

## DOCUMENT DETAILS

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## SIGNATURES

ROLE	NAME	DESIGNATION	DEPARTMENT	DATE&TIME
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ELECTRONIC SIGNATURE PAGE

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### I. PURPOSE:

The Purpose of this policy is to ensure that productive and conducive work environment is provided to all employees, where grievances are addressed fairly & promptly.

### II. SCOPE:

The scope of the Grievance Redressal Policy at Sai Life Sciences Ltd applies to all employees, including full-time, part-time, and temporary employees, interns, consultants, Contract worker.

### III. POLICY :

The company is attempting to establish and maintain harmonious working relationships between all Employees. Differences of opinion and potential conflicts are inevitable in the workplace. The purpose of this policy is to attempt to achieve equitable solutions to the problems which may arise from time to time affecting the Employees.

It is expected that Employees be informed about policies and procedures affecting them. Likewise, Employees should have opportunities to discuss complaints, and seek information on matters affecting their jobs. No employees shall be subjected to adverse treatment for participating in this problem resolution process.

A grievance may be a complaint or a dispute of a Employees regarding any condition of employment, including the application, meaning, or interpretation of personal policies or procedures as they affect the work of the Employees; or conflicts between Employees, Child Labour, Forced Labour, Working condition, Discrimination, Health & Safety, Human Trafficking, Amenities, Workplace harassment including abuse, Welfare facilities including food and drinking water, Creche. In most cases the problem can, and should be, resolved at lowest level.

The grievance committee will meet once in a month to review and address submitted grievances. At each meeting, the committee will:

- 1) Evaluate all grievances received.
- 2) Discuss and resolve each issue.
- 3) Record decisions and outline follow-up actions.

Some of the grievances can be:

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- Alleged discrimination based on race, color, age, sex, gender, religion, nation origin, marital status or disability
- Improper administration of Employees benefits or conditions of employment, such as work scheduling, leave, promotions, performance review, or salary.

#### IV. PROCESS :

Employees are advised to first seek resolution of disputes through direct communication with the individuals involved to resolve the matter informally.

If the matter is not settled, they may raise a formal complaint as per the below procedure.

##### Stage 1

- An Employees who has a grievance should immediately raise the matter with the respective reporting manager either verbally or in writing (format for written grievance is given in Annexure Stage 1). If the matter itself concerns the Personnel reporting manager, then the grievance should be taken to their Head of the Department.
- The respective Reporting Manager should respond within **7 working days** to the grievance unless an extended period is agreed upon by both parties.

##### Stage 2

- In most instances the company would expect the decision of the respective Reporting Manager to be final and for the matter to end. However, in some circumstances the Employees may remain aggrieved and can appeal against the decision of the reporting manager concerned.
- The appeal to Head of the Department shall be made within 14 working days of the original response to the Employees's grievance. The appeal must be in writing (Grievance Annexure Stage 2) and contain the original formal grievance form. Head of the Department will attempt to resolve the grievance within **7 working days**.

##### Stage 3

- If the Employees remains aggrieved there will be a final level of appeal to the Site HR Head. This appeal must be made in writing (Grievance Annexure Stage 3), enclosing a copy of the original Formal Grievance form, to the Site HR Head within ten working days of receipt of the Grievance Annexure Stage 2 response. Site HR Head will arrange and hear the appeal with another management representative and respond formally **within 20 working days**.

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- b) There is no further right of appeal. However, where **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

While the above process is recommended as a standard procedure, Employees may raise anonymous complaints by dropping the complaint in Grievance Complaint Boxes kept at all locations.

### **Definition of Harassment**

Harassment in a company is unwelcome or offensive behavior that creates a hostile work environment, affecting employees' ability to perform their jobs. This behavior can include verbal abuse, unwanted advances, or discriminatory remarks based on race, gender, or other personal characteristics.

**Example:** In a pharmaceutical company, a senior scientist consistently makes inappropriate comments about a junior employee's appearance and gender. Despite being asked to stop, the comments continue, making the junior employee feel uncomfortable and impacting their work environment.

### **Grievance Box / Compliant Box**

A Grievance/Complaint Box is available for employees at Security Office. To ensure transparency and encourage open communication, the grievance box is made of clear, transparent material. Anonymous complaints can be submitted to this box, which committee members open the box once in 7 days or whenever there is a grievance form in the box to address concerns promptly. Complaints are prioritized, investigated, and responded to accordingly. Serious matters are escalated, and the Grievance Redressal Committee handles significant issues for fair and transparent resolution.

### **Opening of Grievance Box**

The grievance box will be opened once in 7 days at regular intervals, in the presence of:

- a) Site HR
- b) Site Admin
- c) Site Head

### **Grievance redressal committees**

**Corporate/Head Office:**

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**Closure of Complaint:**

The Grievance Redressal Committee will diligently investigate and address each grievance. Upon resolution, the committee will formally close the complaint. The closure of the complaint will be communicated to the concerned employee. The committee aims to complete its proceedings within thirty days of receiving a written application from any employee or on behalf of the aggrieved party, as prescribed in Industrial Disputes Act, 1947.

The employee who is not in agreement with the decision of the Grievance Redressal Committee may prefer an appeal to the employer against the decision of Grievance Redressal Committee and the employer shall, within one month from the date of receipt of such appeal, review and address the same and send a copy of their decision to the concerned employee.

**Confidentiality:**

All parties are bound by confidentiality and will not share information about grievances except with those persons who in the discretion of the HR Head or Managing Director have a legitimate need to

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know. All documents, communications, and records dealing with the processing of a grievance shall be filed in a separate grievance file and shall not be kept in the employees file of any of the participants.

**Protection against retaliation**

Regardless of the outcome of the complaint made in good faith, the Employees lodging the complaint and any person providing information or any witness, will be protected from any form of retaliation. While dealing with complaints, the Committee shall ensure that the Complainant or the witness are not victimized or discriminated against by the accused. Any unwarranted pressures, retaliatory or any other type of unethical behaviour from the accused against the complainant while the investigation is in progress should be reported by the complainant to the Complaints Committee as soon as possible. Disciplinary action will be taken by the Complaints Committee against any such complaints which are found genuine.

**V. ANNEXURES**

**Grievance letter format - Stage 1**

To: Reporting Manager

From:

Department:

Date:

Reporting Manager:

Dear

I wish to take a formal grievance out against:

.....  
.....

In line with the Company Grievance Handling Procedure, the details of my grievance are shown below:

.....  
.....

Yours sincerely,

**Grievance letter format - Stage 2**

To: Head of the Department

From:

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Department:  
Date:  
Reporting Manager:

Dear

Upon (within 10 days of the response to the initial formal grievance) my grievance against .....  
was heard by .....

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Company Grievance Handling Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely,

**Grievance Annexure Stage 3**

To: Site HR Head  
From:  
Department:  
Date:  
Reporting Manager:

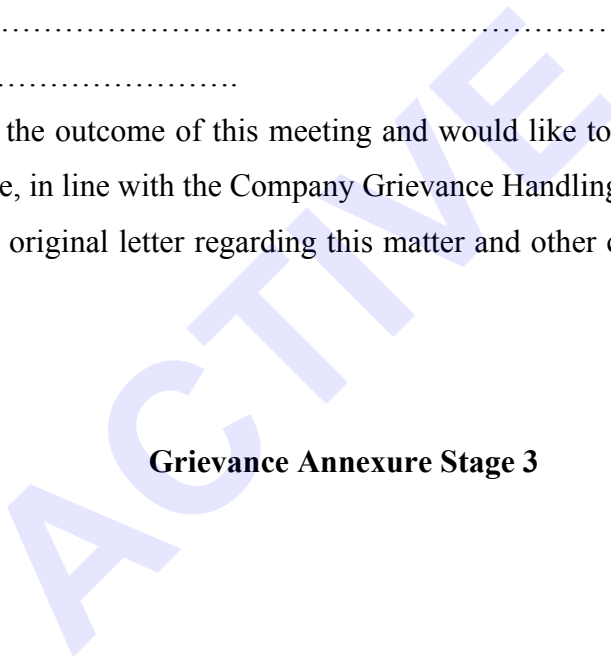
Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against:  
.....  
.....

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Company Grievance Handling Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

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Yours sincerely,

## VI. ABBREVIATIONS

HR – Human Resource

CQA – Corporate Quality Assurance

VP – Vice President

HSE- Health Safety and Environment

## VII. POWER TO AMEND

The company reserves the right to amend / withdraw the policy at any time without assigning any reason whatsoever. The utility and interpretation of the policy will be at sole discretion of the Management.

-----End of Policy-----

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