



K. K. Jewels Pvt. Ltd.

254-B, S5EZ, Diamond Park, Road No.4, Sachin.G.I.D.C., Surat-394 230.
Phone # 3243434, 2398855, 2398866 Fax# 0261-2398611 email: kk_jewels@rediffmail.com

The management of company has defined the stakeholders as including, but not limited to, Employees, Customers SCS enrolled facilities and Approved Suppliers. All these defined stakeholders shall be communicated with Grievance mechanism.

Stakeholder Mapping

All the customers and suppliers, all employees, SCS enrolled facilities and employees and business associates like logistic agency, independent laboratories. We have published Grievance mechanism policy on company website and all stakeholders can have access of it. Further we shall display same in noticeboard for the visitors and business partners.

Grievance Mechanism

Our employees, suppliers and other parties can report concerns and alleged violations of Compliance policies/supply chain/sourcing/due diligence policy/Tracking and Traceability as follows:

Name :- Susanta Muni Email: kkjewelspvt.ltd@gmail.com Mobile No. :- +91 92749 07487

Reports can be made anonymously and will be fully kept confidential practicable and allowed by law. We will not take any retaliatory action against our employees, suppliers, or other parties who make a report in good faith. Our suppliers are encouraged to contact kkjewelspvt.ltd@gmail.com if they wish to seek guidance on the application of this Policy.

GRIEVANCE PROCEDURE: The procedure for handling complaints / grievances is as follows:

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the supervisor cannot solve the problem, the entity encourages employees to contact nominated senior managers in each entity, responsible for personnel relations and all grievance shall be resolved with 15 working days. No retaliatory action shall be taken against and person registered their grievance.



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To ensure transparent and healthy communications between the management and staff / workers, the following initiatives have been implemented:

STAFF MEETINGS: Periodic staff meetings will be held at pre-decided schedule by the Department Managers / Supervisors. These meetings are designed to inform employees on recent entity activities, changes in the workplace, health / safety issues, and obtain feedback from employees on improvements, problems, etc.

MANAGEMENT-EMPLOYEE COMMITTEE: A committee consisting of representatives from the management, workers and staff has been formed. This Committee meets periodically and these meetings are designed to inform employees on recent entity activities, changes in the workplace, health / safety issues, changes in employment policies and obtain feedback from employees on improvements, problems, grievances, etc. Minutes of these meetings are maintained.

SUGGESTION BOX: The Group encourages employees who have suggestions that they do not want to offer orally or in person, to write them down and drop them in the suggestion box provided for the same. If this is done anonymously, every care will be taken to preserve the employee's privacy. A member of the Executive Staff checks the box on a regular basis.

Date: 20/05/2025