

ADOR WELDING LIMITED

Investor Grievance Redressal Policy

1. INTRODUCTION

The Board of Directors of Ador Welding Limited (“the Board”) has adopted this policy with respect to the redressal of Investor Grievances **with effect from 04th November, 2022**.

The Company’s Equity Shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE). The Company’s Equity Shares are under compulsory trading in demat form only, since May, 2002. The matters related to transfer of securities of the Company and Shareholders / Investors Grievance related function of the Company are outsourced to our Registrar & Share Transfer Agent (RTA), M/s. Link Intime India Private Limited (“Link Intime”). The Secretarial Department oversees the activities of the Registrar and Share Transfer Agent to ensure timely transfer, transmission, dematerialization & other share related matters, in a prompt manner.

2. PURPOSE

The purpose of this document is to promote and build prompt Investor Grievance redressal mechanism and investor friendly relations with all the Stakeholders. This Policy recognizes the investors’ right to always have a contact address available, to enable them to query or record a grievance. This also enables the Company to use investors’ views, as a feedback mechanism. The objective of this policy document is to ensure that the issues raised by the investors are dealt with courtesy and are resolved within reasonable timelines.

3. DEFINITIONS

For the purposes of this policy, the following definitions shall apply:

- a. “**Act**” means the Companies Act, 2013 (‘Act’) read with the Rules thereto or made thereunder including any subsequent amendments thereof.
- b. “**Policy**” means “Investor Grievance Redressal Policy”
- c. “**SCORES**” means a web based centralized grievance redress system maintained by SEBI (<http://scores.gov.in>), which enables the investors to lodge and track the status of their complaints online, from this website.

4. GRIEVANCE HANDLING MECHANISM

The Company has an established mechanism for investor service and grievance handling, with Link Intime.

ADOR WELDING LIMITED

Regd. & Corporate Office: Ador House, 6, K. Dubash Marg, Fort, Mumbai - 400 001 – 16, Maharashtra, India.

+91 22 6623 9300 | www.adorwelding.com

☎ 1800 233 1071 | ✉ care@adorians.com | 📞 +91 20 40706000 | CIN: L70100MH1951PLC008647

Some of the key steps undertaken by the Company, for handling Investor Grievances, are enumerated below:

- i. The Company has a designated email ID investorservices@adorians.com for handling investor grievances, on which investors can send / lodge their complaint. This e-mail ID is mentioned on every communication of the Company to the shareholders and is also mentioned on the website of the Company.
- ii. Executives in the Corporate Secretarial Department access the abovementioned designated e-mail ID, on a daily basis, to check whether any new complaint or any type of service request from security holders has been received.
- iii. Full details of the complaint or request are, thereafter, immediately informed to Link Intime.
- iv. Corporate Secretarial Department obtains all the information available on the complaint or request, which is considered necessary for a proper resolution of the grievance. It looks into all the necessary information and undertakes to resolve them, as soon as possible.
- v. Upon receipt of the necessary documentation and information, and after necessary verifications / checks, the Company follows the practice of resolving the investor complaint or request promptly, as per the service standards established with Link Intime.
- vi. Status Report is obtained periodically from Link Intime in respect of various correspondences and complaints received by the Company directly or by / through Link Intime.
- vii. The Company engages a practicing Company Secretary for carrying out Reconciliation of Share Capital Audit, audits w.r.t. transfers / transmissions / duplicate issues / dematerializations etc. on a quarterly basis, within the prescribed time limit, in pursuance of statutory requirements, while some audits are carried out voluntarily.
- viii. The Status of receipt, redressal and pendency of all the complaints are placed before the Stakeholders Relationship Committee and the Board of Directors of the Company.
- ix. Link Intime, being the Registrars and Transfer Agents (RTA) of the Company, is primarily responsible to resolve the investor's grievances.
- x. Link Intime is responsible for discharging investor service functions effectively, efficiently and expeditiously.
- xi. The complaints received through Stock Exchanges are attended immediately by the Company either directly or through / with the help of its RTA.
- xii. All the investor complaints / grievance received online through "SEBI Complaints Redress System" (SCORES) are checked regularly and replied / resolved expeditiously.
- xiii. The Company, in its Annual Report, reminds the Investors to claim unclaimed dividends.

5. POLICY ADHERENCE RESPONSIBILITY

The Company Secretary & the Compliance Officer has to ensure that all the mandatory provisions of SEBI Regulations and SEBI Investor Protection Guidelines, etc. are complied with and complaints / grievances from the shareholders & investors and those routed through the

ADOR WELDING LIMITED

Regd. & Corporate Office: Ador House, 6, K. Dubash Marg, Fort, Mumbai - 400 001 - 16, Maharashtra, India.

+91 22 6623 9300 | www.adorwelding.com

☎ 1800 233 1071 | ✉ care@adorians.com | 📞 +91 20 40706000 | CIN: L70100MH1951PLC008647

Stock Exchanges or 'SCORES' portal or any Statutory Authorities are resolved / replied appropriately. The policies formulated are / will be reviewed periodically in order to foster more dynamic, open, transparent & interactive corporate governance and thereby maximizing the shareholder value.

6. REVIEW OF THE INVESTOR GRIEVANCE REDRESSAL

The Company has also constituted the Stakeholders Relationship Committee (SRC), which functions under the Chairmanship of an Independent Director, to examine and redress the complaints received from the shareholders / investors. The SRC meets, as often as required, to resolve / monitor / take updates of the shareholders' grievances including complaints related to transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new / duplicate certificates etc. The SRC also reviews measures taken by the Company for effective exercise of voting rights by its Shareholders. In addition to the above, SRC reviews adherence to the service standards adopted by the Company in respect of services being rendered by RTA also. It also reviews various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants/annual reports/statutory notices by the Shareholders of the Company. The SRC is authorized to approve request for transmission of shares and issue of duplicate share certificates etc.

7. DISCLOSURES

- a. The Company is required to submit to the Stock Exchanges, disclosures of the investor complaints / grievances received & disposed-off, in the format, as specified by SEBI and publish the same on its website every three months within 21 (twenty-one) days from the end of each quarter.
- b. The Company is also required to disclose the details of Investor Grievances, which are received, pending & resolved, as of the end of the financial year, in the Annual Report of that financial year.

8. AMENDMENTS

If there is any amendment to the Statute affecting this Policy, then the relevant amended provision of the Statute will prevail over this Policy. The Company reserves the right to amend / modify this Policy, in whole or in part, at any point of time.

9. APPROVED AND ADOPTED

This policy was approved & adopted by the, Board of Directors on Friday, 04th November, 2022.

ADOR WELDING LIMITED

Regd. & Corporate Office: Ador House, 6, K. Dubash Marg, Fort, Mumbai - 400 001 - 16, Maharashtra, India.

+91 22 6623 9300 | www.adorwelding.com

☎ 1800 233 1071 | ✉ care@adorians.com | 📞 +91 20 40706000 | CIN: L70100MH1951PLC008647