

CONTAINER CORPORATION OF INDIA LIMITED

Policy and Practices for Shareholders' Engagement

This objective of the policy is to promote a framework of relations based on two-way communication, as well as engagement, on principles of transparency, active listening and equal treatment, which allows taking care of all legitimate interests of shareholders. The objective is also to build relationships of trust on an ongoing basis, in a manner consistent with the best practices and in compliance of the regulatory provisions.

The Company recognizes the rights of its shareholders and encourage co-operation by (i) respecting their rights that are established by law or best practices; (ii) providing opportunity and platform to obtain effective redress for violation of their rights; and (iii) providing them access to relevant, sufficient and reliable information on a timely and regular basis to enable them to participate in corporate governance process.

The Company is inter-alia governed by the provisions of the Companies Act, 2013 and Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015. In terms of the provisions therein for looking into various aspects of interest, including the grievances of security holders i.e. shareholders, debenture-holders, deposit-holders and any other security holders, a Stakeholders' Relationship Committee of the Board members has been constituted. As presently CONCOR has only one class of security issued i.e. equity shares, the above Committee looks into the aspects of interest and grievances related to the equity shareholders. The Chairperson of the Committees is an Independent Director who also attends

the Annual General Meeting of the shareholders.

Some of the key practices inter-alia followed by the Company for Shareholders' engagement, including Grievances redressal are enumerated as follows:

- The Company has an established mechanism for shareholders' grievance handling, through its registrar and share transfer agent (RTA), M/s Beetal Financial & Computer Services Pvt. Ltd. (Beetal) and the Compliance Officer appointed by the Company for this purpose, who is responsible to ensure adequate and timely redressal of grievances pertaining to shareholders of the Company.
- A designated email id investorrelations@concorindia.com provided for handling grievances on which a complaint can be made. This e-mail ID is mentioned on every communication being made by the Company with the shareholders and also placed on the website of the Company.
- The Company has developed online form available on the company's website <https://concorindia.co.in/InvestorsGrievances.asp> through which an shareholder can submit the grievances.
- RTA is primarily responsible to resolve the Shareholders' grievances and discharging investor service functions effectively, efficiently and expeditiously. RTA maintains a specific email-id (concor@beetalfinancial.com) for matters pertaining to CONCOR's Shareholders.
- Also, an Investor can make a written complaint through letter addressed to Compliance Officer at registered office of the Company.
- Status of redressal of complaints forwarded from Stock Exchanges i.e. BSE and NSE are replied promptly and also informed to the shareholders

through Letters / e-mail. Telephone number provided for any telephonic enquiry and whenever any such enquiry is received, satisfactory responses are provided for same.

- All the investor complaints/grievance received through SEBI by online "SEBI Complaints Redress System" (**SCORES**) checked regularly and replied/resolved expeditiously.
- The Officer next to the Compliance Officer in the Secretarial Department checks the designated investor grievances e-mail ID on a daily basis to respond to new complaint, if any, lodged.
- Secretarial Department/ RTA obtains all information necessary for a proper redressal of the grievance. It looks into all the necessary information and undertakes to resolve them as soon as possible.
- All grievances or requests of the shareholders are replied promptly on the designated emails or wherever the same are not available, through written letters. The Company endeavours to reply to its shareholders' grievances much earlier than the stipulated timelines for the same.
- Status Report obtained periodically from the R&TA of the Company in respect of various correspondences, complaints or requests are reviewed by the Compliance officer. The Status of receipt, redressal and pendency of all the complaints or requests are placed before the Stakeholders' Relationship Committee and Board of Directors on quarterly basis.
- The Company files with the recognized stock exchange(s) on a quarterly basis, within twenty one days from the end of each quarter, a statement giving the number of investor complaints pending at the beginning of the quarter, those received during the quarter, disposed off during the quarter and those remaining unresolved at the end of the quarter. The statement as specified is placed before the Stakeholders' Relationship Committee and the Board of Directors of Company in its meeting.

- The Company transfers unclaimed dividend and/or underlying shares to IEPF in compliance of applicable provisions. The dividend/ shares transferred to IEPF may be claimed back from IEPF by following the process. The company places details of unclaimed Dividend on its website and also notifies in its Annual Report to claim unclaimed dividends by the shareholders.
- The shareholders' are informed regularly to communicate to RTA or their Depository Participants about their change of address, update their bank account details, dematerialization of shares, registration of their email-ids, etc.
- The annual reports, quarterly results, shareholding pattern and disclosures made to the Stock Exchanges are placed on the website of the Company.
