

SHILPA PHARMA LIFESCIENCES LIMITED

GRIEVANCE REDRESSAL PROCEDURE

Page 1 of 4

1.0 Purpose:

To establish a procedure to address employees' grievance in a fair and transparent manner. This procedure will also provide a means of communication between supervisors and employees and to establish principles of administration to ensure a prompt, orderly, and fair response to employees' grievance.

2.0 Scope:

The procedure applies to all the employees of Shilpa Pharma Life Sciences Ltd.

3.0 Definitions/ Abbreviations:

3.1 **Grievance:** Perceived injustice evoking an individual's or a group's sense of entitlement, which may be based on law, contract, explicit or implicit promises, customary practice, or general notions of fairness of aggrieved communities.

4.0 Responsibility:

4.1 Head of Department & Employee: - Be Aware about the procedure and follow

4.2 HR Department: Create awareness, support implementation and report compliance with this procedure.

5.0 Accountability:

HR Head is accountable for guiding and supporting relevant roles to meet the Grievance Management.

6.0 Procedure:


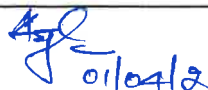
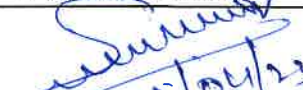
6.1 Nature of Grievances:

6.1.1 Complaints/grievances affecting one or more individual employees in respect of their leave, working conditions, health and safety, and inter-department support are covered under this procedure.

6.1.2 Complaints/Grievances related to Compensation, Increments, Transfer and Promotions are not covered under this procedure. These are addressed through respective policies.

6.2 Grievance Handling Process:

6.2.1 The grievance procedure is unbiased, non-retaliatory, and available to personnel and interested parties to report their complaints/grievances

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Name	Kapil Khandelwal	Arvind Kumar Singh	K. Sharath Reddy
Designation	Asst. Manager-HR	DGM-HR	Technical Director
Sign & Date	 01/04/23	 01/04/23	 01/04/23

SHILPA PHARMA LIFESCIENCES LIMITED

GRIEVANCE REDRESSAL PROCEDURE

Page 2 of 4

concerning the workplace and/or non-conformances of the implemented system.

6.2.2 Every employee has the right to raise a grievance, and have their privacy and dignity respected. Employees need to follow the below mentioned steps to get proper feedback/ solutions to the grievance expressed

6.2.2.1 Grievances related to workplace, work condition affecting a team of people.

This kind of grievance can be brought to the notice through various forums like:


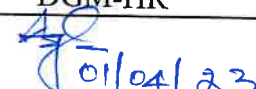

- Safety coordinators meeting
- Departmental meetings
- Safety Committee Meeting

6.2.2.2 Specific grievance, which is related to individual employee affecting his/her work:-

For this kind of grievance, following steps need to be followed:

6.2.2.2.1 Inform immediate supervisor/department head about your grievance in detail and wait for feedback from him/her. The Supervisor / Department Head will respond to the issue within 2 working days, with a possible date of resolution.

6.2.2.2.2 The employee approach to HR Department /HR Representative in case he/she is not satisfied with the reply from the Supervisor / Department Head after the necessary time lapse. The employee shall communicate relevant details of his/her grievance to the HR Department. The HR Representative will respond to the issue within 2 working days, with a possible date of resolution.

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SHILPA PHARMA LIFESCIENCES LIMITED

GRIEVANCE REDRESSAL PROCEDURE

Page 3 of 4

6.2.2.2.3 The employee can approach the Site Head, in case he/she is not satisfied with the feedback or suggestions from his/her Department Head / HR Department or has not been responded to within the timeline.

6.3 Grievance Redressal:

6.3.1 Site Head forms the Grievance Redressal Committee (GRC) by nominating competent members as per Annexure-1. The tenure of GRC is two financial years. All grievances received from (Employees, Workers, Contractors, Others) will be reviewed by GRC in consultation with concerned department heads for necessary redressal of grievances. Feedback/action on the grievances expressed shall be provided to the concerned person as an update.

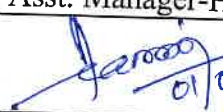
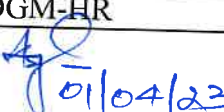

6.3.2 The complaint/grievance can be dropped in the suggestion box kept at (locations). On receipt of complaint/grievance, the organization records, investigates, follows up on and communicates the outcome of complaints/grievances concerning the workplace and/or non-conformances to this procedure. These results are available to all personnel and, upon request, to interested parties. The summary of complaints/grievances is captured in Format Annexure 2, which is reviewed monthly.

6.4 **Complaint handling and Redressal:** The complaints are handled in the following manner & prevent adverse consequences to the complainant in discrimination and harassment cases the following mechanism is in place.

This procedure aim to protect the complainants rights ensure their safety and well-being and provide a fair and impartial process for addressing the complaint

6.4.1 **Confidentiality:** The Company maintains strict confidentiality throughout the investigation and resolution process will protect the complainant's privacy and prevent potential retaliation. This includes keeping the details of the complaint. The identity of the complainant, and any related information confidential, to the extent possible and as allowed by law.

6.4.2 **Non-Retaliation:** The Company Implements a clear and strict non-retaliation Processes that prohibits any form of retaliation against the complainant for

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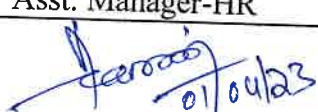
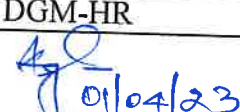

Page 4 of 4

- coming forward with a complaint. This will be communicated to all employees and enforced rigorously to prevent adverse consequences to the complainant.
- 6.4.3 Supportive Measures: Providing supportive measures to the complainant like counseling, temporary job transfer, or adjustments to work arrangements, to ensure their well-being and safety during the investigation and resolution process.
- 6.4.4 Fair and Impartial Investigation: Conducting a thorough, fair, and impartial investigation into the complaint, with due process and unbiased treatment of all parties involved. This includes providing the complainant and the accused with an opportunity to present their evidence and witnesses, and ensuring that the investigation is conducted by impartial personnel.
- 6.4.5 Timely Resolution: Ensuring that the complaint is resolved in a timely manner to minimize the stress and impact on the complainant to avoid additional stress and potential harm to the complainant.
- 6.4.6 Remedial Actions: Implementing appropriate remedial actions if the complaint is substantiated, such as disciplinary actions against the harasser, corrective measures to prevent future occurrences, and providing appropriate restitution to the complainant.
- 6.4.7 Legal Protections: Complying with all applicable laws and regulations related to discrimination and harassment, and providing legal protections to the complainant against any further adverse consequences, including potential legal remedies and access to legal counsel.
- 6.4.8 Education and Training: Providing education and training programs to all employees to raise awareness about discrimination and harassment, their negative impact, and the importance of prevention and reporting to create a culture of respect and inclusivity in the workplace and empower employees to come forward with complaints without fear of adverse consequences.

7.0 Related Documents:

7.1 List of Nominated Grievance Redressal Committee Members : Annexure-I

7.2 Summary of complaints/Grievances Redressal : Annexure-II

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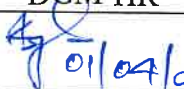
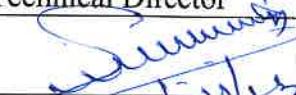
SHILPA PHARMA LIFESCIENCES LIMITED**ANNEXURE-1****LIST OF NOMINATED GRIEVANCE REDRESSAL
COMMITTEE MEMBERS**

Page 1 of 1

Financial Year

01.03.2023 To 31.03.2024

Name	Department	Designation
Arvind Kumar Singh	HR	Deputy General Manger
Veereshappa	Production	Sr. General Manger
Jaya Kumar Kotwal	Engineering	General Manger
Bijay Ketan Mangaraj	Quality Control	Sr. General Manger
R Elangovan	EHS	Deputy General Manger
Dr. Bhagat Raj Pipal	CR&D	Sr. General Manager
Chenna Reddy	Warehouse	Sr.Incharge

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ANNEXURE-2

SUMMARY OF COMPLAINTS/GRIEVANCES REDRESSAL

Month:

Page 1 of 1

Date	Name	Department	Description of Complaint/ Grievance	Review Comment - HOD	Review Comment - HR	Review Comment - GRC	Actions Implemented	Status of Complaint/ Grievance	Date Complaint/ Grievance Closed
YYYY-MM-DD								Open/Close	
YYYY-MM-DD								Open/Close	
YYYY-MM-DD								Open/Close	

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