

Vigil Mechanism and Grievance Redressal Policy

Objective :

- a. To uphold the highest ethical standards, the Company fosters a workplace environment that encourages and supports reporting of potential violations of Company policies and applicable laws.
- b. To provide a mechanism to empower the employees and other Stakeholders to report to the Company instances of any Violations or Malpractices (as defined below), or any problems they may face.
- c. To treat all Stakeholders fairly, equally, and without any biases.
- d. To create an effective grievance redressal system that will enable fair and equitable resolution of complaints or concerns of the Stakeholders.

This Policy is in compliance with Section 177(9) of the Companies Act, 2013 (India) and Regulation 22 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, which mandates every listed company to establish a Whistle Blower mechanism.

Scope & Applicability:

This Policy is in compliance with Section 177(9) of the Companies Act, 2013 (India) and Regulation 22 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, which mandates every listed company to establish a Whistle Blower mechanism.

Definitions/Key Terms:

- a. "Audit Committee" means that the Audit Committee constituted by the Board of Directors of the Company in accordance with the Companies Act, 2013 and read with the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.
- b. "Company" shall have the meaning given to such term in Section 1 above.
- c. "Employee" means an employee or director of the Company.
- d. "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
- e. "Investigators" means persons authorized, appointed or consulted by the Chairperson of the Audit Committee or the Ombudsperson in relation to an investigation of the Protected Disclosure. An Investigator may be an employee or director of the Company,

or an external agency as may be identified by the Chairperson of the Audit Committee or the Ombudsperson (as the case may be).

- f. Malpractices” shall have the meaning given to such term in Section 4 below.
- g. “Policy” means the Vigil Mechanism and Grievance Redressal Policy, as may be updated and amended from time to time.
- h. “Protected Disclosure” means a written communication (whether by letter or email) disclosing information in relation to any Malpractices, made by the Whistle Blower.
- i. “Reviewing Authority” – Group CEO, Group CFO, Group CHRO & Head of Legal at Corporate Office will be Reviewing Authority.
- j. “Stakeholders” include all the Employees, Vendors, Sub- Contractors, Business Partners, and Customers across all regions globally.
- k. "Subject" is a person or persons against or in relation to whom a Protected Disclosure has been made or evidence gathered during the course of investigation.
- l. Vigilance Officer/ Ombudsperson” shall be a senior Employee or director of the Company, well respected for his/her integrity, independence and fairness. He/she would be authorized by the Board of the Company for the purpose of receiving all Protected Disclosures from whistle blowers, maintaining records thereof, placing the same before the Audit Committee for its disposal and informing the Whistle Blower the result thereof.
- m. “Whistle Blower” means an employee, contractor, director, shareholder, vendor, consultant, advisor or a person having interest or otherwise dealing or being associated with the Company, who makes disclosure in good faith about any Malpractices.

Scope :

- a. The administration of this Policy (including any reporting, investigations, actions undertaken pursuant to this Policy), shall take place under the overall guidance and direction of the Audit Committee.
- b. This Policy covers malpractices and events which have taken place or suspected to have taken place in the Company involving the following (collectively, the “Malpractices”):
 - Corruption.
 - Fraud, Theft, Bribery.
 - Misappropriation of Company funds, financial reporting violations.
 - Misuse/abuse of official person.
 - Misuse or Manipulation of data / documents.
 - Any other act which affects the interest of the Company adversely and has the potential to cause financial or reputational harm to the Company.
- c. This Policy is an extension of the Company’s Code of Conduct. The Whistle Blower’s role is that of a reporting party with reliable information about Complaint/Grievance/Malpractices. Whistle Blowers are not required or expected to act as investigators or finders of facts, nor would they determine the appropriate corrective or remedial action that may be warranted in a given case.
- d. This Policy is in addition to the existing reporting processes within the Company. Matters related to sexual harassment, interpersonal issues, service_conditions, organizational

policies etc. should be resolved using the existing reporting process and not through the use of this Policy.

Reporting Responsibilities:

It is the responsibility of every Employee, vendor, contractor or any other stakeholder of the Company to report genuine concerns about any Malpractices and/or Grievances in accordance with the procedure set out in this Policy. If there is a doubt about whether a particular situation amounts to a Malpractice under this Policy, the relevant person is encouraged to consult his/her reporting managers, or respective locational/functional human resources head, prior to using this, Policy.

Reporting Mechanism:

- a. Through website of the Company at:
NAVEX Link: -Visit www.pdsltd.com/ethics-hotline/ and click on 'Ethics Global Hotline' tab and click on respective country link for the hotline number.

(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).

- b. All Protected Disclosures made under this Policy must be submitted to Vigilance Officer through: E-mail to whistleblower@psd ltd.com ;

OR

Representation in writing in a sealed cover to the Vigilance Officer at below address:

The Vigilance Officer,

758 & 759, 2nd Floor, 19th Main, Sector – 2, HSR Layout, Bengaluru - 560102, Karnataka (India)

OR

Unit No. 971, Solitaire Corporate Park Andheri Ghatkopar Link Road, Andheri East, Mumbai – 400093

- c. if the Whistle Blower has a concern to submit Protected Disclosure to Vigilance Officer, he/she may report to directly to the Chairperson of the Audit Committee. The details of the Chairperson of the Audit Committee are as under:

E-mail to auditcommittee@psd ltd.com

OR

Representation in writing in a sealed cover to Chairperson of Audit Committee at below address:

The Chairperson of Audit Committee,

Unit No. 971, Solitaire Corporate Park Andheri Ghatkopar Link Road, Andheri East,

Mumbai 400093, Maharashtra, India.

- d. Protected Disclosures involving the Chairperson of the Audit Committee should be made to the Chairperson of the Board of Directors of the Company. If the Chairperson of the Board of Directors of the Company is the same person as the Chairperson of the Audit Committee, such Protected Disclosure may be made to any other Director.
- e. Protected Disclosure should be reported in writing to ensure a clear understanding of the issues raised and should either be typed or written in legible handwriting in English or in the regional language of the place of employment of the Whistle Blower.
- f. The Whistle Blower should provide factual data and as much specific information as possible in the Protected Disclosure Form as set out in Annexure A of this Policy or as available on the Company's intranet or as requested or directed by the person authorized to conduct the investigation under this policy to allow for proper assessment with respect to the disclosure. Provided that the Vigilance Officer/Chairperson of the Audit Committee/relevant director (as applicable), may dispense with this requirement on a case-to-case basis, and may accept Protected Disclosures in any other written form.
- g. Disclosures or grievances should be reported by the Whistle Blower or complainant at the earliest possible opportunity, as soon as he/she becomes aware of any suspected unethical behavior, actual or suspected fraud, violation covered under this Policy, or any workplace grievance. Such reporting should preferably be made within 30 days of becoming aware of the concern, unless a delay can be reasonably justified.
- h. Complaints may be submitted anonymously, if the Whistle Blower chooses not to disclose their identity. Further, it shall be the Whistle Blower's responsibility to maintain secrecy of the reporting.

Investigation:

- a. The Ombudsperson shall, on receipt of a Protected Disclosure, assess whether it contains verifiable information. In case the disclosure made does not have any specific & verifiable information, the Ombudsperson will be not be required to take any action. This would be suitably recorded and placed before the Reviewing Authority.
- b. Upon being satisfied that the Protected Disclosure has verifiable information, the Ombudsperson shall forward the same to the Reviewing Authority, and decide the course of action to be taken to progress the necessary enquiry/ investigation with regard to the complaint in consultation with the Reviewing Authority. The Ombudsperson may consult with and seek inputs from the Reviewing Authority from time to time in connection with any investigation.
- c. The Ombudsperson may consider involving any suitable competent person or an external investigator for the purpose of investigation, and if he/she so requests, then the Reviewing Authority review, discuss and may consider such request and appoint such investigator. In all such cases, only the matter of investigation will be forwarded to the Investigator(s). The Investigator(s) shall be under an obligation to maintain confidentiality with respect to all information accessed by them, as well as with

respect to their findings.

- d. Upon conclusion of the investigation process, a report duly recording the evidence, findings and recommendations shall be prepared by the Ombudsperson and placed before the Reviewing Authority. Any findings of any Investigators shall also be placed before the Reviewing Authority.
- e. Once approved by the Reviewing Authority, the final report recording all relevant facts, findings, evidence and suitable recommendations shall be placed before the Audit Committee.
- f. Any inquiry/ investigation conducted against any Subject shall not be construed by itself as an act of accusation and shall be carried out as neutral fact-finding process, without presumption of any guilt.
- g. The inquiry/ investigation shall be conducted in a fair manner and provide adequate opportunity for hearing to the Subject and a written report of the findings should be prepared for submission.
- h. All Employees and Subjects shall have a duty to co-operate with the Ombudsperson/Audit Committee/Investigators/Reviewing Authority during the investigation process.
- i. Unless there are compelling reasons not to do so, Subjects will have the opportunity to respond to the material findings contained in an investigation report. No allegation of wrongdoing against a Subject shall be considered as maintainable unless there is evidence in support of the allegation.
- j. The Whistle Blowers, should not act on their own in conducting any investigation activities, nor do they have right to participate in the investigation beyond the directions of the Ombudsperson or the Chairperson of the Audit Committee.
- k. A time frame of maximum 45 days will be permitted to complete the investigation / enquiry. In case the same cannot be completed within stipulated period, interim report should be submitted by the Investigators to the Audit Committee, giving inter alia, the tentative date of completion.

Conflict of Interest:

- a. Where a Protected Disclosure concerns any member of the Audit Committee or the Reviewing Authority, such member shall recuse themselves from being a part of the investigation, and the other members of the Audit Committee (or the Reviewing Authority, as the case may be) shall progress the investigation. In case of doubt, the Chairperson of the Board of Directors shall be responsible for determining whether there exists a conflict of interest.
- b. Where a Protected Disclosure concerns the Vigilance Officer, the Chairperson of the Audit Committee may nominate any other eligible person to be the “Vigilance Purpose” in connection with such matter.
- c. If any Investigator has a conflict of interest in a given case, he/she shall relieve himself/ herself at the earliest possible opportunity, and the other Investigators will deal with the matter.

Protection:

- a. The Company will protect the confidentiality of the complainants and their names/ identity will not be disclosed except as statutorily required under law.
- b. No one may take any adverse action against any stakeholder for complaining about, reporting, or participating or assisting in the investigation of, any Grievances, Malpractice, violation of any law, this Policy, or the Company's Code of Conduct. The Company takes reports of such retaliation seriously. Incidents of retaliation against any Whistle Blower reporting a violation or participating in the investigation of a suspected violation will result in appropriate disciplinary action against anyone responsible, including possible termination of employment. Those working for or with the Company who engage in retaliation against reporting Whistle Blower may also be subject to civil, criminal and administrative penalties.
- c. However, protection under this Policy would not mean protection from disciplinary actions arising out of false allegations made by a Whistle Blower knowing it to be false or inaccurate, and such person shall be liable for appropriate disciplinary action. It shall also not include protection from disciplinary or other action arising from a violation of any of the Company's other policies.
- d. If any person is aggrieved by any action on the ground that he/she is being victimized due to the fact that he had filed a complaint or disclosure, he/ she may file an application before the Ombudsperson. The identity of the Whistle Blower and the subject shall be kept confidential to the extent possible given the legitimate needs of the law and investigation. The Whistle Blower should disclose his/her identity for the Company to provide appropriate protection under this Policy.
- e. Any other Employee assisting in the said investigation shall also be protected to the same extent as the Whistle Blower.
- f. The Company will treat all Disclosures made under this Policy as confidential and privileged to the fullest extent permitted by law.

Decision:

- a. Audit Committee may consider the report relating any investigation, and recommend any action as they may deem fit (including recommending any disciplinary or corrective action). Any disciplinary or corrective action initiated against the Subject as a result of findings of an investigation shall adhere to the disciplinary procedures framed by the Company.
- b. The action taken against the Subject as stated in the above paragraph will be in addition to any other action or prosecution which may be initiated against said Subject under any statute or law in force or any of the Company's policies.

Retention:

Proper records shall be maintained of all disclosures received. All documents related to the reporting, investigation and enforcement pursuant to this Policy, shall be kept in accordance with the Company's Policy on Preservation of Documents and applicable laws.

Reporting

A quarterly report with number of complaints received, nature of the complaints received under the Policy and their outcome shall be placed before the Audit Committee.

Compliance & Consequences:

- The Company shall comply with all statutory and regulatory requirements regarding Board composition and diversity as prescribed under the Companies Act, 2013, and Listing Regulations, 2015.
- Any non-compliance with this Policy or applicable laws shall be reported to the Board and corrective actions shall be taken promptly.
- Persistent or material non-compliance may attract penalties as prescribed under the Companies Act, SEBI Regulations, or any other applicable laws.

Related Documents:

This Policy should be read in conjunction with the following documents:

- Corporate Governance Framework of the Company.
- SEBI Listing Regulations and the Companies Act, 2013.

Ownership and Review:

Ownership: This Policy shall be owned and administered by the Board of Directors of the Company through the Audit Committee.

Review: The Audit Committee or the Board of Directors of PDS can modify this Policy unilaterally at any time without notice. Modification may be necessary, among other reasons, to maintain compliance with federal, state or local regulations and / or accommodate organizational changes within the Company.

Version History:

Version No.	Approved on	Created by	Approved by
1	October 27, 2025	Secretarial Team	Board of Directors