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# **ZENSAR TECHNOLOGIES LIMITED GRIEVANCE REDRESSAL POLICY**

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## BACKGROUND / PREAMBLE

Zensar Technologies Limited (hereinafter referred to as “Zensar”, ‘the Company’) is committed to foster a fair and transparent environment for its stakeholders. The Company encourages open and honest discussion to discuss and resolve the problems at an early stage. The Company has laid out a systematic mechanism/procedure to deal grievances in a fair, consistent, open, and timely manner.

## PURPOSE

The objective of this Grievance Redressal Policy (hereinafter referred as “the Policy”) is to lay down a structured mechanism to address grievances of all stakeholders of the Company effectively. The Policy shall be read in conjunction with the Code of Conduct, Document on Grievance Redressal Committee & Resolution, and Investor Grievance Redressal Policy. The purpose of this Policy is further defined as:

- Detailed analysis for dissatisfaction of the Stakeholder.
- To identify nature of the grievance.
- To enable stakeholders for voicing out their concerns without any fear of retaliation.

## SCOPE

This Policy covers all Customers, Employees, Shareholders, Investors and Analysts, Communities, Regulatory Authorities, and vendors across the India operations.

## DEFINITIONS

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.

## GRIEVANCE REDRESSAL FOR EMPLOYEES

The Company has a separate grievance redressal Policy for employees which shall be read in conjunction with this Policy:

The Company has formulated a Grievance Review Committee (GRC) for employees to raise concerns at their respective locations in India. The GRC teams shall investigate to obtain a comprehensive view about the grievance and collate information/evidence as feasible. Any associate can report their grievance through [GRC@Zensar.com](mailto:GRC@Zensar.com)

- Based on the investigations the GRC members shall submit their recommendation on the course of action to address the grievance.

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- All decisions will be presented to the Head HR / Head legal.
- In case of a deadlock the matter will be presented to the Head HR and Head Legal, for a closure.

#### REPORTING REQUIREMENTS:

- It is recommended that grievances are reported within a reasonable period, preferably within 15 days from the date of occurrence or felt.
- All grievances so raised will be in writing.
- The response or position on each grievance will be determined within one month from the date of escalation and after appropriate reviews.  
The GRC will have a quarterly meeting to review the status and progress on grievances.

#### GRIEVANCE REDRESSAL FOR INVESTORS

The Company has a separate grievance redressal Policy for investors available on [https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Investor\\_Grievance\\_Redressal\\_Policy.pdf](https://www.zensar.com/sites/default/files/investor/policies-reports-fillings/Investor_Grievance_Redressal_Policy.pdf) which shall be read in conjunction with this Policy:

- Investors can raise a query along with requisite details and if unanswered, can lodge a grievance by giving details like name, folio no., DP ID / Client ID, nature, and full particulars of the grievance directly with the RTA.
- In case investor does not receive a reply from the RTA within the stipulated time or receives an unsatisfactory response from the RTA, he/she may approach the Company by writing to the Company Secretary on the designated email ID, mentioned hereunder. Similarly, for IEPF related matters, investors can contact the Nodal Officer on the designated email ID as hosted on the website of the Company.
- Investors are requested to furnish all the requisite information along with duly executed documents, as may be required, to avoid any delay in redressal of their queries / grievance.
- In case a complaint is still not redressed, the investor may approach the Securities and Exchange Board of India and file their grievance through online system for lodging and tracking complaints as may be laid down by SEBI.

#### CONTACT DETAILS

Mr. Gaurav Tongia (Compliance Officer)	E-Mail: <a href="mailto:investor@zensar.com">investor@zensar.com</a> Telephone Number: 020-66074000
KFin Technologies Limited	Email: <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a> Phone: 1800 309 4001 (toll free)

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## GRIEVANCE REDRESSAL FOR CUSTOMERS

The Company has a dedicated customer grievance redressal mechanism, where a customer can make a complaint by submitting a customer complaint form. The form is further processed through quality manager, project manager, program manager, SBU-Delivery Head, for review, execution, and taking corrective actions.

Zensar has a proactive survey process where it reaches out to the customer on regular intervals to take feedback. The customers are provided with a dedicated email-id to raise any query.

If customer has any issues that they need to escalate, Zensar has a defined account management structure where customer has a point of contact i.e., account manager and the escalation hierarchy. In case of any issue, customer can reach out directly to the account manager including senior management in the hierarchy. This ensures customer gets personal attention for any issues.

## GRIEVANCE REDRESSAL FOR OTHER STAKEHOLDERS

- The Company shall appoint PoCs to receive and respond to complaints
- All other stakeholders can voice out their issues/concerns through the designated channels by providing all pertinent facts, dates, and the names of any individuals involved. The stakeholders have the option of withholding their identity if they do not feel comfortable doing so.
- The Complaints shall be resolved within reasonable time of registration.
- In case of dissatisfaction of stakeholder or complainant with the method used to resolve his or her issue, the grievance shall be escalated to

• E-Mail	Phone Number
Investor@zensar.com	020-66074000, 020-66057500

- The Company shall protect the privacy of the Complainant under all circumstances, except for the purposes hereunder to investigate and pursue such complaint's redressal.

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## COMMUNICATION OF THE POLICY

The Policy shall be published on the website of the Company and easily accessible on the intranet.

## REVIEW AND MONITORING

The SCSR (Sustainability and Corporate Social Responsibility Committee) Committee shall review the Policy periodically and decide on amendment(s) if any required.

## DOCUMENT HISTORY

Version	Approved by	Approval Date	Effective Date
1.0	Board of Directors	March 14, 2023	March 14, 2023