



GREVIENCE REDRESSAL PROCEDURE

1.0 Purpose:

To establish a procedure to address employees' grievance in a fair and transparent manner. This procedure will also provide a means of communication between supervisors and employees and to establish principles of administration to ensure a prompt, orderly, and fair response to employees' grievance.

2.0 Scope:

The procedure applies to all the employees of Shilpa Medicare Limited.

3.0 Definitions/ Abbreviations:

3.1 Grievance: Perceived injustice evoking an individual's or a group's sense of entitlement, which may be based on law, contract, explicit or implicit promises, customary practice, or general notions of fairness of aggrieved communities.

4.0 Responsibility:

4.1 Head of Department & Employee: - Be Aware about the procedure and follow

4.2 HR Department: Create awareness, support implementation and report compliance with this procedure.

5.0 Accountability:

HR Head is accountable for guiding and supporting relevant roles to meet the Grievance Management.

6.0 Procedure:

6.1 Nature of Grievances:

6.1.1 Complaints/grievances affecting one or more individual employees in respect of their leave, working conditions, health and safety, and inter-department support are covered under this procedure.

6.1.2 Complaints/Grievances related to Compensation, Increments, Transfer and Promotions are not covered under this procedure. These are addressed through respective policies.



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6.2 Grievance Handling Process:

6.2.1 The grievance procedure is unbiased, non-retaliatory, and available to personnel and interested parties to report their complaints/grievances concerning the workplace and/or non-conformances of the implemented system.

6.2.2 Every employee has the right to raise a grievance, and have their privacy and dignity respected. Employees need to follow the below mentioned steps to get proper feedback solutions to the grievance expressed

6.2.2.1 Grievances related to workplace, work condition affecting a team of people.

This kind of grievance can be brought to the notice through various forums like:

- Safety coordinators meeting
- Departmental meetings
- Safety Committee Meeting

6.2.2.2 Specific grievance, which is related to individual employee affecting his/her work:-

For this kind of grievance, following steps need to be followed:

6.2.2.2.1 Inform immediate supervisor/department head about your grievance in detail and wait for feedback from him/her. The Supervisor / Department Head will respond to the issue within 2 working days, with a possible date of resolution.

6.2.2.2.2 The employee approach to HR Department /HR Representative in case he/she is not satisfied with the reply from the Supervisor / Department Head after the necessary time lapse. The employee shall communicate relevant details of his/her grievance to the HR Department. The HR Representative will respond to the issue within 2 working days, with a possible date of resolution.