

Stakeholders Grievance Policy

1. Objectives

The purpose of this policy is to formalize the management of grievances of all external stakeholders and minimize the social risks to the business. The grievance process outlined in this document provides an avenue for stakeholders to voice their concerns and offers transparency on how grievances will be managed internally and aims to reduce conflicts and strengthens the relationship between Wockhardt Limited (‘ the Company’) and its stakeholders.

2. Scope

The grievance mechanism procedure enumerated herein applies to all external stakeholders of the Company. This procedure does not cover grievances raised by Internal Stakeholders, such as employees, who may refer to the Company’s internal grievance redressal process.

3. Definitions

Term	Definition
Grievance	An issue, concern, problem or a claim that a stakeholder wants to be addressed by the company in a formal manner
Internal Stakeholders	Groups or individuals within a business who work directly within the business such as employees, full time consultants and contractual support staff.
External Stakeholders	Groups or individuals outside a business who are affected in some way by the decisions of the business, such as investors, lenders, value chain partners, customers, community, media and the Government

4. Grievance Redressal Channels

External Stakeholders may register complaints through multiple channels. In case a stakeholder is not satisfied with the resolution provided, he /she may escalate his/ her grievance to the next level.

Stakeholders may approach the dedicated cells for addressing grievances of various categories of stakeholders as below:

Stakeholders	Contact	Contact details*
Retail Investors	Level 1: RTA/ Investor Relations	Level 1: RTA MUGF Intime India Pvt. Ltd. UNIT: Wockhardt Limited C-101, Embassy 247, Lal Bahadur Shastri Marg, Vikhroli (west), Mumbai 40083 Phone: +91 81081 16767 Email: Investor.helpdesk@in.mpms.mugf.com Investor Relations : Wockhardt Limited Wockhardt Towers G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051 Phone: +91 22 26534444 Email: Investorrelations@ockhardt.com
	Escalation: Company Secretary	Escalation Name: Rashmi Mamtura Address: As above Phone: +91 22 26534444 Email: RashmiM@ockhardt.com
HNI/ Institutional Investors	Level 1: Investor Relations	Level 1: Wockhardt Limited Wockhardt Towers G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051 Phone: +91 22 26534444 Email: Investorrelations@ockhardt.com
	Escalation: Company Secretary/ Head – Investor Relations	Escalation Name: Rashmi Mamtura Address: As above Phone: +91 22 26534444 Email: RashmiM@ockhardt.com
Lenders	Level 1: GM – Treasury & Banking	Ganesh Gaikwad Address: As above Phone: +91 22 26534444 Email: GaneshG@ockhardt.com
	Escalation: CFO	Deepak Madnani Address: As above Phone: +91 22 26534444 Email: DMadnani@ockhardt.com
Customers – Quality Complaints	Level 1: Sr. GM - Corporate Quality	Abhay K. Neb Address: As above Phone: +91 22 26534444 Email: AbhayN@ockhardt.com

Stakeholders	Contact	Contact details*
	Escalation: Senior Vice President - Biotechnology	Mr. Sunil Sukhachand Soni Address: Wockhardt Biotech Park H-14/2, MIDC Area Waluj, Maharashtra – 431136 Phone: +91 240 6664444 Email: Ssoni@wockhardt.com
Customers – Market Complaints	Level 1: Divisional Marketing Head/Sales Head	Ortho: Priya Yogesh Jadhav (Email: Ptiwari@Wockhardt.Com) Specialty: Vishal Kasar (Email: vkasar@wockhardt.com) Aesthetics: Kalpita Deshmukh (Email: Kdeshmukh@Wockhardt.com) Bioscience : Debashis Majumder (Email: Dmajumder@Wockhardt.Com) Wockhardt Research/ Zaynich: Venkatraman R (Email: venkatramanR@wockhardt.com) Respiratory: Sanjana Kshirsagar (Email: Sanjana.Kshirsagar@wockhardt.com) Pharma: Dilip Aggarwal (Email: Daggarwal@wockhardt.com) Institutions: Prasoon Srivastava (Email: Psrivastava@wockhardt.com) Address: Wockhardt Limited Wockhardt Towers G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051 Phone: +91 22 26534444
	Escalation 1: India Business Head	Biopharma/Specialty : Kamlesh Tiwari (Email: ktiwari@wockhardt.com) Bioscience & Aesthetics: Sourav Sinha (Email: Ssinha@wockhardt.com) Wockhardt Research/ Zaynich: Sarath Kumar Vedantam (Email: svedantam@wockhardt.com) Respiratory: Abhinaya Srivastava (Email: Asrivastava@wockhardt.com) Pharma: Anil Singh (Email: Anil.Singh@wockhardt.com) Institutions: Pradeep Gupta (Email: PradeepG@wockhardt.com) Market Access - India Business & Emerging Market: Neeraj Kumar (Email: N.Kumar@wockhardt.com) Address: As above Phone: +91 22 26534444 Email: Mkhorakiwala@wockhardt.com

Stakeholders	Contact	Contact details*
	Escalation 2: President - India & NCE Emerging Markets	Annapurna Das Address: As above Phone: +91 22 26534444 Email: ADas@wockhardt.com
Value Chain Partners – Supplier/contractors	Level 1: Sr. GM – Supply Chain	Rita Lobo Address: As above Phone: +91 22 26534444 Email: rlobo@wockhardt.com
	Escalation: VP – Supply Chain	Sailesh Tekriwal Address: As above Phone: +91 22 26534444 Email: stekriwal@wockhardt.com
Value Chain Partners – Distributors	Level 1: DGM – Distribution	Sanjay Narvekar Address: As above Phone: +91 22 26534444 Email: snarvekar@wockhardt.com
	Escalation: VP – Supply Chain	Sailesh Tekriwal Address: As above Phone: +91 22 26534444 Email: stekriwal@wockhardt.com
Community	Level 1: Local Admin	Aurangabad: Sudhir Pujari Address: Benchmark, Paithan Rd, Nakshtra Wadi MBR, Aurangabad, Maharashtra 431001 Phone: +91 240 660 6300 Email: spujari@wockhardt.com Mumbai & rest of India: Pravin Kharat Address: Wockhardt Limited Wockhardt Towers G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051 Phone: +91 22 26534444 Email: PKharat@wockhardt.com
	Escalation: Head - Local Admin	Aurangabad: Sunil Sukhachand Soni Address: Wockhardt Biotech Park H-14/2, MIDC Area Waluj, Maharashtra – 431136 Phone: +91 240 6664444 Email: SSoni@wockhardt.com Mumbai: Debolina Partap Address: Wockhardt Limited Wockhardt Towers

Stakeholders	Contact	Contact details*
		G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051 Phone: +91 22 26534444 Email: Dpartap@wockhardt.com
Regulators	Level 1: Company Secretary/ Compliance Officer	Name: Rashmi Mamtura Address: As above Phone: +91 22 26534444 Email: RashmiM@wockhardt.com
	Escalation: Managing Director	Name: Dr. Murtaza Khorakiwala Address: As above Phone: +91 22 26534444 Email: MKhorakiwala@wockhardt.com

In addition to the above, stakeholders may approach the concerned Company Officials at the Corporate office at:

Wockhardt Towers
G Block, Bandra Kurla Complex,
Bandra East, Mumbai 400 051

Monday – Friday – 11.00 am to 5.00 pm

5. Resolution of complaints

- All eligible complaints will be acknowledged. The concerned official receiving the Complaint shall strive to resolve complaints promptly within reasonable time.
- Complainant may be requested to provide further information for investigation/ resolution of the grievances. In the absence of any response to such request, the management may suspend/ close the resolution process for lack of information.
- In select instances, there might be situations which require more time to resolve. In such cases, the stakeholder will be informed about the reasons for delay and provided with a revised expected timeline for resolution.

6. Escalations

In case an external stakeholder is not satisfied with the resolution provided at initial level, the complaint can be escalated to next level using any of the following methods.

- The Stakeholder may write back expressing his dissatisfaction with the Company responses to the next higher level indicated in the Matrix hereinabove.
- Alternately, a stakeholder may write his complaint and send the same to the person mentioned in the Matrix hereinabove at the address mentioned under his/her name.

7. Closure & review

Closure of all resolutions is tracked and reviewed to ensure that:

- The Company has addressed the complaint fully
- The Company has taken customer feedback on resolution provided

8. Capturing feedback and measuring satisfaction

The stakeholder officers will also strive to connect with their relevant stakeholders regularly to capture feedback and measure satisfaction through a dipstick. The Concerned stakeholder officers may also use matrices like the CSS (Customer Satisfaction Survey) score and the CSAT (Customer Satisfaction) score to measure the level of Stakeholders satisfaction.

***9. Amendments:**

The Board shall have the power to amend any of the provisions of this Policy, substitute any of the provisions with a new provision or replace this Policy entirely with a new Policy.

However, Chairman and Executive Directors of the Company may update the contact details of the concerned persons detailed in the aforesaid matrix consequent to any organisational change, without recourse to the Board.
