

Grievance Redressal Policy

S.P.Apparels Limited is committed to providing a positive working environment where employees are treated fairly and with dignity and respect. We recognize that sometimes concerns and issues occur and you may need support to resolve them. This policy explains how to raise a grievance and the steps that will be taken to find a resolution as swiftly as possible.

Document Control Section

Document Name	Grievances Policy
Abstract	The Grievances policy emphasizes SP APPARELS LTD's to providing a positive working environment where employees are treated fairly and with dignity and respect

Authorization

Document Author	Document Owner	Reviewed By	Approved By
1. Suganya.R.S – Legal Dept. 2. Nagaraj A.S - Compliance 3. Shivakumar.R – Corporate HR	Corporate HR	P.V. JEEVA CEO	CMD

Review & Amendment log

Version	Creation / Modification Date	Section	Amendment / Modification / Deletion	Brief Description of Change / Review
1	00.06.2023	NA	NA	NA

CONTENTS

- 1. Introduction**
- 2. Scope of the Policy**
- 3. Purpose of this Policy**
- 4. Grievance Policy**
- 5. About Grievances Redressal & Investigation Committee (GRIC) and its function.**
- 6. Various Grievances Redressal Mechanism**
- 7. Vigilance Committee**
- 8. Customer Toll Free Contacts**

FORMS

Grievance Application Form

Notice to attend Grievance Hearing

Outcome of Grievance Hearing

9. Guidelines

- 9.1. Scope of grievances
- 9.2. The Objects and purpose of a grievances procedure
- 9.3. Definitions – which procedure to use

1. Introduction

Unresolved grievances may be damaging to the morale of employees and the effective operation of the Company. A Grievance policy and procedure is necessary to eliminate the possibility of any detrimental effects arising out of unresolved grievances. This Grievance Policy aims to ensure that all communication channels are open and receptive, and that all employees have an adequate opportunity to express their grievances. It further aims to ensure that grievances are resolved timeously and fairly by adopting a problem solving approach and implementing any appropriate corrective action necessary.

2. Scope of the Policy

This policy applies to all individuals working at all levels and grades, including Directors and all the employees (whether Apprentices/trainees, Probationary, permanent and fixed-term), Honorary, consultants, contractors, casual workers and agency staff, volunteers, interns, agents, sponsors, business partners, stakeholders and third-party representatives anywhere in the world, or any other person associated with us, wherever located who may be acting on behalf of SP APPARELS LTD. It is therefore, the responsibility of everyone to follow and adhere to all elements described in the Policy.

3. Purpose of this Policy

The purpose of this policy is to give guidance and to provide a framework for all employees and the Company to deal with grievances raised effectively, and at the earliest possible stage.

4. Grievances Policy

The objects and purposes of the Grievance Procedure will only be achieved if it functions effectively and is properly utilized. In light of the above, the Company is committed to ensuring that:

- Employees are aware of the opportunity to express grievances.
- Employees feel free to express their grievances without the fear of victimization or intimidation or prejudice to their employment relationship.
- Employees are encouraged to use the procedure, but also warned not to abuse it with false grievances.
- Sensitive grievances are dealt with privately, and confidentiality of information is maintained.

The Company in accepting this policy gives commitment to the following:

- The resolution of all grievances timeously.
- Recognizing the employees right to be represented by a fellow employee if he/she wishes to do so.
- Ensuring that Management handles grievances with the GRIC Committee acting in an advisory capacity.
- Creating an environment in which an employee may lodge a grievance without fear of being victimized or prejudiced.
- Ensure that all grievances are handled in a confidential manner.
- Ensure that each step in the procedure shall be subject to the stipulated time limits, unless otherwise determined by the parties through mutual agreement.

5. About Grievances Redressal & Investigation Committee (GRIC) and its function.

- 5.1. Grievances Redressal & Investigation Committee (GRIC) has been constituted by the Management in accordance with the Vigil Mechanism Policy. Senior officials at various levels are the members of this committee and their Photos, Names and Phone numbers are displayed in the notice boards and relevant records of all factories.
- 5.2. It is constituted by the Management to hear, investigate confidentially, close the critical issues and submit the report to the management.
- 5.3. The time frame for the issues heard / recorded by GRIC is not exceeding 45 days. If the issue is expected to prolong, the GRIC should seek the Management advice to resolve.
- 5.4. GRIC will ensure adequate awareness is created among employees regarding its functions.

6. Various Grievances Mechanism

Grievances Redressal Mechanism has been classified into three categories, based on the nature of grievances and the level of the Responsible person who handles the grievances.

- General Grievance Redressal (GGR)
- Critical Grievance Redressal (CGR)
- Random Grievance Redressal (RGR)

6.1. General Grievance Redressal (GGR)

General Grievance Redressal (GGR) will be handled at factory level with the following procedures.

- 6.1.1. Factory Head will nominate minimum 2 appropriate staffs [1 Female (Primary) and 1 Male (secondary)] who are authorised to hear GGR grievances from employees.

- 6.1.2. Type of grievances covered in GGR are of generic in nature such as working days, overtime (OT), wages / salary, housekeeping, food, transport, health & safety in workplaces etc., and will be attended by GGR.
- 6.1.3. The heard grievances will be recorded on a daily basis in prescribed format and monitored for its closure by factory head (FH) / factory HR (F-HR).
- 6.1.4. Separate private room namely viz. Grievance Booth is provided by each factory for grievance hearing.
- 6.1.5. GGR hearing is scheduled for 15 minutes on every working day during lunch break.
- 6.1.6. GGR staff will be readily available in the Grievance booth during the hearing scheduled time.
- 6.1.7. If any employee wants to register the grievance, will approach GGR staff.
- 6.1.8. Once any grievance is redressed, the same will be closed by obtained a signature from the concerned employees

6.2. Critical Grievances Redressal (CGR)

Critical Grievance Redressal (CGR) will be handled by the GRIC committee for the following nature of grievances.

- 6.2.1. If the General Grievances are (a) not satisfied by the manner of GGR staff, (b) not addressed / redressed in the factory level, (c) not satisfied by the explanation or action by GGR / FH / F-HR.
- 6.2.2. If any critical and inexpressible grievance to GGR such as physical and sexual harassment, abuse, Intimidation, threats, forced to work, indiscipline activities such as drunk on duty misuse of factory facilities and properties etc, bribery , pilferage and theft.
- 6.2.3. Any employee with the above critical grievances are free to contact any of the GRIC committee members over phone to the GRIC committee members at any time.
- 6.2.4. Other state employees who do not know Tamil / English to contact the GRIC committee member Mr. A.S.Nagaraj / M. Paramasivam.
- 6.2.5. Any employee regarding CGR grievance can contact GRIC member any time to their mobile.
- 6.2.6. Upon hearing the critical grievance, GRIC member to initiate investigation and record the results.
- 6.2.7. GRIC will submit its report to the Management with recommendations for further action / counselling the employee.
- 6.2.8. If GRIC could not redress the grievance within 45 days from receipt of the grievance, the same will be escalated to the Management for further advice to redress the grievance.

6.3. Random Grievances Redressal (RGR)

The purpose of Random Grievance Redressal (RGR) is to ensure that GRIC committee directly reach any employee in case anyone is reluctant to contact the GRIC members over the phone. The RGR will be handled by GRIC members with the following procedures.

- 6.3.1. Any of GRIC members, during visit to factories, will select any employee at random (based on inference or inside information) and will hear for any critical grievance.
- 6.3.2. GRIC will submit its report to the Management with recommendations for further action / counselling the employee.
- 6.3.3. If GRIC could not redress the grievance within 45 days from receipt of the grievance, the same to be escalated to Management for further advice to redress the grievance.

7. Vigilance Committee

There is a committee formed by the board comprising few directors to address and close any grievance raised by any employee of the organisation by communicating through various channels.

The related records will be maintained by the vigilance committee and present to the board during every quarterly board meeting.

8. Customer Toll Free Contacts

Any employee can directly contact the respective customers' toll free number (18001239176) to lodge any complaint or grievance faced in the organisation who in turn will investigate for further action

9. Grievance Procedure

9.1. Identification and Preliminary Investigations

Employees must be informed of their rights to lodge a grievance and where the applicable Grievance Application Form can be obtained. All grievances may be lodged with the direct superior, or alternative superior / GRIC (Grievances redressal investigation committee Members if the employee feels more comfortable doing so. No employee may leave his/her normal place of work or engage in any grievance discussion without prior permission, and such permission shall not be unreasonably withheld. Assistance must be offered if necessary by the superior in lodging such a grievance and completing the Grievance Application Form. (See form 4.1) The superior must consider the nature and type of the grievance lodged and based on this assessment make a decision as to the best grievance resolution procedure to follow. The mild grievance can be dealt with via the informal investigation route, however a serious grievance and sensitive grievance requires a formal hearing. (See guidelines on definitions of mild, serious and sensitive grievances). The appropriate procedures to follow are discussed below.

9.2. The informal Grievances Investigations

The aggrieved employee's superior, or person with whom the grievance has been lodged must ensure the Grievance Application Form has been correctly completed and the grievance is clearly understood.

The superior must then discuss the grievance and proposed corrective action with the employee in private. The decision on corrective action, if any, must be detailed on the Grievance Application Form.

The aggrieved employee / employee representative or witness must sign the Grievance Application Form.

If the employee is dissatisfied with the decision, he/she may lodge an appeal within 5(five) working days of the outcome being received.

If the employee is satisfied with the decisions, the corrective action must be implemented and recorded on the form.

9.3. The formal Grievance hearing

A chairperson from the trained bar must be arranged to conduct the grievance hearing.

The employee must be notified of the grievance hearing in writing. (See form 4.2).

Ensure the aggrieved employee/s receive such notification at least 2(two) working days before the Grievance Hearing so as to allow sufficient time to prepare.

If the grievance has been lodged against another party such party must also receive the notification of the hearing and of his/her rights, as well as the grievance/s lodged, at least 2(two) working days prior to the hearing

The Grievance Hearing : Phase 1

The chairperson must advise the parties present of the purpose of the hearing and their rights during the hearing.

The aggrieved employee/s or employee/s representative must then be given an opportunity to motivate the grievance.

The person against whom the grievance was lodged must be given the opportunity to respond to the grievance.

Both parties may present evidence/ call witnesses to motivate their case. Both parties may also cross question witnesses.

The Hearing may be adjourned at this stage if necessary.

Finding on the facts

The chairman must now make a finding on a balance of probabilities on the validity of the grievance.

If the grievance is found to be invalid, the findings must be recorded in writing and signed by the aggrieved employee/ employee representative or witness.

The aggrieved employee must also be advised of his/her/their right to appeal within 5(five) working days of receiving the outcome and of the applicable Application for Appeal Form to complete.

If the grievance is found to be valid, the Grievance Hearing: Phase 2 needs to be conducted.

The Grievance Hearing : Phase 2

The chairman must present the finding on the validity of the grievance and permit both the aggrieved employee/s and other party an opportunity to present suggestions for corrective action.

Responses and discussion as to the feasibility of such suggestions must be entertained.

Both parties must be questioned as to whether they are satisfied with the proceedings.

Corrective action

The chairperson must decide on the most effective and viable corrective action and advise the employee in writing of the decision made on the Outcome of Grievance Hearing Form.

The chairperson must ensure that such corrective action is implemented and that progress is recorded. The employee must also be advised of his/her right to appeal against the decision within 5(five) working days of receiving the outcome if he/she is dissatisfied.

10. Grievance Procedure

10.1. Scope of Grievances

Employee grievances are wide ranging and may vary from general dissatisfaction with wages or working conditions to dissatisfaction with training and promotion, lack of facilities or inadequate equipment. Grievances may also involve unhappiness on the part of the employee due to unfair treatment, for example a manager/supervisor or fellow employee may have consistently discriminated against an employee or group of employees, treated employees with unnecessary harshness or insulted them.

In determining which type of grievance should be dealt with in terms of the Grievance Procedure one should take note that:

- Generally common grievances regarding wages or working conditions of all employees or a substantial number of employees will be channeled through a representative body such as a Trade Union. Such grievances should be resolved through the collective bargaining machinery in place at the Company and ordinarily become demands rather than grievances.

- Individual grievances or grievances regarding a group of employees concerning dissatisfaction with promotion, training, facilities, equipment or unfair treatment may be channeled through the Grievance Procedure.

Thus a formal grievance may be defined as a complaint, other than demands formulated by a collective and recognised body, which is related to the employee's treatment or position within his/her working environment, which warrants the formal attention of management.

10.2. The Objective and Purposes of the Grievances Procedure

Usually a grievance procedure is initiated when, within the day-to-day work situation of an employee, an incident has occurred or the employee's position is such that he is left with a general feeling of dissatisfaction or sense of injustice. The rationale of such a procedure being that if this type of issue is not given formal consideration by management and remains unresolved it may lead to a dispute between the Municipality and employee or group of employees.

- If an individual grievance is not dealt with timeously and fairly the employee may well become disgruntled, demotivated, disloyal and even disobedient.
- If a collective grievance is not dealt with fairly and timeously the problems experienced with the unattended individual grievance are exacerbated and may often result in industrial action.
- The sensitive grievance which is a perceived problem related to issues such as discrimination (for example racial, sexualetc) or harassment by fellow employees or superiors must be attended to with the utmost sensitivity. Failure to do so may result in the Municipality being liable under the Employment Equity Act,

civil litigation or even criminal prosecution. The costs of such proceedings in terms of money and time are extensive and must be avoided.

With the above in mind it becomes clear that an effective Grievance Procedure is essential. However, the purpose of the Grievance Procedure must not simply be seen as a reactive measure to avoid disputes and excessive costs. The Grievance Procedure must also be seen as a proactive approach aimed at creating an environment that is seen as just and fair. The purposes of the Grievance Procedure are summarized below:

- It creates awareness of employee problems or of problem areas, which should be subjected to further investigation.
- It emphasizes management concern for the well being of employees.
- It renders disciplinary procedures more acceptable, since employees also have a means of objecting to management performance/ behaviour.
- It prevents disputes from arising.
- It prevents excessive costs in terms of time and money if grievances are effectively dealt with internally.

10.3. Definitions – Which procedure to use

The mild grievance

This type of grievance does not involve a dispute of facts or require that evidence be lead to understand the nature of the grievance. The superior can easily ascertain the nature of the problem and feels that he/she is capable of resolving the grievance without assistance. For example a worker lodges a complaint about the unclean state of the toilet facilities. In this instance the superior is required to follow the Informal Grievance Investigation Procedure.

The serious grievance

This type of grievance revolves around a dispute of facts and further evidence or witness testimonies may be necessary to understand the nature of the grievance. Alternatively the superior does not feel he/she is capable of resolving the grievance without assistance. For

example, one worker claims another worker hit him during their lunch break. In this instance the grievance must be channeled through the formal Grievance Hearing Procedure.

The sensitive grievance

The sensitive grievance may include grievances about discrimination, sexual harassment and other forms of harassment, victimisation etc. In this instance the grievance must be channeled through the formal Grievance Hearing Procedure.