

## **Introduction**

Although we at Harman Finochem Limited seek to provide a workplace in which all employees feel that they are an important part of our organization 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.

We define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behaviour
- Adverse changes in employment conditions

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

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.

**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 15 calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the 15 days' period, you waive your right to assert it. Complaint can be filled by the complainant or any other employee whom the complainant consider will keep the information confidential.

Your supervisor will respond in writing within ten (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 ten (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 HR. The HR Head will then undertake an investigation of your grievance and the underlying facts. Within 10 business days following receipt of your grievance the HR Head will meet with you in person to discuss your grievance. The HR Head will then provide a written response to your grievance within 10 business days following the date of your meeting.

**Step 3**

If you are not satisfied with the response of the HR Head at Step 2, you may submit your grievance to the Director of the Company or the Director's designee for review within five (5) days following receipt of the written response from your HR Head. The Director or his designee will review the grievance and provide a written response within 15 business days following receipt of the Step 3 grievance.

The grievant bears the burden of proof as to the validity of the grievance.

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the company or external agencies
- Take action against the complainant if Management found that the information / complaint found to be incorrect / false.

The decision of the Director shall be in writing and the decision will be deemed final and binding. Henceforth, you waive your right to bring any action in court.

Note : Employee Grievance Form is available with Site HR.

Prepared By	Approved By	
		
Dnyandev Suryawanshi	Dr. Gurpreet Singh Minhas	Harpreet Singh Minhas
Cluster HR Head	Director	Director

4