



TEXTILE MILLS LIMITED

INVESTORS' / SHAREHOLDERS' GRIEVANCE POLICY

Investors' / Shareholders' Grievance Policy

Purpose

The objective of this Policy is to safeguard and protect the interest of the investors/shareholders by handling their grievances.

Effective Date & Change:

This policy will be applicable from the date approved by the BOD. Only BOD has the right to change the approved policy.

Definations:

1. **Investors:** a person or organization that puts money into the shares of the Company.
2. **Grievance:** any complaint, problem, or concern of the affected person.

Policy

The Company believes that Investor services is a vital element for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points of the Company. Prompt and efficient service is essential to retain existing relationships and therefore, Investor satisfaction becomes critical to the Company. Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling through a structured grievance framework. Grievance policy is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Company's Grievance policy follows the following principles:

- Investors are treated fairly at all times.
- Complaints raised by Investors are dealt with courtesy and in a timely manner.
- Investors are informed of avenues to raise their queries and complaints within the organization and their rights if they are not satisfied with the resolution of their complaints.
- Queries and complaints are treated efficiently, fairly and confidentiality.
- The Company's employees work in good faith and without prejudice, towards the interests of the Investors.
- Appropriate remedial action is taken immediately to ensure avoidance in the future.