

Investors' Grievance Redressal Policy

Preamble

UFlex Limited (hereinafter referred as 'UFlex' or 'The Company') is committed towards building an encouraging environment by promptly handling grievances of their valuable stakeholders. The Company's aim is to provide a mechanism to deal with grievances fairly, constructively and swiftly to ease the experience of the stakeholder and avoid any conflict. UFlex believes in strengthening relationships concentered on trust, dignity and mutual respect to create a value beyond business.

Purpose

This Investors' Grievance Redressal Policy (the 'Policy') acts as a guiding mechanism for the Company to resolve grievances of their stakeholders' covering investors in connection with their work or work environment, in a prompt, trustful, fair and consistent manner.

Coverage

This Policy applies to all the UFlex investors associated with them within the country. The Policy will not cover matters of employment which are dealt as per the terms and conditions of the appointment. Therefore, this Policy is not applicable to issues concerning dismissal, demotion, suspension, or other disciplinary measures.

Definitions

Grievances or complaint: any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but does not include the following—

- i. complaints that are incomplete or not specific in nature
- ii. communications in the nature of offering suggestions
- iii. communications seeking guidance or explanation.

Commitment

Investors:

The Company recognizes the importance of addressing investor concerns and grievances in a swift and transparent manner in accordance with the applicable rules and regulations at the country level.

Grievance Redressal Process

Investors:

- Every grievance must be resolved within 60 days of receipt, and a final response must be delivered to the complainant with information on how the complaint was resolved or rejected, along with a written justification for each decision.
- Confidentiality of the complainant will be ensured in all conditions.

Policy monitoring and review

The policy shall be reviewed as per requisite, any amendment to the Policy shall be presented before the Board for their approval.

Master List Ref	Release Date	Review Date	Next Review Date
Version	Process Owner	Reviewed by	Approved by