

1. Objective:

To establish a mechanism for addressing Individual Grievances of employees and also those of external stakeholders related to operations of the company.

2. Scope:

This policy is applicable to all categories of employees (Permanent & Contractual) & external stakeholders like local communities, civil society etc.

3. Definitions:

- a) **Individual Grievance:** A grievance is any discontent or dissatisfaction, whether valid or not, arising out of anything connected with his employment with the company which an employee believes or even feels to be unfair, unjust or inequitable.
- b) **Community Grievance:** Any perceived disturbance to the external community whether valid or not, arising out of the operations of the company which the community believes is against its collective interests, peace and harmony.
- c) **Employer:** Plant Head or Factory Manager designated for respective factory.
- d) **Employees** include permanent, temporary, contractual, outsourced or by whatever name called who are working within the factory premises except apprentices / trainees undergoing any Internship / Technical training and personnel of OEM manufacturer / AMC technicians.

4. Grievance Redressal Committee

In all the factories, there shall be a Grievance Redressal Committee which shall be constituted to resolve Individual Grievances.

- a) It shall consist of equal representatives from amongst employer and employees.
- b) The total number of members in the committee shall not exceed six or such number as may be prescribed under statute.
- c) The chairperson of the Grievance Redressal Committee shall be selected from the employer and from among the employees alternatively on rotation basis every year.
- d) As far as practicable 50% of the membership of the committee shall be women, subject to minimum of one women member.
- e) The membership of the Grievance Redressal Committee shall be distributed so as to represent every department in the factory by rotation every year.

- f) HR Manager or his representative shall be permanent member in the Grievance Redressal Committee.

5. Individual Grievance handling Procedure:

- a) Any employee who has a grievance shall first inform his /her supervisor about the same verbally.
- b) In case he / she does not receive satisfactory reply or Redressal, he / she shall formally approach Grievance Redressal Committee by a written application.
- c) The Grievance Redressal Committee shall enquire into the complaint received and shall conclude its proceedings within a period of 30 days in case of Individual Grievances.
- d) The decision of the Grievance Redressal Committee on any application filed under clause (b) shall be made on the basis of majority view of the Committee, provided more than half of the members representing the employees have agreed to such decision, otherwise it shall be deemed that no decision could be arrived at by the Committee

6. Right to Appeal

In case an employee is aggrieved by the decision of the Grievance Redressal committee or if the committee has not resolved his grievance within 30 days, he/she can appeal to the employer for Redressal whose decision shall be final & binding on the employee.

7. Community Grievance Handling procedure:

- a) In case any grievance is received from the community, the HR Manager of the unit shall cause it to be documented or collect the written complaint which shall be addressed by Plant Head in consultation with Corporate Office.
- b) As far as possible efforts should be made to hear the complaint and answer their queries / grievances concerned at the initial stages only.
- c) The community grievance shall be resolved / replied within a period of 30 days from the date of receipt.

8. Bar on Certain Grievances

No Grievance related to Performance Rating / Salary Increase / Promotion shall be part of this policy which shall be addressed by respective Functional department in consultation with HR.

9. Exceptions

Any exceptions to this policy will require the approval of ED/CMD or that of an official nominated by him/her.



10. Monitoring of Policy

This policy will be amended at appropriate time, as decided by the management.

11. Power to Amend

The company reserves the right to amend/withdraw the policy at any time without assigning any reason whatsoever. The utility and interpretation of the policy will be at the sole discretion of the Management.

Proposed by

**CHRO**

Approved by

**Chairman & Managing Director**