum of 7 business days, while more complex issues may require additional time.

Communication of Resolution: Once the grievance is resolved, the complainant will be notified of the outcome through the same channel used for submission. The communication will include details of the resolution and any actions taken to prevent recurrence.

Escalation Mechanism: If a grievance remains unresolved beyond the stipulated timeline or if the complainant is dissatisfied with the resolution, they can escalate the matter. Escalations with details of the grievance and resolution offered can be emailed to companysecretary@nesco.in or sent by courier addressed to the Enforcement Committee, NESCO Center, Western Express Highway, Goregaon (East), Mumbai – 400 063.

Escalation Handling: Escalated grievances are prioritized for immediate attention and review by senior management which is part of the Enforcement Committee. The escalation process will ensure impartiality, transparency, and prompt resolution.

Feedback and Continuous Improvement: Periodic reviews are conducted to identify trends, root causes of grievances, and opportunities for process enhancement. Feedback will be sought from complainants regarding their satisfaction with the grievance redressal process.

Implementation

- a. This mechanism will be available on the Company's website at www.nesco.in
- b. The mechanism will be reviewed by NESCO Management at regular intervals as it may deem fit.