



# GLS Aluminium Industries Pvt. Ltd.

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<b>TITLE:</b> Stakeholder Complaints, Grievances, and Requests for Information Policy	DOC. NO.	<b>GLS/FOIL/MR/SOP/16</b>
	REV. NO.	00
	EFFECTIVE DATE	01/08/2025
	REVIEW DATE	31/07/2026
	SUPERSEDES	NIL

## Stakeholder Complaints, Grievances, and Requests for Information Policy for GLS Aluminium Industries Pvt. Ltd.

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### 1. Purpose

The purpose of this Stakeholder Complaints, Grievances, and Requests for Information Policy is to establish a comprehensive and effective Complaints Resolution Mechanism for addressing concerns, grievances, and requests for information from stakeholders. This policy ensures that all complaints and grievances are handled in a manner that is legitimate, accessible, predictable, equitable, transparent, rights-compatible, and based on engagement and dialogue. The policy is aligned with the Global Reporting Initiative (GRI) standards and the Aluminium Stewardship Initiative (ASI) Performance Standard.

### 2. Scope

This policy applies to all employees, directors, officers, contractors, suppliers, and any other stakeholders involved with GLS Aluminium Industries Pvt. Ltd. It covers all facilities and operations, ensuring that stakeholders' complaints, grievances, and requests for information are addressed effectively and transparently.

### 3. Core Principles

**Legitimacy:** The Complaints Resolution Mechanism (CRM) is trusted by stakeholders as a fair and credible process for resolving complaints.

**Accessibility:** The CRM is accessible to all stakeholders, including vulnerable or at-risk groups, without barriers to entry.

**Predictability:** The CRM provides a clear, structured process with defined timelines for handling complaints and grievances.

**Equitability:** The CRM ensures that all parties have access to the necessary information, advice, and expertise to engage in the process on fair and informed terms.



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**Transparency:** The CRM operates transparently, regularly communicating with stakeholders about the nature and outcomes of grievances, while protecting confidentiality where necessary.

**Rights-Compatibility:** The CRM aligns with internationally recognized human rights, ensuring that outcomes respect and uphold these rights.

**Continuous Learning:** The CRM is a source of continuous learning, regularly analyzing grievance patterns to improve policies, procedures, and practices.

**Engagement and Dialogue:** The CRM focuses on resolving issues through engagement and dialogue, with an emphasis on reaching agreed solutions.

## 4. Complaints Resolution Mechanism Framework

### 4.1 Implementation of the CRM

**Establishment:** GLS Aluminium Industries Pvt. Ltd. has established a Complaints Resolution Mechanism in cooperation with key stakeholders, ensuring that it is capable of addressing all issues included in the ASI Standards.

**Public Disclosure:** The latest version of the CRM is publicly disclosed, making it available to all stakeholders through appropriate channels, including the company's website and public reports.

**Engagement:** The CRM is developed and reviewed through ongoing engagement with affected populations and organizations. Feedback is sought at the conclusion of cases and regularly thereafter to improve the mechanism.

### 4.2 Components of the CRM

**Legitimacy:** The CRM is trusted by stakeholders and is structured to be independent and fair, with transparent hiring processes, appropriate reporting lines, and autonomy over policies and procedures.

**Accessibility:** The CRM is designed to be accessible to all stakeholders, including those who may face barriers due to language, literacy, geographic location, or social and economic status. Multiple access points and media are provided to ensure inclusivity.



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**Predictability:** The CRM provides a clear process with indicative timeframes for each stage of the resolution process. Stakeholders are informed about the types of processes and outcomes available and how their complaints will be handled.

**Equitability:** The CRM ensures that stakeholders have reasonable access to information, advice, and expertise necessary to engage in the grievance process. Support services, such as translation and mediation, are provided where needed.

**Transparency:** Regular communication about the nature and outcomes of grievances is provided to the public, while protecting the confidentiality of stakeholders where necessary. Information is presented in accessible formats and includes anonymized case summaries.

**Rights-Compatibility:** The CRM ensures that all outcomes and remedies are compatible with internationally recognized human rights, with a focus on preventing further harm.

**Continuous Learning:** The CRM includes mechanisms for regular analysis of grievance patterns, identifying areas for improvement in policies and practices.

**Engagement and Dialogue:** The CRM emphasizes reaching agreed solutions through engagement and dialogue with stakeholders, rather than unilateral decisions.

## 5. Review and Continuous Improvement

**Regular Review:** The CRM is reviewed at least every five years or after any significant changes to the business that may alter material environmental, social, or governance risks. The review process also takes place if there is any indication of a control gap.

**Stakeholder Feedback:** Stakeholders are encouraged to provide feedback on the CRM, which is used to enhance its effectiveness and responsiveness.

**Learning and Adaptation:** The CRM is a source of continuous learning, with regular updates based on feedback, analysis of grievance patterns, and changes in stakeholder needs or expectations.

## 6. Training and Awareness



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**Employee Training:** All employees, directors, and officers are trained on the CRM and its importance in ensuring fair and transparent handling of complaints and grievances.

**Stakeholder Communication:** We regularly communicate with stakeholders about the CRM, ensuring that they understand how to access it and the protections it offers against retaliation.

### 7. Public Disclosure

**Transparency:** GLS Aluminium Industries Pvt. Ltd. publicly discloses information about the CRM, including the number and types of complaints received, the outcomes of the resolution processes, and any follow-up actions taken.

**Protection of Stakeholders:** Transparency in disclosure is balanced with the need to protect stakeholders from risks, including retaliation, and to respect confidentiality where appropriate.

### 8. Review and Revision

**Policy Review:** This Stakeholder Complaints, Grievances, and Requests for Information Policy will be reviewed at least every five years or as needed based on changes in legal requirements or stakeholder expectations. The review process will include input from senior management and relevant stakeholders.

**Revision History:** Any changes or updates to this policy will be documented in the revision history, and all stakeholders will be informed of the changes.

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**Prepared By:** Rajendra Moyal, Technical Head

**Reviewed By:** Rajendra Moyal, Management Representative

**Approved By:** Rajesh Singh, C.O.O.

**Revision History:**

Revision Number	Date	Description of Changes	Approved By
00	01-08-2025	Initial release of the Stakeholder Complaints, Grievances, and Requests for Information Policy.	Rajesh Singh (C.O.O.) 

