HONASA CONSUMER LIMITED

Investor Grievance Redressal Policy

(Effective from March 06, 2026)

1. Preamble

Honasa Consumer Limited ("Company") is committed to upholding the highest standards of corporate governance, transparency and disclosures at all times. We recognize that prompt and efficient service is essential for maintaining strong relationships and therefore, investor satisfaction becomes critical to the Company.

Investor queries and complaints constitute an important voice of investor. This policy is formulated to provide efficient services to the investors and to address and resolve their grievances in a timely and effective manner. The policy outlines a structured grievance redressal framework for the effective handling of investor concerns.

The equity shares of the Company are listed on BSE Limited ("BSE") and National Stock Exchange of India Limited ("NSE"). To ensure faster and efficient provision of services to the investors, the Company has appointed KFin Technologies Limited as its Registrar & Share Transfer Agent ("RTA"). The RTA is primarily responsible for handling all shareholder related matters on behalf of the Company.

2. Objective

The Investor grievance redressal policy ("Policy") aims at achieving the below stated objectives:

a. To ensure that investors are treated fairly at all times;

b. To address complaints raised by investors in a timely manner;

c. To inform investors of available avenues for raising queries and complaints within the organization, as well as their rights if they are dissatisfied with the resolution of their complaints; and

d. To handle queries and complaints efficiently and fairly.

The Board of Directors has appointed the Company Secretary to act as Compliance Officer of the Company under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"). As Compliance Officer, the Company Secretary is responsible for ensuring provision of prompt and effective services to shareholders and monitoring the dedicated email address of the Company for investor grievances.

3. Definition

For the purpose of this Policy, the following words will carry the meaning as under:

a. **"Board"** means the Board of Directors of Honasa Consumer Limited.

b. **"Stipulated turnaround time"** means the timelines as specified in the Stipulated turnaround timeline for Investor Services by RTA in this Policy.

The words and phrases not defined under this Policy will carry the same meaning as defined under the Articles of Association of the Company, the Securities and Exchange Board of India Act, 1992 read with the rules and regulations made thereunder, including the SEBI Listing Regulations, and the Companies Act, 2013 read with the rules made thereunder.

4. Classification of Shareholder Communication

With a view to ensure greater transparency and as a part of Company's investor-friendly initiatives, the Board has considered it appropriate and desirable to formally document the guidelines w.r.t classification of shareholders' communication through this Policy.

The Company receives various correspondence / communication from the investors relating to the annual reports, and other ancillary matters. These communications may either be complaints or mere queries / requests by the shareholders. The Company presently follows a set of guidelines for classifying the shareholders' communication between general correspondence / requests / complaints, etc. These guidelines are internal to the Company.

5. General Principle guiding classification of shareholders' communication

a. Multiple correspondence / communications or reminders received for the same matter within the stipulated turnaround time in this Policy for handling of the query / communication will be treated as one correspondence/ complaint.

b. Escalating the matter to the designated officials of the Company before completion of the stipulated turnaround time will not be treated as a complaint.

c. If a shareholder writes to the Company/RTA pertaining to his/her unwillingness to provide any document, or where the shareholder expresses his/her dissatisfaction over the rejection of a particular document or any other matter which is required as per law, then the same will not be treated as a complaint.

d. In case of any ambiguity, the **Ms. Ghazal Alagh, Whole-time Director** of the Company shall be the sole authority to decide on the nature and classification of the communication and such decision shall be final and binding.

6. Classification of shareholders' communication

S No.	Communication not treated as complaint	Communication treated as Complaint
a.	**Non-receipt of Annual Report**	
	First request or any such communication w.r.t. non - receipt of annual report will be considered as a request if the Company has dispatched the annual report to the shareholder on or before the due date(s) through permissible means. Such communication shall be treated as request for an additional copy of the annual report. Company shall respond to the request by intimating the original date of dispatch of annual report and will also share a copy of the annual report in compliance with the shareholder's request.	Subsequent request(s) for non-receipt of annual report to be treated and recorded as a complaint if: ➢ the Company / RTA has not dispatched the annual report to the shareholder on or before the stipulated turnaround time, or ➢ the Company / RTA has not responded to shareholder's request within the stipulated turnaround time.
b.	**Non-receipt of Dividend, whenever declared**	
	First request or any such communication w.r.t. non-receipt of dividend will be considered as a query /request if, the Company has credited the dividend to the bank account of the shareholder or dispatched dividend warrants / demand drafts on or before the due date(s). When the Company is unable to pay out the dividend: ➢ In case where the dividend is to be credited to the bank account of the shareholder, and such credit has been declined by the bank, the Company will pay out the dividend through a dividend warrant / demand draft in favour of the shareholder. ➢ In case the dispatched dividend warrant / demand draft is returned undelivered, the Company will proceed with re-dispatching the dividend warrant / demand draft only upon a written request by the shareholder. Such communication from the shareholder will be treated as a request and not a complaint.	Any communication w.r.t. non-receipt of dividend warrants / demand drafts sent to the Company or to the RTA after the expiry of the stipulated turnaround time for issuance of duplicate dividend warrant/ demand draft will be considered as complaint.
c.	**Non-receipt of share certificates**	
	Non-receipt of duly authenticated share certificate(s) upon sub-division / transfer / transmission / consolidation / re- materialization will be considered as a query if, the Company has dispatched the share certificates within prescribed time limits. The Company shall respond to the query by sharing details of dispatch to the shareholders. It is clarified	Communication w.r.t. non-receipt of duly authenticated share certificate(s) after the expiry of the statutory period for giving effect to the respective request will be treated as a complaint if, the Company has not dispatched the share certificates to the shareholder.

	that upon the dispatch of share certificate through registered post or courier or any other approved mode, the Company shall be deemed to have discharged its duty and the shareholders are expected to coordinate with the postal / courier agency for the share certificates dispatched.	
d.	**Shareholder communication through statutory authorities**	
	Any communication from investors through statutory authorities: - which is not treated as a complaint by the statutory authority, and - which would not have been treated as a complaint by the Company if it was directly addressed to the Company, will not be treated as a complaint.	At times, requests / grievances are directly communicated to the statutory authorities by the investors. Such communications may not always qualify as a complaint under the guidelines adopted by the Company. However, since the statutory authorities treat all communication received from investors as complaint, regardless of the nature of such communication, the Company is constrained to follow the classification as followed by the statutory authorities. Accordingly, any communication from investors received through statutory authorities viz. stock exchanges, Registrar of Companies, Regional Directors, SEBI etc. which is treated as complaint by such statutory authority, will be treated as a complaint by the Company.
e.	**Other shareholders request**	
	i. Correspondence w.r.t. change in address, nominee etc. will be considered as a request and not as a complaint if, the request is addressed within the stipulated turnaround time. ii. Any communication requisitioning information or documents relating to the Company or its operations as per statutory rights available to the shareholders will be treated as request if, the requisition is in proper format and the Company has responded to the same within prescribed time limits. iii. Incomplete communications, communications without requisite supporting documentation or DP ID / Client ID.	Any communication, if not responded to by the Company/RTA within the stipulated turnaround time will be considered as complaint.

f.	Other communication	
	i. Any communication / suggestions / enquiry about procedures for any action. ii. Any communication which is vague or nonspecific in nature. iii. Any other request/query/ communication for which Company is not statutorily required to respond. iv. Communications / complaints in relation to matters that are sub- judice.	-

7. Stipulated turnaround timeline for Investor Services

The Company and its RTA shall endeavour to follow below timelines for performance of its duties toward shareholders:

a. Matters such as change of address, non-receipt of annual report and updation of bank/email details. These matters are addressed by the RTA within a period of 10 working days from the receipt of the request or in case, any supporting documents are required by the RTA for addressing the request, within a period of 10 working days from the receipt of such documents to the RTA's satisfaction.

b. Matters other than those referred in point (a) above, including but not limited to transfers, change of name, non-receipt of dividend, and loss of share certificates, are addressed by the RTA within a period of 21 working days from the receipt of the request. In case, any supporting documents are required by the RTA from the shareholder or any other party for addressing the request, such matters will be addressed within a period of 21 working days from the receipt of such documents to the RTA's satisfaction.

In case statutory timelines for redressal of any grievance have been prescribed, the Company / RTA shall address such grievance within the timeline as prescribed under law.

8. Investor Grievance Redressal Mechanism

a. Investors can lodge a complaint for non-receipt of any document or right available to them or failure of the RTA/ Company to comply with any statutory obligation by giving details of their name, folio no., DP ID / Client ID, nature and full particulars of their complaint directly to the RTA/Company.

b. Any information, other than those specified above or any supporting documentation required for redressal of the complaint shall be informed to the investors by the RTA. Investors are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints.

c. The Company has made available Escalation Matrix for handling Investor Grievances. The details of which are given in the **Annexure**;

d. If the investor does not receive a reply from the RTA within the stipulated turnaround time, he / she may follow the escalation matrix as given as **Annexure** to this policy. ***Additionally, investors are urged to refrain from sending multiple reminders during the above- mentioned turnaround periods for redressal of their complaints.***

e. Investors are requested to approach the RTA, or in case of any inaction by the RTA, the Company, for redressal of their concerns prior to raising their concerns with the regulatory authorities.

f. Only complaints sent on the addresses / email ids mentioned in this Policy will be treated as valid complaints. Email received from the registered email id of shareholder/letter received under the signature of shareholder shall be treated as valid communication/ compliant.

g. The Company is registered in the Scores platform of SEBI and SMART ODR portal for redressal of investor grievances.

h. The Company periodically obtains status report of the complaints from the RTA.

i. The Stakeholders Relationship Committee is responsible for the examination and redressal of the complaints by investors.

j. The statement of investor complaints, on a quarterly basis, is also placed before the Board of Directors of the Company.

k. The Company also makes annual disclosure of the statement of investor complaints in its annual report pursuant to the requirements of the SEBI Listing Regulations.

9. Miscellaneous

Any subsequent amendment/modification in the applicable laws shall automatically apply to this Policy.

The Board has been vested with the right to amend or modify this Policy in whole or in part, at any time without assigning any reason, whatsoever subject to the Applicable Law.

In the event of conflict between this Policy and any applicable laws, applicable laws shall prevail. Further, in case of any point(s)/ matter(s) not specifically covered/provided to under this Policy, the same shall be adhered to/complied with in line with the requirement of applicable laws.

Version	Effective Date	Latest Review	Approved by
V.1.1	March 06, 2026	Not Applicable	Board of Directors

Annexure

ESCALATION MATRIX FOR INVESTORS GRIEVANCES

1. Background

Honasa Consumer Limited ("Company") strives to follow highest standards of corporate governance, transparency and disclosures at all times. Prompt and efficient service is essential for retaining existing relationships and therefore investor satisfaction becomes critical to the Company. Investor queries and complaints constitute an important voice of investor. This escalation matrix is formulated to provide efficient services to the investors and to effectively address and redress the grievances of the investors in a timely manner and details grievance handling through a structured grievance redressal framework.

Company has in place, a designated e-mail address for assistance and/or grievance redressal and is closely monitored by the ffretary of Company. Any subsequent amendment/modification in the applicable laws shall automatically apply to this Policy.

2. Escalation Matrix

The escalation matrix for complaints relating to the Investors of Company is as provided below:

Level 1: KFin Technologies Limited, Registrar & Share Transfer Agent (RTA)

Contact details	Address
Mr. Bhaskar Roy, Vice President, KFin Technologies Limited Telephone No.: +91 40 6716 2222 Email: einward.ris@kfintech.com Website: www.kfintech.com	KFin Technologies Limited Selenium, Tower B, Plot No. 31 and 32 Financial District Nanakramguda, Serilingampally, Rangareddi, Hyderabad, Telangana,500032

OR

Level 1: Company Secretary and Compliance Officer of the Company

Contact details	Address
Mr. Gaurav Pandit, Company Secretary and Compliance Officer Honasa Consumer Limited Telephone No.: +91 124 428 8351 Mobile No.: +91 7042427287 Email: cs@mamaearth.in Website: https://honasa.in/	**Corporate Office:** Honasa Consumer Limited 10th & 11th Floor, Capital Cyberscape, Sector-59, Gurugram, Haryana – 122102 **Registered Office:** Honasa Consumer Limited Unit No – 404, 4th Floor, City Centre, Plot No 05, Sector-12, Dwarka, New Delhi – 110075

Level 2: Stakeholders Relationship Committee of the Company

In the event, the grievance(s) are not resolved within the stipulated turnaround time in this Policy of its submission along with all requisite documents or the investor is not satisfied with the resolution provided, he/ she can forward his/her complaint to Stakeholders Relationship Committee of the Company.

Contact details	Address
Stakeholders Relationship Committee Honasa Consumer Limited Email: compliance@mamaearth.in Website: https://honasa.in/	**Corporate Office:** Honasa Consumer Limited 10th & 11th Floor, Capital Cyberscape, Sector-59, Gurugram, Haryana – 122102 **Registered Office:** Honasa Consumer Limited Unit No – 404, 4th Floor, City Centre, Plot No 05, Sector-12, Dwarka, New Delhi – 110075

Level 3: SCORES platform

In case a complaint is still not redressed to the investor's satisfaction, the investor may approach the Securities and Exchange Board of India and file their grievance through "SCORES", the centralized online system for lodging and tracking complaints.

SCORES facility can be accessed through the weblink https://scores.sebi.gov.in/

Filing complaints on SCORES - Easy & quick

a) Register on SCORES portal
b) Mandatory details for filing complaints on SCORES:
   (i) Name,
   (ii) PAN,
   (iii) Address,
   (iv) Mobile Number,
   (v) E-mail ID
c) Benefits:
   (i) Effective communication
   (ii) Speedy redressal of the grievances

Level 4: Online Dispute Resolution Portal ("ODR Portal")

The Complainant can initiate dispute resolution through the in case the outcome of the grievance lodged with the above - mentioned level of escalations (i.e. Level 1 to Level 3) is not satisfactory.

Further, the Complainant is required to ensure that the grievance lodged through ODR portal is not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

ODR portal can be accessed through the weblink https://smartodr.in/login

In case of any change in the above officials due to any change in role/designation or resignation from Company's Network, the responsibility shall stand automatically be transferred to the assignee/ successor for the same position/ role.