

M M FORGINGS LIMITED



EMPLOYEE GRIEVANCE REDRESSAL POLICY

1. OBJECTIVE:

The objectives of the Employee Grievance Redressal Policy will be:

- 1.1 The primary purpose of this Employee Grievance Redressal policy is to give employees the right to voice out their complaints and to facilitate a work culture where no grievances exist and also help in improving performance and productivity.
- 1.2 MMF encourages employees to discuss their problems through a transparent grievance process for beneficial and comfortable work environment for everyone.

2. SCOPE

An employee grievance is a concern, problem or complaint regarding the work, company culture, colleagues, reporting relationships including their management. Employee grievance includes issues such as harassment, health, employee behavior, etc., but does not include, any communication for the purpose of gaining clarification in the grievance Redressal process.

The policy extends to every employee of MMF irrespective of the post or rank.

3. PROCEDURE

3.1 LEVEL 1:

Report to immediate superior:

All grievances in writing or through mail should be intimated to immediate supervisor. Grievances must be submitted within 30 calendar days following the date you first knew or should have known of the grievance. If the grievance is not submitted within the 30-day period, you waive your right to assert it.

The supervisor will respond in writing within 15 days following receipt of your grievance. All grievances and replies in Level 1 must be in writing/ mail.

If the grievance is not settled in Level 1 or if the employee is facing the concern / grievance with the superior, then the employee may proceed to Level 2.

3.2 LEVEL 2:

Report to the HR Head:

If the Employee faces any direct or indirect grievances with the supervisor or if the supervisor is unable to fix the dispute as specified in Level 1 within the stipulated period, the case shall be transferred to the respective HR head. It is the HR Head's responsibility to gather all information and conduct an investigation. HR Head shall acknowledge the receipt of the grievance and shall resolve within a period of seven working days.

If the situation involves Sexual Misconduct, the employee has the option to file a complaint to the Committee framed under Prevention of Sexual Harassment Act.

On receiving the complaint, the company shall

- Request the employee to complete the grievance form.
- Analyze the matter clearly by discussing it with the victim.
- Send a copy of the charges to the accused employee.
- Interrogate without bias.
- Keep all of the employees involved up to date.
- Take corrective measures.
- Extra information should be acquired, and more inquiry should be conducted in the case of an appeal.
- Keep a record of the same.

3.3 LEVEL 3:

If the grievance still persists, a formal grievance would be lodged mentioning all the updates and forwarded to the Managing Director / Audit Committee Chairman through mail / in writing. The Managing Director / the Chairman of the Audit Committee shall resolve the issue within a period of two weeks from the date of lodgement.

4. Amendment;

The Company reserves the right to amend this policy at any time.
