



Cello World Limited

(formerly known as 'Cello World Private Limited')

Admin Office : Cello House, Corporate Avenue, 'B' Wing, 8th Floor, Sonawala Road, Goregaon (East), Mumbai - 400 063, (INDIA),

Tel : 022 6997 0000, e-mail : cello.sales@celloworld.com, grievance@celloworld.com

Website: www.corporate.celloworld.com, www.celloworld.com **CIN:** U25209DD2018PLC009865

Regd. Office: 597/2A, Somnath Road, Dabhel, Nani Daman, Daman & Diu - 396 210. (INDIA)

CELLO WORLD LIMITED

STAKEHOLDER ENGAGEMENT AND GRIEVANCE REDRESSAL POLICY

Document Name	Stakeholder Engagement and Grievance Redressal Policy (earlier named as Stakeholders' Policy)
Effective date	25.11.2023
Approving Authority	Board of Directors
Current Version	Version 1
Last Review Date	NA



Cello World Limited

(formerly known as 'Cello World Private Limited')

Admin Office : Cello House, Corporate Avenue, 'B' Wing, 8th Floor, Sonawala Road, Goregaon (East), Mumbai - 400 063, (INDIA),

Tel : 022 6997 0000, e-mail : cello.sales@celloworld.com, grievance@celloworld.com

Website: www.corporate.celloworld.com, www.celloworld.com **CIN:** U25209DD2018PLC009865

Regd. Office: 597/2A, Somnath Road, Dabhel, Nani Daman, Daman & Diu - 396 210. (INDIA)

VERSION HISTORY:

Sr. No.	Version No.	Prepared By	Reviewed By	Revision Date	Approved By	Release Date	Reasons for New Release
1	1.0	Company Secretary	CFO	NA	Board of Directors	25.11.2023	Adopted after listing as per SEBI LODR

PURPOSE:

Cello World Limited ("Company") recognizes the importance of our stakeholders to the business and believes in value creation for them through effective communication and engagement. The Stakeholder Engagement and Grievance Redressal Policy ("Policy") has been developed to formalize the engagement with our stakeholders and management of their grievances in order to minimize the social and operational risks to our business.

SCOPE:

The Stakeholder Engagement and Grievance Redressal Policy is applicable to all business operations in relation to any stakeholder interactions and their grievance redressal.

GUIDING PRINCIPLES:

We accept and promote the following basic principles to engage and establish relations of trust with our stakeholders:

- **Participation:** Encourage the participation of the stakeholders through bi-directional communication in the Company's activities, promoting voluntary consultation processes.
- **Collaboration:** Promote collaboration with the stakeholders such that it contributes to the goals of the Company and aligns with its values.
- **Responsibility:** Act responsibly and build relationships with our stakeholders in areas of sustainable development, human rights, and community development.
- **Transparency:** Ensure transparency in financial and non-financial communications, sharing truthful, sufficient, relevant, complete, clear, reliable and useful information with our stakeholders.
- **Continuous improvement:** Seek continuous improvement of our stakeholder engagement mechanism through regular review and feedback processes.



Cello World Limited

(formerly known as 'Cello World Private Limited')

Admin Office : Cello House, Corporate Avenue, 'B' Wing, 8th Floor, Sonawala Road, Goregaon (East), Mumbai - 400 063, (INDIA),

Tel : 022 6997 0000, e-mail : cello.sales@celloworld.com, grievance@celloworld.com

Website: www.corporate.celloworld.com, www.celloworld.com **CIN:** U25209DD2018PLC009865

Regd. Office: 597/2A, Somnath Road, Dabhel, Nani Daman, Daman & Diu - 396 210. (INDIA)

STAKEHOLDER IDENTIFICATION PROCESS:

We have identified our key stakeholder groups as those who are impacted by our activities, products and services, and whose actions have present and potential impact on our business. Cello World specifically acknowledges the disadvantaged, vulnerable and marginalized as a unique stakeholder group whose interests are given due consideration in any high level strategic decision making of the Company.

“Vulnerable and Marginalized” stakeholders may be defined as “Group of individuals who are unable to realize their rights or enjoy opportunities due to adverse physical, mental, social, economic, cultural, political, geographic or health circumstances”.

These groups include the following:

- Women and girls
- People with disabilities
- Children
- Tribals
- Migrants, migrant workers.

We place a high importance on regular communication and engagement with all stakeholders and have effective feedback mechanisms, including a grievance redressal mechanism, in place to incorporate their concerns and issues into our business planning and execution strategy.

GRIEVANCE REDRESSAL:

All employees are accountable for managing relationships and meeting expectations of internal and external stakeholders within their areas of responsibility. In addition to this, concerns of our stakeholders are addressed by Designated Officers as defined below.

Stakeholder	Designated Officer	Contact Information
Communities	Amit Chauhan	amit.chauhan@celloworld.com 022 6997 0349
Employees and workers	Amita Sawant	hrd@celloworld.com 022 6997 0186
Human Rights related Grievances		
Investors (other than shareholders)	Ram Dabade	ram.dabade@celloworld.com 022 6997 0192



Cello World Limited

(formerly known as 'Cello World Private Limited')

Admin Office : Cello House, Corporate Avenue, 'B' Wing, 8th Floor, Sonawala Road, Goregaon (East), Mumbai - 400 063, (INDIA),

Tel : 022 6997 0000, e-mail : cello.sales@celloworld.com, grievance@celloworld.com

Website: www.corporate.celloworld.com, www.celloworld.com **CIN:** U25209DD2018PLC009865

Regd. Office: 597/2A, Somnath Road, Dabhel, Nani Daman, Daman & Diu - 396 210. (INDIA)

Stakeholder	Designated Officer	Contact Information
Shareholders	Hemangi Trivedi	grievance@celloworld.com 022 6997 0000
Customers	Khushi Kacha	customerware@celloworld.com 022 6997 0000, Ext. 1027
Value Chain Partners	Ms Laxmi Mahesh Iyer	surekha.iyer@celloworld.com 022 6997 0301

We endeavor to address the grievances in a reasonable manner depending on the internal processes and type of complaint. To that effect, the Designated Officers will ensure redressal of grievances within their respective stipulated timeframes from the receipt of the Complaint. The requests which are not received in the form of complaints will be dealt separately and, on a case-to-case basis.

POLICY REVIEW:

This Policy shall be reviewed by Stakeholders Relationship Committee to ensure its continued applicability and relevance to the Company's operations and evolving stakeholder expectations, as and when required. The Company Secretary has been authorised to update the aforesaid section on details of designated officers.