

## Nestlé India - Investor Grievance and Redressal Policy

(Approved on 16.02.2022)

The equity shares of Nestlé India Limited ('the Company') are listed on the Bombay Stock Exchange (BSE). 37.24% equity shares of the Company are held by public shareholders and 62.76% equity shares of the Company are held by Promoters. The Company is committed to provide effective and prompt service to its investors by cultivating cordial relationships with investors and providing redressal on regular and consistent basis which boosts Investor's confidence thereby maximizing investors value.

This Policy is formulated to disseminate the Company's existing mechanism for receiving and addressing grievance of investors with specific emphasis on resolving such grievance fairly and expeditiously.

For this important function of handling investors grievances, the Company has a dedicated department i.e., 'Investor Relations Department' and has a dedicated email id i.e., [investor@IN.nestle.com](mailto:investor@IN.nestle.com), Ph: 011-23418891. M/s Alankit Assignments Limited is the Registrar & Share Transfer Agent of the Company ('RTA').

Investors can lodge a complaint or grievances for share related matters including dematerialisation, issue of duplicate share certificates, transmission of shares, dividends or non-receipt of annual report etc., by giving details of their name, folio no., DP ID/ Client ID, nature and full particulars of their complaint/ grievances along with duly executed supporting documents to the Company/ RTA. The investors can send their queries/grievances to Investor Relations Department / investor email id / RTA. The contact details of Investor Relations Department, investor e-mail ID and RTA shall be mentioned on every communication of the Company to the shareholders and on the website of the Company at <https://www.nestle.in/investors/investorservices>.

Investor emails will be responded within two working days. If the matter requires consideration / verification of records / validation of information, the Company will be give interim response within two working days and endeavor to provide information within 15 working days.

All the investor complaints / grievance received directly by the Company / RTA, to be checked periodically and replied / resolved expeditiously. In case of non-redressal, the same may be escalated to Investor Relation Manager at email id [gunjan.arya@in.nestle.com](mailto:gunjan.arya@in.nestle.com), which will be reported to the Company Secretary.

All the investor complaints / grievance received through "SEBI Complaints Redress System" (Scores)/ BSE, to be checked periodically and replied / resolved expeditiously. 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.

As per the provisions of the Companies Act, 2013, shares / dividends are transferred to Investor Education and Protection Fund (IEPF) after sending reminder letters to concerned shareholders and public notice in newspapers. The Company has appointed Nodal Officer to ensure that shareholders can claim their shares / dividend from IEPF authority expeditiously.

As a part of its ongoing measures to protect the interest of the investors in the Securities Market, Securities and Exchange Board of India (SEBI), vide its Circulars dated 03<sup>rd</sup> November 2021 and 14<sup>th</sup> December 2021, has mandated for all holders of physical shares to furnish/update PAN, Nomination, Contact details, Bank account details and specimen signature with the Company's RTA. The details of SEBI Circulars along with prescribed forms and contact details for sending requisite documents/details are available on the website of the Company at: <https://www.nestle.in/investors/investorservices/important-announcement-physical-shareholders>.

This Policy has been adopted by the Stakeholders Relationship Committee of the Board of Directors of the Company. The Company Secretary is authorized to amend the Policy to give effect to any changes / amendments notified by the Ministry of Corporate Affairs or the SEBI.

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**Nestlé India Limited**

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