



# AVIK PHARMACEUTICAL LIMITED

A-1/7 & A-1/8, 1<sup>st</sup> Phase, GIDC Vapi - 396 195. Dist.-Valsad, Gujarat State, India

Phone : (0260) 2401593, E-mail: avikpharma@avikpharma.com

CIN : U99999MH1979PLC021711

## **External Stakeholder Grievance Policy**

### **1 Introduction:**

The Avik Pharmaceutical Ltd is committed to addressing all grievances with efficiency and transparency. The implementation of our External Grievance policy aims to provide a structured and systematic approach to addressing external grievances promptly and responsibly. It is designed to facilitate the resolution of issues raised by our external stakeholders.

### **2. Purpose:**

This policy outlines the process for receiving, investigating, and resolving grievances raised by external stakeholders such as local communities, suppliers, customers, NGOs, and public agencies who may be affected by the Company's operations, products, services, or supply chain.

### **3. Scope:**

Applicable to all external stakeholders interacting with or impacted by any of the Company's sites, offices, supply chain, or activities.

### **4. Objectives:**

- Ensure fair, transparent, and timely resolution of external grievances.
- Enhance trust and accountability between the Company and surrounding communities.
- Comply with international standards such as the UN Guiding Principles on Business and Human Rights and local regulatory requirements.

### **5. Definition of Grievance:**

A grievance is any concern, complaint, or negative feedback raised by an external party regarding the Company's operations, conduct, or impact (social, environmental, ethical, or economic).

### **6. Eligible Complainants:**

- Local community members
- Environmental group



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- NGOs and civil society groups
- Suppliers, vendors, and contractors
- Customers or consumers
- Government agencies or local authorities

## 7. Grievance Channels:

Grievances can be submitted through any of the following:

Email: hrd@avikpharm.com

Contact no.: 6357770540

Grievance Register at Facility Gate

## 8. Grievance Handling Procedure:

Step	Action	Timeline
1	Receive grievance and record in log	Within 2 working days
2	Acknowledge receipt to complainant	Within 5 working days
3	Assess grievance type, severity & assign responsible officer	Within 7 working days
4	Investigate grievance (site visit, meeting, evidence collection)	Within 15–20 working days
5	Provide written response to complainant	Within 30 working days
6	Monitor implementation of resolution	Ongoing until closed
7	Close grievance with final feedback and documentation	Within 45 days max

## 9. Appeals Process:

If the complainant is not satisfied, they may submit a written appeal to the Grievance Redressal Committee or to senior management.



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## 10. Roles & Responsibilities:

- Grievance Officer (HR): Receive, track, and manage grievances
- Plant Head : Oversee resolution and ensure compliance
- Grievance Committee/works committee: For high-risk or unresolved grievances
- Legal / Compliance Officer (HR): Review legal aspects, ensure policy compliance

## 11. Confidentiality & Non-Retaliation:

All grievances will be handled with strict confidentiality. The Company ensures there will be no retaliation or negative consequences against anyone who submits a grievance in good faith.

## 12. Monitoring & Reporting:

- Maintain a grievance register
- Analyze trends quarterly
- Report unresolved in works committee/grievance committee
- Continuous improvement based on lessons learned

## 13. Review of Policy:

This policy shall be reviewed annually or when required by regulatory or operational changes.

**For Avik Pharmaceutical Ltd**



**Authorized Signatory**

**Date:** 14/10/2025.