

Borosil Limited
Human Resource Department

POLICY ON GRIEVANCE REDRESSAL

1. Introduction

A Grievance Redressal System (GRS) is a structured mechanism designed to address employee grievances effectively, ensuring fairness, transparency, and a positive work environment. It aims to resolve disputes and conflicts in a timely and systematic manner, thereby promoting industrial harmony and employee satisfaction.

2. Objectives

The key objectives of the grievance redressal system are:

- **Ensuring Employee Satisfaction:** Addressing employee concerns promptly to maintain morale of the employees.
- **Maintaining Industrial Peace:** Preventing conflicts that may lead to unrest.
- **Ensuring Fair Treatment:** Providing a platform for unbiased resolution of grievances.
- **Compliance with Legal Norms:** Adhering to labour laws and organizational policies.
- **Encouraging Open Communication:** Strengthening employee relationships through transparency.

3. Scope

This policy extends to all employees (including contractual and honorary), retainers and persons engaged on a casual basis / project-based assignment or through any third-party services providers. The grievance redressal system covers a wide range of subjects, including but not limited to:

- Amenities and facilities
- Compensation
- Discharge or dismissal
- Fines
- Leave
- Medical issues
- Misconduct
- Nature of job assignments
- Safety appliances
- Suspension

- Transfers
- Victimization
- Warning letters and any other relevant area of concern

4. Grievance Redressal Process

The grievance redressal procedure consists of a three-tier resolution mechanism:

Level One: Immediate Supervisor / Shift-in-Charge

- **Procedure:** Employees should first discuss their grievance with their shift-in-charge or equivalent. If unresolved, they should fill out Grievance Form-I (available in the HR department) and submit it to the HR department, which will forward it to the respective department supervisor.
- **Areas Covered:** Leave, medical issues, assignments, job roles, shifts, and working conditions.
- **Timeline:** The supervisor or department head must respond within two working days. If higher authority intervention is required, the timeline may be extended to maximum of three working days.

Level Two: Department Head

- **Procedure:** If dissatisfied with the Level One response, the employee may escalate the grievance by submitting Grievance Form-II to the HR department within three working days of receiving the previous response. The HR department will forward it to the respective department head.
- **Areas Covered:** Fines, increments, misconduct, promotion, safety appliances, victimization, warning letters, transfers, payments, and allowances.
- **Timeline:** The department head will review the grievance, consult the concerned parties, and return the form with remarks within three working days. If additional approvals are required, the timeline may be extended to maximum of five working days.

Level Three: Apex Grievance Committee

- **Procedure:** If the grievance remains unresolved, the employee may appeal to the Apex Grievance Committee by submitting Grievance Form-III to the HR department within seven working days of receiving the Level Two response. The HR department will present the case at the next scheduled committee meeting.
- **Areas Covered:** Amenities and facilities, service conditions, compensation, discharge, dismissal, promotions, and suspension.
- **Final Decision:** The management will consider the Apex Grievance Committee's recommendations before making a final decision, which will be communicated to the employee through proper channels.

5. Policy Exemptions

- Matters related to policy formulation or interpretation will not be addressed through this procedure.
- Employees cannot directly submit grievances to authorities outside the prescribed channels while their case is under review at any level.

6. Grievance Redressal Committee (Apex Level)

The Apex Grievance Committee will consist of:

- **Chairperson:** Mr. Shreevar Kheruka, Managing Director & CEO
- **Committee Member:** Mr. Mandar Chandrachud, Legal Head
- **CHRO:** Ms. Sweta Kochar
- **Two Employee Representatives:** Mr. Balesh Talapady
Ms. Vidhi Sanghvi

7. Confidentiality & Non-Retaliation

All grievances will be handled with the utmost confidentiality. No employee will face retaliation for submitting a grievance in good faith.

8. Amendments & Review

Borosil reserves the right to amend this policy as required to align with business needs and legal requirements.

Grievance Form-I: Submission to Immediate Supervisor

Employee Details:

- Name:
- Employee ID:
- Dept:
- Date:

Grievance Type: ☐ Compensation ☐ Promotion ☐ Leave ☐ Safety ☐ Disciplinary Action ☐ Other:

Brief Description:

Date of Incident:

Employee Signature:

Supervisor's Response:

- Action Taken:

- Resolution:

- Date:

Supervisor Signature:

Grievance Form-II: Escalation to Department Head

Employee Details:

- Name:
- Employee ID:
- Dept:
- Date:

Previous Submission:

- Submitted to Supervisor on:
- Response Received:

Reason for Escalation:

Employee Signature:

Department Head's Response:

- Action Taken:

- Resolution:

- Date:

Department Head's Signature:

Grievance Form-III: Final Appeal to Apex Grievance Committee**Employee Details:**

- Name:
- Employee ID:
- Dept:
- Date:

Previous Submission:

- Submitted to Department Head on:
- Response Received:

Reason for Final Appeal:

Employee Signature:**Apex Committee's Decision:**

- Final Action:
- Resolution:
- Date:

Apex Committee's Signature: