

Hikal Grievance Redressal Policy

Scope:

This policy is designed for employees who are not represented by a union. Virtually all collective bargaining agreements with unions will have a negotiated grievance policy. All type of employees including those of third party workers shall be in the scope if the third party employer do not provide the similar mechanism.

Scope of grievance areas:

All workplace related grievances/complaints including concern on sexual harassment and gender-based violence. If Prevention of Sexual Harassment (POSH) policy is available and it includes grievance redressal process, workers may refer to the policy in question to seek redressal.

Introduction

Although we seek to provide a workplace in which all employees feel that they are an important part of Hikal, and where employees feel fairly treated, there may be times when you have a dispute with a supervisor or the Company which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee and the Company are to be resolved by in accordance with the following procedure. Please note, however, that the Company reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and the Company or to constitute any part of a contract between you and the Company.

Any dispute between you and the Company may be resolved using this grievance procedure, except for oral reprimands which are not recorded in your personnel file.

A grievance is a complaint by an employee concerning any matter related to the employee's employment with the Company. All grievances must be in writing. Using the form provided by the Company, you must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with act or omission that forms the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance. If an employee wants to keep their identity confidential, can still present the grievance by sharing the details in the Suggestion Box kept at the location. Regular process of investigation shall be followed upon the receipt of such grievance. Weekly checking of the Suggestion Box shall be carried out by the Site HR team for each location. In case of any anonymous grievance, through a Suggestion Box or any direct mailer which is pertaining to any breach of Corporate Governance, the Company shall investigate the matter as it may deem necessary.

There will be no-retaliation against complainant, and the consequences if retaliation is substantiated (e.g. disciplinary action)

The mechanism will not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective bargaining agreement.

Grievance Procedure

Preliminary Step

You must first address your grievance with your immediate supervisor. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.

Step 1

You must first submit your grievance in writing to your immediate supervisor. Grievances must be submitted within 30 calendar days following the date you first knew or should have known of the grievance.

Your supervisor will respond in writing within 10 days following receipt of your grievance. All grievances and replies in Step 1 must be in writing. If the grievance is not settled in Step 1, then you may proceed to Step 2.

Step 2

Within 10 days following your receipt of the written answer to your Step 1 grievance from your supervisor, you may appeal the disposition of your grievance by your supervisor to your Level 2 Manager. Level 2 Manager will then undertake an investigation of your grievance and the underlying facts. Within 15 business days following receipt of your grievance the Level 2 Manager will meet with you in person to discuss your grievance. Level 2 Manager will then provide a written response to your grievance within 15 business days following the date of your meeting.

Step 3

Within 10 days following your receipt of the written answer to your Step 2 grievance from your supervisor, you may appeal the disposition of your grievance by your Level 2 Manager to Level 3 Manager. Level 3 Manager will then undertake an investigation of your grievance and the underlying facts. Within 15 business days following receipt of your grievance Level 3 Manager will meet with you in person to discuss your grievance. Level 3 Manager will then provide a written response to your grievance within 15 business days following the date of your meeting.

Step 4

If you are not satisfied with the response of the Level 3 Manager and / or Level 2 and 1 Manager at Step 2 and Step 3, you may submit your grievance to the HR Head for review within 5 days following receipt of the written response from your Level 3 Manager. The HR Head, along with the Management Committee members will review the grievance and



Human Resource Process
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provide a written response within 15 business days following receipt of the Step 3 grievance. This response shall be final and binding to the grieved employee.



Annexure A – Grievance Lodgment Form

Name:	Emp. Code:
Date:	Time:
Department:	
Please provide details of your grievance	
What outcome are you seeking?	
Additional Information	

For Office Use Only

Employee's Name : Date:

Employee's Signature: Date:.....



Annexure B – Grievance Register

Name of the employee	Department, Location	Date received	Grievance Type	Grievance Description	Cause of the grievance	Outcome	If a resolution was offered, please indicate 'accepted' or 'not accepted'.	Remarks

Annexure C - Annexure