

Grievance Redressal Policy

Background

PDS Limited (hereinafter referred to as "PDS" or "The Company") is committed to fostering a conducive workplace where grievances are swiftly and fairly adjudicated. The Company's goal is to promote a healthy and positive ecosystem for all its Stakeholders by hearing them out, reciprocating to their problems and by resolving them within the stipulated period.

Purpose

This Policy provides a platform for all Stakeholders to address their grievances, concerns, or complaints in a systematic and trustful manner. The Policy aims to:

- Treat all Stakeholders fairly, equally, and without any biases
- Guarantee that all complaints are treated promptly and dealt within the allotted time frames
- Create an effective grievance redressal system that will enable fair and equitable resolution of complaints or concerns

Scope

This Grievance Redressal Policy applies to all the PDS Limited Employees, Vendors, Sub-Contractors, Business Partners, and Customers across all regions globally.

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 seeking a remedial action but does not include the following:

- Complaints that are incomplete or not specific in nature
- Communications in offering suggestions%
- Communications seeking guidance or explanation%

Grievance Redressal Process

- Stakeholders can raise their grievances through the NAVEX global platform which is an independent tool to report any illegal, fraud, unethical or improper conduct through a multilingual hotline. Stakeholders address their grievance by stating all relevant facts, dates, and the names of any individual concerned. If not comfortable, the Stakeholders can choose to not disclose their identity. Details of channels through which Stakeholders can register their complaints are given below:

Channel	Link
Ethics Hotline	https://pdsLtd.com/ethics-hotline/
Email	whistleblower@pdsLtd.com

- The grievances received directly go to a Disciplinary Committee appointed by the PDS board. The Committee has an established system and process in place to appropriately investigate, initiate action, and bring closure to such issues while ensuring the complainant does not face any form of retaliation
- The Disciplinary Committee may determine if it is necessary to make further inquiries and/or conduct an investigation into the background facts or the allegations made by the Stakeholder within one week of receipt of the complaint
- The Disciplinary Committee may reject the grievance outright if additional inquiry reveals it to be frivolous. Accordingly, the Stakeholder will be informed
- Following the investigation, the validated complaints are registered and documented
- The grievances are resolved within 60 days of registration and the complainant will be notified of the status of their complaint resolution
- If the complainant is not satisfied with the approach in which his or her issues have been resolved or if the responsible Disciplinary Committee has not addressed them appropriately, the grievance will be escalated to concerned department head as applicable
- The Disciplinary Committee shall preserve records pertaining to grievance/complaint received resolution and closure of the grievance as per applicable laws
- 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
- In case the grievance requires urgent attention, local management/HR teams should be contacted
- Confidentiality of the complainant will be ensured in all conditions

Responsibilities

The Board and/or the Disciplinary Committee would be responsible to oversee the implementation and compliance of the Policy at PDS Limited and report any discrepancies to the concerned authority as per the organizational hierarchy.

Training and Communication

- All relevant employees would receive a mandatory training regarding the implementation and adherence to the Policy
- The Policy shall be easily accessible on Company's website/intranet

Review and Monitoring

- The Company reserves the right to regularly review and make any necessary modifications to this Policy. The Disciplinary Committee shall review the Policy periodically and any amendments to the same shall be approved by the Board of Directors