

GRIEVANCE REDRESSAL POLICY

Introduction In our consistent effort to create a better and happy organization, we constantly keep, evaluating our existing employees' process and policies, to make it a great place to work.

We understand that even in a caring work environment, there could be a possibility that employees may have some discontent, may be at an individual level, needing attention for necessary redressal. Accordingly, a Grievance Redressal mechanism has been put in place, which enables the employees to raise their individual grievances, relating to day-to-day functioning of the organizations, matters pertaining to working condition/ policies governing the work place, and work place related decisions impacting them.

Objective

The broader objective of the Grievance Redressal mechanism is to provide an easily accessible forum to all employees to raise individual discontents and any such issues pertaining work place, policies, and day-to-day functioning, which merit resolution.

Scope & Applicability

- a. The grievance redressal mechanism will cover all the employees in the organization, including trainees, who are on the rolls of the Company.
- b. Employees of Ion Exchange (India) Limited, currently working, at its corporate, region, branch and execution Units.

Coverage

1. 'Grievance' for the purpose of grievance procedure would mean only the individual grievances, and the matters under the scope of the procedure, which can be invoked by the aggrieved employee, shall be those relating to grievances arising out of:
 - a. Implementation of the policies/rules, or the decisions of the organization;
 - b. Non-extension of any benefits.
 - c. Interpretation of work place rules; and similar nature.
2. However, grievance pertaining to, 'or' arising out of the following will not come under the purview of grievance procedure:
 - Annual performance appraisal, promotions, and transfer decisions.
 - Where the grievance does not relate to an individual employee.
 - Any grievance arising out of the discharge or dismissal of an employee.
 - Grievances pertaining to or arising out of disciplinary action or appeal against such action will not be covered in the scope grievance redressal mechanism.

Procedural Sequences In Redressal of Grievance:

1. The individual grievance of the employee will be dealt as per the process and sequences given hereunder.


Senior Vice President
Human Resources & Administration
1st January 2020

- a. The aggrieved employee may take up his/her grievance either in writing/verbally, with his immediate reporting manager/HOD, who will go through the details, and give a personal hearing while trying to resolve the same at his level within a period of 3 days.
 - b. The concerned manager can consult the Head of Department and HR/or such other departments before communicating back to the aggrieved employee.
 - c. If the employee, is not satisfied with the resolution, he/she can submit his/her grievance in writing to the Head of Department or location/branch HR within 15 days from the date of receipt of reply from his immediate superior.
 - d. The HOD 'or' the HR Department at Location/ Branch/Corporate, as the case may be, will record their comments on the grievance within 7 days after making necessary enquiries.
 - e. The comments, as recorded by the Head of Department/HR Department will be communicated to the aggrieved employee once again before being referred to the Grievance Settlement Committee.
2. In case the HOD cannot arrive at any satisfactory resolution/decisions, he may refer the grievance to the Grievance Settlement Committee.

The Grievance Settlement Committee shall comprise of the following: -

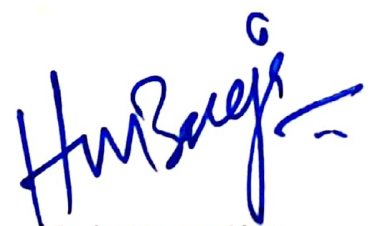
At Location/Regions/Branches/Execution Units:

- Head of the Locations
 - Head of Finance Department.
 - HR Department (to function as coordinator/facilitator).
- ii. At Corporate Office:
- Business Head.
 - Head of Finance Department.
 - Head HR.

The above committee will examine the details of the grievance and may also discuss the same with the aggrieved employee. The Committee shall give its reply to the aggrieved employee within 15 days from the date of reference.

In case the employee is not satisfied with the decision/resolution suggested/given by the committee, he/she can appeal to CMD.

The CMD will take a decision and communicate the same within 10 days, from the date of receipt of the appeal and his decision will be final and binding.



Senior Vice President
Human Resources & Administration
1st January 2020