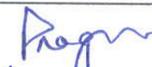
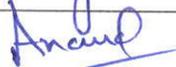
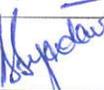


POLICY: GRIEVANCE HANDLING

Applicability	All Symbiotec Group of Companies
Policy Administration	HR
Initiated by	Site HR Head
Approved By	Chief Human Resource Officer
With Effect From	15/03/2023

Endorsement:

	NAME	SIGNATURE	DATE
HR Head- SEZ Site	Pankaj Nagar		03/03/2023
HR Head- Rau Site	ANAND SHEEL		09/03/2023
HR Head- KNOVEA Site	Shishupal Singh		09/03/2023
Chief Human Resource Officer	VIJAY BAJPAI		09/03/2023

OBJECTIVE:

Although we seek to provide a workplace in which all employees feel that they are an important part of Symbiotec Pharma lab, 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 employee and the Company may be resolved through this grievance policy, with the exception of oral reprimands which are not recorded in your personnel file.

SCOPE:

This Procedure is applicable for Symbiotec Group of Companies.

PROCEDURE:

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.

1) Formation of grievance redressal committee

- a) Site HR Head shall form the Grievance Redressal Committee which shall consist of equal number of members from the management and the workmen.
- b) Site Head and Site HR Head shall be the members of the committee.
- c) Site Head shall be the chairperson of the committee.
- d) The members of the Grievance Redressal Committee shall be selected alternatively on rotation basis every year.
- e) The total number of members of the Grievance Redressal Committee shall not exceed more than six and there shall be, as far as practicable, one-woman member.
- f) The setting up of Grievance Redressal Committee shall not affect the right of the employee to raise industrial dispute on the same matter under the provisions of this Act - Industrial disputes act 1947.
- g) In the absence of any grievance the routine meeting of the Grievance Redressal Committee shall take place once in three months to discuss issues in general.

- h) The tenure of the committee shall be one year and after one year it shall be reconstituted.

2) Reporting and Handling of Grievance

- i) The aggrieved employee must first submit his grievance in writing to Site HR Head. Grievances must be submitted within 30 calendar days following the date employee first knew or should have known of the grievance. If employee do not submit the grievance within the 30 day period, he waives his right to assert it.
- j) Site HR Head shall record the grievance in 'Grievance Register' and forward the grievance application to Grievance Redressal Committee.
- k) The Grievance Redressal Committee shall conduct investigation and set the grievance of the employee.
- l) The Grievance Redressal Committee shall complete its proceedings within thirty days on receipt of a written application by or on behalf of the aggrieved party.
- m) The employee who is not satisfied with the decision of the Grievance Redressal Committee may prefer an appeal to the Chief Human Resource Officer (CHRO) against the decision of Grievance Redressal Committee.
- n) The Chief Human Resource Officer (CHRO) shall, within 30 working days from the date of receipt of such appeal, dispose off the same and send a copy of his decision to the concerned employee.

3) Formats

- **Annexure-1:** Grievance Register
- **Annexure-2:** Grievance Handling Committee

ANNEXURE-01
SYMBIOTEC GROUP OF COMPANIES
GREIVANCE REGISTER

Site: _____

S. No	DATE	Name of Aggrieved person /party	Detail of grievance	Signature of HR	Date for Grievance settlement	Signature of HR

ANNEXURE-02

**SYMBIOTEC GROUP OF COMPANIES
GREIVANCE HANDLING COMMITTEE (YEAR -)**

Site : _____

S.No	NAME	DESIGNATION	DEPARTMENT	SIGNATURE