kirloskar
Industries

Kirloskar Industries Limited

Grievance Redressal Policy

Introduction:

Kirloskar Industries Limited ("KIL"/ "Company") has developed the Grievance Redressal Policy ("Policy') to formalize the management of grievances from its stakeholders and minimize the social and operational risks to its business. The grievance redressal process, outlined in this document, provides a direction for stakeholders to voice their concerns and offers transparency on how grievances will be managed internally, which aims to reduce conflicts and enhance relationships with the stakeholders of the Company.

Scope:

The grievance mechanism procedure applies to all external and internal stakeholders e.g., customers, shareholders, suppliers, community, employees, investors etc.

Guiding Principles:

- Providing fair and equal treatment to all stakeholders without bias at all times.
- Ensuring that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.
- Developing an adequate and timely organizational framework to promptly address and resolve Grievances fairly and equitably.
- Providing an enhanced level of stakeholders' satisfaction.
- Providing easy accessibility to the stakeholder for immediate Grievance redressal.
- Maintaining confidentiality of information provided unless required to be disclosed statutorily.
- Taking necessary disciplinary actions to address grievances.

Grievance Resolution:

The stakeholders are encouraged to resolve all queries, concerns and disputes in coordination with the parties involved. The grievance redressal shall be conducted based on the Company's processes and Laws governing the matter based on the type of stakeholder. However, where

Kirloskar Industries Limited
A Kirloskar Group Company

Regd. Office: One Avante, Level 14, Karve Road, Kothrud, Pune 411 038
Tel: 020-69065007
Email: investorrelations@kirloskar.com | Website: www.kirloskarindustries.com
CIN: L70100PN1978PLC088972

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such a resolution is not reached or the situation necessitates a formal registration of concerns/ complaints, the process mentioned may be followed.

The grievance redressal process for each of the stakeholders is given below. The stakeholders can visit these links and address their grievances.

- Customers: https://www.kirloskarindustries.com/contact
- Shareholders: investorrelations@kirloskar.com
- Investors: investorrelations@kirloskar.com
- Employees: Kirloskar@integritymatters.in
- Community: https://www.kirloskarindustries.com/contact
- Value partners: https://www.kirloskarindustries.com/contact

If the complainant is not satisfied with the redressal of his grievances or if it has not been resolved, he/she may escalate the grievance to the Ethics Committee at the below-mentioned contact:

Name: Mr. Bharathan Gopalakrishnan, Chairman
Phone: 020- 69065007
Email: bharathan.g@kirloskar.com

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

Communication of policy:

The Policy is available for all our stakeholders on the company website and shall be kept updated basis any changes made to the process.

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Policy Review:

This Policy may be amended or modified from time to time in case of any subsequent changes to the provisions of applicable Regulations or when deemed necessary to strengthen the grievance redressal process.

For Kirloskar Industries Limited

KIRLOSKAR INDUSTRIES LIMITED PUNE-38

George Verghese
Managing Director
Date: 14 November 2025
Place: Pune

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