

OBJECTIVE:

To lay down a framework for an employee to take up his/her grievance at appropriate level and their redressal thereof.

APPLICABILITY AND SCOPE:

All direct or indirect employees working for **Exemed Pharmaceuticals** are covered under this policy. The policy will be applicable from immediate effect.

DEFINITION OF GRIEVANCE:

Grievance is resentment or complaint against injustice – real or notional. The grievance can be raised for work environment which include issues related to health, safety and working condition. It can also be raised for matters related to work/behavior of colleagues, in terms of its interpretation, application, misuse, tamper, usage and indifferent attitude.

WHAT DOES NOT FALL UNDER THE DEFINITION OF GRIEVANCE?

Matters related to Company's vision, mission, goals, plans, policies & practices, hierarchy and salary structure do not fall within the preview of the Grievance Redressal Policy. It will be a part of our suggestion schemes. Similarly, promotion, transfer, travel, office timings, code of discipline, instruction and direction by the top management for carrying our day to day operation, systems & processes and any other matters beyond the control of the company are also excluded from the definition of grievance for the purpose of this policy and will be a part of suggestion schemes.

POLICY:

Exemed Pharmaceuticals supports the right of every employee to lodge any grievance within the definition of grievance stated above.

Any such grievance should first be registered with the immediate Reporting Manager, to ensure that it is addressed as close to the source as possible.

It will be the responsibility of the Reporting Manager to redress the grievance not exceeding 4 working days of the same being notified to him/her.

In case if the reporting manager is Site or Department Head, the above mentioned timeline shall apply i.e. redressal of grievance not exceeding 4 working days from the date it was reported.

It will be the responsibility of the Reporting Manager to provide appropriate solution/answer to the employee who has raised the grievance as per the aforesaid timeframe.



In case if the employee, does not hear back from his Reporting Manager or Department Head with an appropriate solution/answer within the above mentioned timeframe, he/she may escalate the grievance to the Site Head and HR Head.

Once the employee has escalated his/her grievance to the Site Head and HR, it will be their responsibility to jointly address the grievance in a period not exceeding 6 working days from the date when it was escalated.

In case if the grievance is against the immediate Reporting Manager, then the first registration point must be the respective Site Head with a copy to Head HR. In such circumstances the grievance shall be redressed by the Site Head and HR jointly in a period not exceeding 6 working days from the date it was registered. It will be the joint responsibility of Site Head and HR Head to get back to the employee with an appropriate answer/solution to the grievance raised.

In case the Reporting Manager happens to be the Site Head, then the grievance shall be redressed by HR Head directly in a period not exceeding 6 working days from the date it was registered. It will be the responsibility of HR Head to get back to the employee with an appropriate answer/solution to the grievance raised within the aforesaid timeframe.

If the respective HOD and HR jointly or HR only (if as first point of contact) are unable to redress the grievance to the satisfaction of the employee in a period not exceeding 6 working days and if the employee doesn't hear back on the closure of the grievance raised with an appropriate solution/answer, the employee may escalate the matter to the Managing Director for the final stage of redressal.

If an employee has a grievance against any employee working in the HR Dept. (except the Head HR) the grievance shall be escalated to Head HR directly. It will be the responsibility of the Head HR to resolve the grievance and provide an appropriate solution/answer to the employee pertaining to the grievance raised.

If the employee working in HR or any other dept. has a grievance against the Head HR, the same can be escalated to the Managing Director.

In case if the concerned person to whom the grievance has been raised requires more time than specified above to resolve the issue amicably, it will be his/her responsibility to keep all concerned in the escalation mechanism informed about it with a valid reason for such delay.

Once the grievance is escalated to the highest level i.e. MD, the decision taken by them will remain final.

COMPLIANCE MOINTORING PROCESS

Exemed has designated the following personnel to control this issue for effective implementation.

A handwritten signature in black ink, appearing to be "J. S. S.", located at the bottom left of the page.

- Communication/Deployment - Mr. Ketan Patel – Site HR
- Monitor – Mr. Hitendra Patel – Site Operation Head

Their job responsibility includes the following:

- To visit the shop floor frequently to provide an interaction with the work force for their grievance orally.
- To check the suggestion boxes periodically and to actively effect the grievance redressal practices.
- To periodically inform the Management or the higher authorities, issues relating prohibitory violations.
- To initiate awareness to Workers & Securities not to force excessive force except on security grounds.

POLICY ENDS

Pranav D. Patel

**PRANAV PATEL
MANAGING DIRECTOR**

Date:

