



EXTERNAL GRIEVANCE REDRESSAL POLICY

March 2025

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1. INTRODUCTION

This External Grievance Redressal Policy (hereinafter referred to as “Policy”) is to provide guidance about the grievance redressal mechanism established for customers/clients, suppliers and the community of SAGE Sustainability (“the Company”). The Company is committed to serving its stakeholders to their satisfaction by providing fast, fair, and friendly services at all times.

2. OBJECTIVE

- a. To establish a fair grievance redressal mechanism within the Company for all external stakeholders.
- b. To clarify the point of contact for grievance redressal for customers, suppliers, business associates, and the community.
- c. To facilitate fair dealing and help in improving stakeholder relationships.

3. SCOPE

The Policy shall apply to contractors, vendors, actual and potential clients, customers, suppliers, and business associates. It shall also apply to members of the community and other stakeholders of the Company.

4. DEFINITIONS

- a. “Business Associates” means and shall include business partners with whom the Company may work on a principal-to-principal basis.
- b. “Community” means any individual, who is not a consumer, raising a grievance with the Company.
- c. “Customer” or “Client” means any individual or entity who has paid for any services being offered by the Company.
- d. “Deficiency” means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained by the Company.

- e. “Grievance” means any concern, problem or complaint in respect of the product, conduct or any act of omission or commission or deficiency of service provided by the Company.

A grievance does not include the following—

- i. Complaints that are incomplete or not specific in nature;
 - ii. Communication in the nature of offering suggestions or giving feedback;
 - iii. Communications seeking guidance or explanation;
- f. The “Grievance Redressal Committee” is an independent body of three members formed as a first point of contact to investigate any complaints related to breaches of corporate policies and regulatory compliance.
 - g. The CEO’s Office is the head of the Grievance Redressal Committee. The CEO’s office includes the CEO, the CEO’s office members and the Advisory Board.
 - h. “Supplier” means and shall include any business, company, corporation, person or other entity that provides, sells or seeks to sell any kind of goods or services to the Company, including the Supplier’s employees, agents and other representatives.
 - i. “Stakeholder” means and shall include customers, clients, community, suppliers and business associates.

5. IMPLEMENTATION OF THE EXTERNAL GRIEVANCE REDRESSAL MECHANISM

a. Customers

- i. SAGE Sustainability is committed to serving its clients to their satisfaction by providing fast, fair and friendly services at all times. All care will be taken to address their grievances as per the process under this Policy.
- ii. Clients may reach out to contact@sagesustainability.in in the first instance and subsequently to the CEO at hashi@sagesustainability.in for any grievances or complaints.
- iii. In case customers wish to file a formal grievance or complaint, they may follow the process laid down under Clause 6 of this Policy.

b. Suppliers and Business Associates

- i. The suppliers and business associates of SAGE Sustainability are an integral and indispensable part of the Company's business operations. The Company is committed to responsible behaviour and fair dealing with its suppliers and business associates.
- ii. The suppliers and business associates may reach out to the designated point of contact assigned by the Company in the contracts/dealings to point out any grievances that they may have in the first instance.
- iii. In case suppliers and business associates wish to file a formal grievance, they may follow the process laid down under Clause 6 of this Policy.

c. Community and other stakeholders

- i. Members of the community and other stakeholders may also file their grievances with the Company through the process laid down under Clause 6 of this Policy.
- ii. The Company reserves the right to redirect the grievances made by the community and other stakeholders to concerned departments if it is found to be in the nature of feedback or suggestions.

All complaints and concerns must be written and must be sent to contact@sagesustainability.in

Please follow the complaint registration template that is appended at the end of this document.

6. GRIEVANCE REGISTRATION AND INVESTIGATION PROCESS

Step 1: Lodging a Grievance

Stakeholders may reach out to the Company through the relevant point of contact as described under Clause 5 of this Policy. For lodging a grievance online, the stakeholders may write to the contact@sagesustainability.in (CEO's office) along with relevant documents.

After ascertaining the matter, the Company will provide the response and resolution within 2 working days. In case the resolution is likely to take a longer time, the Company will update the concerned stakeholder on the status of the grievance.

Step 2: Escalation of Grievance

In case the concerns remain unaddressed for more than 7 days, the stakeholders may escalate the matter to the CEO's office at the email address shashi@sagesustainability.in

In case of no revert for any further clarification, if any, from the concerned stakeholder's side within 2 weeks from the date of such resolution, the Company shall treat the complaint as closed at its end.

7. REPORTING

- a. The CEO's office shall maintain records of the grievances received through the External Grievance Redressal Mechanism.
- b. A quarterly written report of grievances handled will be submitted to the Advisory Board of the Company.

8. RESPONSIBILITIES

- a. The CEO of the Company shall have the overall responsibility for ensuring this Policy complies with legal and ethical obligations, and that all those under SAGE Sustainability's control comply with this policy.
- b. The CEO's office has primary responsibility for implementing this Policy and for monitoring its use and effectiveness and dealing with any queries on its interpretation. The CEO's office shall monitor the effectiveness and review the implementation of this Policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified shall be made as soon as possible.
- c. Employees shall follow the guidelines laid down in this policy.

9. MONITORING & AUDIT

- a. The CEO's office shall monitor the implementation of this policy and manage appropriately.
- b. The Company's Advisory Board will monitor the effectiveness and periodically audit the implementation of this Policy, considering its suitability, adequacy and effectiveness.

10. COMMUNICATION

- a. The Policy must be communicated to relevant employees engaging with stakeholders through training programmes and other relevant platforms/processes. The relevant provisions of the policy shall also be made available to all suppliers, contractors and business associates by the relevant employees at the outset of the Company's business relationship with them and as appropriate thereafter. This Policy shall also be made available to customers, the community and other stakeholders on the Company's website.

- b Disclosures: The Company shall make necessary disclosures about the compliance of this Policy to relevant stakeholders as per statutory or voluntary requirements.

11. REVISION

The revision or abolition of these policies shall be subject to a decision by the CEO's office, subject to ratification by the Advisory Board. Any changes or revisions made will be notified to the employees accordingly.

12. ENFORCEMENT

The policy shall take effect from March 2025.

APPENDIX 1: COMPLAINT REGISTRATION TEMPLATE

Please use this template to submit your complaint

NAME:

Address:

Contact Information:

Phone:

Email:

Name of the Respondent:

Date of Reporting:

Complaint Description: