

# SNF India Private Limited.

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## HR Policy

# Grievance Redressal Policy

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**Grievance Redressal Policy**

**1. Objective**

- 1.1. The Company is committed to ensure that every employee has a productive and a conducive work environment. The Company holds employees personally liable for their actions and omissions, and strictly prohibits any sort of discrimination, harassment and retaliation against any individual who has raised a complaint. For this, the Company has established a system which will deal with grievances fairly and promptly to ensure that no grievance remains unresolved.
- 1.2. The objective of this Grievance Redressal Policy ("**Policy**") is to establish a fair and transparent mechanism for resolving grievances and complaints raised by employees of SNF (India) Private Limited ("**SNF**" or the "**Company**"). This Policy aims to provide an effective platform for addressing concerns and maintaining a positive work environment.

**2. Scope**

- 2.1. This Policy applies to all employees and shall address any and all grievances related to employment with the Company, including complaints arising directly or indirectly from or in the course of employment with the Company, related to working conditions, managerial decisions, working or reporting relationships, discrimination, harassment and health and safety concerns.
- 2.2. This Policy shall not apply to any matter relating to sexual harassment where the complainant is a woman, for which, instead, the PoSH Policy of the Company shall apply.
- 2.3. The system set up under this Policy can be utilized by every employee of the Company.

**3. First Level of Grievance Redressal**

**3.1. Reporting to the Immediate Manager**

- 3.1.1. An employee with a grievance shall immediately report it to their immediate reporting manager or team lead in the first instance.
- 3.1.2. The employee must explain the grievance in a detailed manner in writing (and supply supporting documents where possible) to assist the immediate supervisor to assess and attempt to solve it effectively. The Grievance Redressal Form attached as Annexure 2 may be used to raise a grievance.
- 3.1.3. The reporting manager/team lead shall acknowledge the grievance in writing and initiate an investigation within a specified timeframe. Confidentiality of information of the complaint and the complainant shall be maintained at all times.
- 3.1.4. The reporting manager/team lead shall strive to resolve the grievance and communicate the resolution to the employee within fifteen (15) days.

#### **4. Second Level of Grievance Redressal**

##### **4.1. Approaching the HR Head**

- 4.1.1. Where the grievance raised is not satisfactorily resolved by the reporting manager/team lead or where the complaint is against the immediate supervisor or where the complaint is with regard to a policy level matter, which the immediate supervisor cannot address, the complaint must be forwarded to the HR Head.
- 4.1.2. The HR Head shall acknowledge the grievance in writing, and seek any further information that may be required to conduct an inquiry into the complaint.
- 4.1.3. The HR Head shall conduct a detailed inquiry, which may include reviewing all relevant documents and records including email, messages, etc. and interviewing parties to the complaint and their witnesses (if any).
- 4.1.4. The HR Head shall endeavour to complete the inquiry within thirty (30) days from the date of receipt of such written complaint and share the outcome of the inquiry and the recommendations with the parties to the complaint.
- 4.1.5. The HR head shall strive to resolve the grievance in an amicable manner, but if any misconduct or violation of the Company policies comes out during the inquiry, disciplinary and/or legal action may be taken.

#### **5. Grievance Redressal Committee ("GRC")**

##### **5.1. Composition and Appointment of GRC**

- 5.1.1. The GRC shall consist of six (6) members, including the Chairman. The current composition of the GRC is provided in Annexure 1 of this Policy.
- 5.1.2. The members of the GRC shall be appointed by the Company, with the Company having the discretion to determine the composition. While the Company aims to ensure representation from both management and senior permanent employees/workmen, it reserves the right to make such appointments based on the specific requirements and circumstances at the time. The Company's decision regarding the selection and composition of the GRC shall be final and binding.
- 5.1.3. As far as possible, at least one female member shall be included in the GRC.

##### **5.2. Vacancies in GRC**

- 5.2.1. Whenever a vacancy arises in the GRC for any reason, the Company shall promptly initiate the process to fill the vacancy and the management of the Company shall take appropriate measures to ensure the timely appointment of qualified individuals to the GRC.

5.2.2. In the event that vacancies exist in the GRC, the committee shall continue to function provided there are at least two or more members available.

5.2.3. In case the number of available members falls below the required quorum, the Company shall prioritize the appointment of new members to ensure the uninterrupted functioning of the GRC.

### **5.3. Roles and Responsibilities of GRC**

5.3.1. The GRC shall take grievances seriously, empathizing with the employee and understanding the reasons for their feelings of aggrievement, unhappiness, or dissatisfaction.

5.3.2. The GRC shall investigate the facts and surrounding circumstances, demonstrating a thorough and sensitive approach.

5.3.3. The GRC shall actively seek a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the employee's colleagues.

5.3.4. The GRC shall provide feedback to the employee about the resolution of the grievance, clearly communicating what can and cannot be done to address the issue.

5.3.5. The GRC shall take necessary follow-up actions, ensuring the implementation of resolutions and monitoring their effectiveness.

## **6. Grievance Redressal Process by GRC**

### **6.1. Receipt of Complaint**

6.1.1. The GRC shall receive written complaints from employees who have exhausted the first and second levels of grievance redressal or in cases where the grievance is against the reporting manager/team lead. The Grievance Redressal Form attached as Annexure 2 may be used.

6.1.2. The complaint should clearly state the nature of the grievance, relevant facts, and any supporting documentation, if available.

6.1.3. The GRC shall maintain strict confidentiality throughout the grievance handling process.

### **6.2. Acknowledgment and Investigation**

6.2.1. Upon receiving a complaint, the GRC shall acknowledge in writing the receipt to the employee within five (5) working days.

6.2.2. The GRC shall conduct a thorough inquiry, which may involve gathering evidence, interviewing relevant parties, and reviewing any relevant documentation. The investigation process shall be fair, impartial, and objective, ensuring that all parties involved are given an opportunity to present their case and provide necessary information.

### **6.3. Resolution and Communication**

6.3.1. The GRC shall strive to resolve the grievance within a reasonable timeframe, considering the complexity of the matter.

6.3.2. The GRC shall make every effort to find an amicable and fair resolution that addresses the concerns raised by the employee.

6.3.3. Once a decision is reached, the GRC shall communicate the resolution to the employee in writing, providing clear reasons for the decision.

#### **6.4. Decision-Making**

6.4.1. The GRC shall make decisions by a majority vote, with the Chairman having a casting vote in case of a tie.

6.4.2. All decisions of the GRC shall be final and binding, subject to the provisions of applicable laws and regulations.

#### **6.5. Follow-up and Implementation**

6.5.1. The GRC shall ensure that the decisions and recommendations are implemented promptly and effectively.

6.5.2. The GRC may monitor the implementation of the resolutions and take necessary follow-up actions to ensure compliance.

### **7. Confidentiality**

7.1. The GRC shall treat all grievances and related information with utmost confidentiality.

7.2. Only individuals directly involved in the grievance redressal process and those with a legitimate need to know shall have access to the information.

7.3. Disclosure of grievance-related information to unauthorized individuals may result in disciplinary action.

### **8. Records and Documentation**

8.1. All grievance-related documents, including the written appeals, investigation reports, GRC decisions, and any other relevant materials, shall be maintained in a confidential and secure manner.

8.2. The HR department shall retain the records for a specified period as per legal requirements.

### **9. Non-Retaliation**

9.1. SNF strictly prohibits retaliation against any employee who raises a grievance in good faith. Any form of retaliation will be treated as a violation of the Company policy and may result in disciplinary action.

### **10. Review and Monitoring**

10.1. The effectiveness of this Policy shall be periodically reviewed by SNF periodically to ensure its relevance and compliance with applicable laws and regulations.

## **11. Removal of GRC Members and Complaints against GRC Members**

### **11.1. Removal of GRC Members**

- 11.1.1. The Company reserves the right to remove a member from the GRC if they fail to fulfil their responsibilities, engage in misconduct, or breach the trust and confidence placed in them.
- 11.1.2. The decision to remove a GRC member shall be based on a fair and unbiased assessment of the circumstances and in accordance with the Company's policies and procedures.
- 11.1.3. Prior to the removal of a GRC member, the individual shall be provided with an opportunity to present their case and respond to the allegations against them.
- 11.1.4. The final decision regarding the removal of a GRC member shall be made by the Company.

### **11.2. Complaints against GRC Members**

- 11.2.1. If an employee has a complaint against a member of the GRC, they have the right to raise their concerns without fear of retaliation or prejudice.
- 11.2.2. The employee may submit a written complaint to the HR Head, clearly stating the details of the complaint, including the nature of the grievance and the specific behaviour or actions of the GRC member in question.
- 11.2.3. The HR Head shall promptly initiate an investigation into the complaint, ensuring confidentiality and impartiality throughout the process.
- 11.2.4. The investigation shall involve gathering relevant evidence, interviewing relevant parties, and conducting a fair and thorough assessment of the complaint.
- 11.2.5. Based on the findings of the investigation, HR Head will make recommendations to the Company management.
- 11.2.6. Appropriate actions shall be taken by the Company management, which may include disciplinary measures, retraining, or removal of the GRC member, depending on the severity and nature of the findings.
- 11.2.7. The complainant shall be informed of the outcome of the investigation and the actions taken, while maintaining the confidentiality of all parties involved.

## **12. Miscellaneous**

- 12.1. The Company reserves the right to deviate from the provisions outlined in this Policy as and when deemed necessary, at its absolute discretion. Such deviations may be warranted in exceptional circumstances or where legal obligations or business requirements necessitate alternative approaches to address grievances effectively.
- 12.2. The Company maintains the ultimate decision-making authority in the grievance resolution process. While the GRC or any other designated body may investigate and make

recommendations, the Company reserves the right to exercise its judgment and may choose not to accept the recommendations of the GRC. The final decision rests with the Company, and it will communicate its decision in a fair and transparent manner to all relevant parties involved.

- 12.3. The Company retains the authority to amend, modify, or revise this Policy as and when required, at its discretion. It is the responsibility of all employees and stakeholders to proactively stay informed about any updates or changes to the policy. The Company shall make reasonable efforts to communicate such amendments; however, it does not bear liability for failure to notify individual employees. It is incumbent upon employees to regularly review the Policy and ensure their understanding and compliance with the most current version.



**KUMARESAN RAJENDRAN**  
Chairman And Managing Director

## Annexure 1

Composition of the Grievance Redressal Committee

S.N o.	Name	Role	Ext./ Phone	Email
1	Mr. Rajesh Varanasi	Chairperson	0891-6198742	rajesh.v@snf.com
2	Ms. Anita Sahu	Member	0891-6198803	anita.s@snf.com
3	Mr. P Appala Naidu	Member	0891-6198731	apotnuru@snf.com
4	Mr. G Gangadharam	Member	0891-6198868	gangadharam.g@snf.com
5	Mr. Ch Sri Vidya Roy	Member	0891-6198787	csrividyaroy@snf.com
6	Mr. D Somunaidu (MJC)	Member	0891-6198729	



**KUMARESAN RAJENDRAN**  
Chairman And Managing Director



## Annexure – 2

### Grievance Redressal Form

Name of the Employee		Contact Number	
Emp. ID		E.mail ID	
Designation		R.M / HOD Name	
Department			

Description of Grievance:

Signature of the Employee

Date :

Description of Grievance:

Signature of the Employee

Date :

Signature of the HOD - HR

Date :