


Title :	Supplier Grievance Handling Policy	
Released by:	President Strategy & Projects	
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## 1) Introduction

The grievance policy, outlined in the document, provides a medium for Supply chain Partners to voice their concerns and gives transparency on how grievances will be managed internally, with an aim to reduce conflict and strengthen relationships.

## 2) Scope

The grievance mechanism procedure applies to all Suppliers of APAR. This procedure does not cover grievances raised by internal stakeholders, such as employees, who refer to company's internal grievance standard.

## 3) Definitions

- a) Grievance: An issue, concern, problem, or claim (perceived or actual) that a Supply chain Partner wants to be addressed by the Company in a formal manner.
- b) Grievance Handling Mechanism: A way to accept, assess and resolve complaints concerning the performance or behavior of the Company, its contractors, or employees. This includes adverse economic, environmental and social impacts.

## 4) Grievance Reporting Channel

APAR will communicate this procedure to its Supply chain Partners to raise awareness and offer transparency on how they can voice their grievances. Supply chain Partners can register their grievances formally by e-mailing at [ethics.taskforce@apar.com](mailto:ethics.taskforce@apar.com)

## 5) Grievance Committee

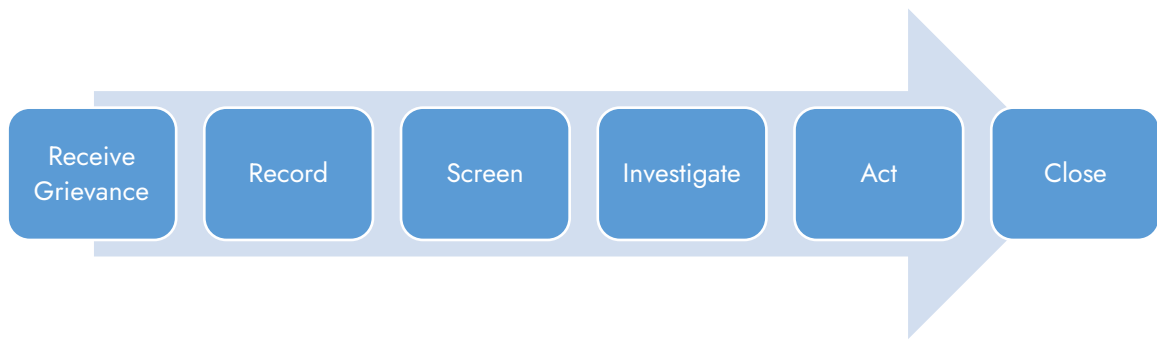
The grievance committee includes (of respective businesses):

- a) Procurement Head
- b) Commercial Head and
- c) Admin/ HR Head

The purpose of grievance committee is to provide timely resolution and ensure implementation of corrective action.

## 6) Grievance Mechanism (Process)

The process is depicted below:



## 7) Recording of Grievance

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

### Annexure: Grievance Register

Grievance ID	Date Reported	Grievant	Grievant Contact Officer	Issue	Cause of the grievance	Resolution / Action Required	Status	Date Resolved	Remarks