PUKHRAJ ADDITIVES LLP

GRIEVANCE REDRESSAL POLICY

Document No: PAL/POL/34 Issue date: 01.07.2023 Rev. No & date: 02/01.04.2026

1. Purpose

The purpose of this policy is to provide a structured and fair mechanism for employees to raise concerns or grievances related to workplace issues. The policy ensures timely resolution, transparency, and confidentiality.

2. Scope

This policy applies to:

- All employees (permanent, temporary, contractual)
- Trainees, apprentices, and interns
- Contract workers associated with the company

Covers grievances related to:

- Workplace environment
- Supervisor or co-worker behaviour
- Attendance, shift, and overtime concerns
- Salary, leave, benefits, or deductions
- Harassment, bullying, discrimination
- Safety and working conditions
- Policy violations
- Any unfair treatment

Note: Sexual harassment grievances will be handled separately under the **POSH Policy**.

3. Definition of grievance

A **grievance** is any dissatisfaction or feeling of injustice experienced by an employee concerning workplace conditions, relationships, or company decisions.

4. Policy statement

The Company is committed to:

- Providing a safe, supportive, and respectful workplace
- Encouraging open communication
- Ensuring grievances are addressed promptly and impartially
- Protecting employees from retaliation

5. Grievance reporting channels

Employees may report grievances through any of the following:

- **Immediate Supervisor / Manager**
- **HR Department**
- **Grievance redressal committee (GRC)**
- **Grievance box placed in factory/office**
- **Email:** *[hrinfo@pukhrajzincolet.com]*
- **Hotline / WhatsApp Number:** *[8879330142]*

Reports may be made **verbally**, **in writing**, or **anonymously**.

6. Grievance redressal committee (GRC)

The company shall maintain a GRC consisting of:

- HR Representative (Chairperson)
- One management representative
- One employee/worker representative
- One female representative (mandatory where possible)

Roles of the Committee:

- Receive complaints
- Conduct inquiries
- Prepare investigation report
- Recommend actions to management

7. Grievance resolution process

Step 1: submission of grievance

Employee submits a grievance through any prescribed channel.

Step 2: acknowledgement

HR/GRC acknowledges the complaint within **2 working days**.

Step 3: investigation

- Review information
- Collect evidence
- Interview complainant, respondent, and witnesses
- Maintain confidentiality

Step 4: findings & decision

Committee prepares an investigation report and recommends appropriate action.

Step 5: resolution & communication

Final decision is communicated to the employee within **10–15 working days**, depending on complexity.

Step 6: appeal

If dissatisfied, the employee may appeal to:

- Senior management
- Managing Partner / Plant Head

Appeal to be submitted within **7 days** of receiving the decision.

8. Confidentiality

All grievances will be handled with strict confidentiality.
Identity of complainant and witnesses will not be disclosed, except where legally required.

9. Protection from retaliation

No employee shall face retaliation for raising a genuine grievance.
Retaliation will lead to disciplinary action.

10. Disciplinary action

Depending on the severity of findings, action may include:

- Warning
- Counselling
- Suspension
- Termination
- Legal action (if applicable)

11. Grievance complaints

1. Policy

PUKHRAJ ADDITIVES LLP supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, PUKHRAJ ADDITIVES LLP will escalate a grievance to the next higher level of authority for more discussion and resolution and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

2. Procedure

1. The employee should try to resolve the grievance as close to the source as possible.

This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.

2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.

3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.

4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

All documents of formal grievance procedures must be securely stored in the relevant employee personnel files.

- **External Stakeholder Grievance Mechanism**

Pukhraj Additives LLP is committed to maintaining transparent and ethical relationships with its customers, suppliers, contractors, transporters, visitors, local communities, and other external stakeholders. Any external stakeholder may report concerns related to business ethics, product quality, human rights, labour practices, health & safety, environmental issues, or violations of Company policies through email **(hrinfo@pukhrajzincolet.com), official website (www.Pukhrajzincolet.com) telephone (8879330142),** written communication, or by contacting the concerned department or Management. The Company shall review all genuine grievances fairly and confidentially, investigate them where necessary, and take appropriate corrective actions. No stakeholder shall be subjected to retaliation for raising a concern in good faith. Records of grievances and actions taken shall be maintained by the concerned department for continual improvement.

Approved By

Karina Nagpal
Managing Partner
Pukhraj Additives LLP