



GRIEVANCE HANDLING POLICY

1. Introduction

The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

2. Scope

The grievance mechanism procedure applies to all external stakeholders of our operations. This procedure does not cover grievances raised by internal stakeholders, such as employees, who are to refer to company internal grievance standard.

3. Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance Handling Mechanism	A way to accept assesses and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community, NGOs and the government.

4. Grievance Reporting Channels

Prime Focus Limited ("PFL") will communicate this procedure to its external stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances.

Stakeholders can connect at below mentioned email:

Email: ir.india@primefocus.com

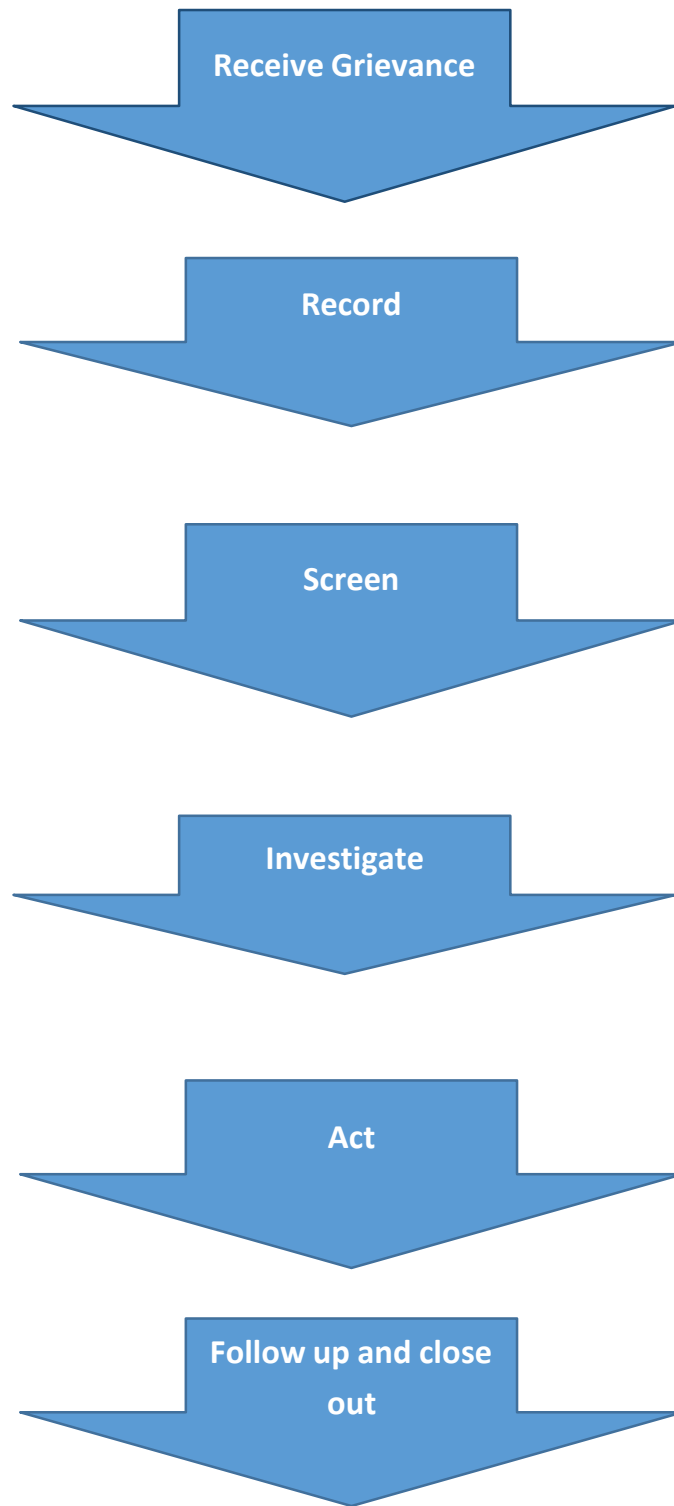
Contact no. - +91-22-6715 5000

5. Roles and Responsibilities:

- Developing resolutions and actions to rectify any issues.
- Follow up and track progress of grievance.
- Receive grievances and forward to Stakeholders Relationship Committee.
- Makes sure the grievance mechanism procedure is being adhered to and followed correctly.
- Monitor grievances/trends over time and report findings to the Committee.
- Document any interactions with external stakeholders.
- Receive grievances in person.
- Report grievance by sending email to ir.india@primefocus.com and lodge the grievance.
- Provide information and assistance in developing a response and close out of a grievance.

6. GRIEVANCE MECHANISM PROCESS

The figure below describes the process that will be used to resolve any grievances:



Electronic

All grievances that come through via email. The grievance form will be reviewed and process the grievance in accordance to this procedure.

a. Record

All formal grievances will be logged in the Grievance Register will be saved in record of correspondence.

b. Acknowledge

A grievance will be acknowledged, within five working days of grievance being submitted.

c. Investigate

The team members is responsible for investigating the grievance. The investigation may require the team to make site visits, consult employees, contact external stakeholders and complete other activities. Records of meetings, discussions and activities all need to be recorded during the investigation. Information gathered during the investigation will be analyzed and will assist in determining how the grievance is handled and what steps need to be taken in order to resolve the grievance.

d. Act

Following the investigation, the findings will be used to create an action plan outlining steps to be taken in order to resolve the grievance. Once all actions have been completed and the team feels the grievance has been resolved, they will then formally advise the external stakeholder via their preferred method of contact.

e. Follow up and close out

Contact with the external stakeholder/s after the grievance is resolved. When contacting the external stakeholder, verify that the outcome was satisfied and also gather any feedback on the grievance process.