

Grievance redressal mechanism for stakeholders of Baazar Style Retail Limited

Control Summary

Version	Approving Authority	Date of Approval
1	Board of Directors	August 1, 2025

1. Introduction

- 1.1. Bazaar Style Retail Limited (hereinafter referred to as "the Company") recognises the importance of establishing a robust grievance redressal mechanism to address and resolve stakeholder concerns effectively and equitably. This document outlines the framework and processes to ensure compliance with the principles of transparency, accountability, and responsible business conduct as enshrined in the National Guidelines on Responsible Business Conduct (NGRBC).
- 1.2. The grievance redressal mechanism is designed to be accessible to all stakeholders, including employees, customers, vendors, shareholders, investors, regulatory authorities, and communities, thereby fostering trust and promoting sustainable relationships.

2. Objectives

- 2.1. To provide a clear and transparent process for stakeholders to raise grievances and have them addressed in a timely and equitable manner.
- 2.2. To ensure compliance with regulatory requirements and the Company's commitment to ethical and responsible business practices.
- 2.3. To promote dialogue and mediation as the primary tools for grievance resolution, while safeguarding access to judicial and administrative remedies.

3. Governance Structure

3.1. Stakeholders Relationship Committee (SRC):

Composition: The SRC shall include an Independent Director as Chairperson, two additional directors, and the Compliance Officer (Company Secretary) of the Company.

Role: The SRC oversees the grievance redressal mechanism, ensuring its effectiveness, transparency, and fairness.

3.2. Compliance Officer (Company Secretary):

Acts as the central point of contact for all grievances.

Ensures adherence to the established timelines and processes for grievance resolution.

4. Scope

This mechanism is applicable to grievances raised by the following stakeholder categories:

- Employees and their families, including contract and casual labour.
- Customers and consumers.
- Vendors, suppliers, and value chain partners.
- Shareholders and investors.
- Government and regulatory authorities.
- Civil society organisations and communities.

5. Principles of the Mechanism

- 5.1. **Transparency:** Governance structures and processes are designed to provide clear and unbiased resolutions.
- 5.2. **Accessibility:** Multiple grievance submission channels are made available, including digital, telephonic, and in-person modes.
- 5.3. **Equity:** Grievances are handled impartially, ensuring fairness for all stakeholders.
- 5.4. **Predictability:** Defined timelines for each stage of grievance resolution are communicated and adhered to.
- 5.5. **Dialogue and Mediation:** A constructive approach is adopted to resolve disputes amicably.

6. Grievance Submission Channels

- 6.1. Email: Stakeholders can reach out via a dedicated email address (e.g., abinash.singh@stylebaazar.com).
- 6.2. Toll-Free Helpline: 18004102244 - Available 24/7 for urgent concerns.
- 6.3. Physical Submission: Grievances can be submitted in writing at the Company's offices.
- 6.4. Suggestion/Complaint Boxes: Installed at Stores for anonymous submissions.

7. Grievance Handling Process

- 7.1. **Acknowledgement:** All grievances will be acknowledged within 2 working days of receipt.

7.2. **Classification:** Grievances will be categorised based on urgency and nature, such as employee disputes, customer complaints, or supply chain issues.

7.3. **Investigation and Resolution:**

- Initial review by the Compliance Officer within 5 working days.
- Complex grievances escalated to the SRC for detailed review and resolution.
- Final resolution communicated to the stakeholder within 30 working days.

8. Employee-Specific Provisions

8.1. **Collective Bargaining:** The Company supports employees' right to collective bargaining and provides grievance mechanisms to address concerns through their representative bodies.

8.2. **Workplace Harassment:** Dedicated procedures to address grievances related to workplace harassment, including sexual harassment, ensuring confidentiality and fairness. Please refer to <https://stylebaazar.in/wp-content/uploads/2025/01/Policy-on-Prevention-of-Sexual-Harassment.pdf>

8.3. **Humane Workplace:** A commitment to maintaining a safe and equitable workplace, free from violence and discrimination.

9. Monitoring and Reporting

9.1. **Internal Audits:** Regular audits of the grievance redressal process to ensure compliance and identify areas for improvement.

9.2. **Annual Reporting:** Grievance statistics and resolutions will be disclosed in the Company's annual report.

10. Training and Awareness

10.1. Periodic training sessions for employees and committee members on grievance handling protocols.

10.2. Stakeholder awareness campaigns to ensure understanding of the grievance redressal process.

11. Review and Amendments

The grievance redressal mechanism will be reviewed annually by the SRC to incorporate stakeholder feedback and align with evolving regulatory requirements.

12. Communication

The grievance redressal mechanism will be widely disseminated among stakeholders through the Company's website and stakeholder communications on requirement basis.
