

Title: APAR Grievance Redressal Policy for Employees
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Released by : Head HR

Date of Issue: March 1, 2023

Version: 01/2023



Grievance Redressal Policy for Employees

1. Objective :

APAR is committed to providing a productive and conducive work environment where grievances are dealt with fairly and promptly. The objective of this policy is to facilitate a work culture where negligible grievances exist and also help in improving performance and productivity of the concerned employees of the Company.

2. Scope :

This policy applies to all permanent employees across all manufacturing locations and Divisions.

3. Grievance Redressal Process :

The Grievance Procedure is 5-Step time bound process as following:

- a. An aggrieved employee shall first present his/her grievance verbally in person to his/her Supervisor. An answer shall be given to him/her within 48 hours of the presentation of the complaint.
- b. If the employee is not satisfied with the decision of his/her Supervisor or fails to receive an answer within the stipulated period, he/she shall in person or by his/her departmental representative, if required, present his/her grievance to the head of the department designated by the Company. And he/she will get the answer within 3 days of the presentation of his/her grievance.
- c. If the decision of the departmental head is unsatisfactory, the aggrieved employee may request the forwarding of his/her grievance to the Grievance Committee, which shall make its recommendations to the management within 7 days of the employee's request. The final decision of the management shall be communicated to the employee within 3 days of final decision by the HR Officer, ex-officio Secretary of the Committee.
- d. A revision of his/her grievance can be done if the decision is not satisfactory. The management shall communicate its decision within a week.

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- e. If no agreement is possible the employee and the Management may refer the grievance to voluntary arbitration within a week from the date of receipt by the employee of the management's decision.

4. Grievance Committee :

The Grievance Committee shall consist of 5 members across functions at locations out of which one of the members will be Chairman of the Committee, nominated by the location Management. One member will be from HR Department who will be ex-officio Secretary of the Committee. The term of the Committee will be for 2 Years.

The Committee will convene its meeting as and when required to redress grievances.

5. Guidelines :

- a. The employee shall submit his grievance immediately and in any case within a period of one month from the date of occurrence.
- b. Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure:-
 - (i) Matters related to disputes/bargaining such as salary, allowances, hour of work and other benefits and also cases related to disciplinary procedures.
 - (ii) Annual performance appraisal /confidential report.
 - (iii) Where the grievance does not relate to individual employee / complainant.
 - (iv) Any grievance arising out of removal or dismissal of an employee.
 - (v) Any matter pertaining to the period before the date of joining APAR.
 - (vi) Any matter relating to terms and conditions of appointment settled prior to joining or appointment.
 - (vii) Any matter arising out of an order issued by the management.

6. Reporting :

The Grievances Redressal Committee will submit written report of grievances handled to the local management at location as and when required.

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7. Roles and Responsibilities:

Location HR Head is responsible for ensuring a consistent implementation of Grievance Redressal Policy.

Process Owner: HR



Kushal N Desai
Chairman & Managing Director

