

1.7 GRIEVANCE REDRESSAL MECHANISM & SOP FOR IMPLEMENTATION

SSEL

GRIEVANCE REDRESSAL MECHANISM & SOP FOR IMPLEMENTATION

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Developed by: ESG Department

Owner Department: GENERAL COUNSEL

Approved by : Group CEO

VISION

To create a fair and equitable workplace redressal mechanism that addresses violation of policies, like the Code of Conduct, Code of Ethics, Diversity & Inclusion among others, ensures effective implementation of all policies

POLICY

Grievance Redressal Mechanism for Employees – SPEAKUP - is put in place to give an opportunity for employees to report violation of policies – without fear of retaliation and for redressal of the same to be done in a responsible manner

PURPOSE

SPEAKUP is the employee redressal mechanism with an exclusive email id SpeakUp@ssel.in which is monitored by the General Counsel. Violation of any policy of the company, when the same cannot be reported to OR amicably resolved with the help of the Reporting Manager, can be brought under the purview of the General Counsel by dropping your grievance to this email id.

KEY PRINCIPLES

Ensuring implementation of policies that assure a fair and equitable workplace.

Confidentiality of complaints by complainant & process drivers

APPLICATION OF THE POLICY

The SOP for Grievance Redressal is as below: -

- Any complaint dropped in SPEAKUP email will get an acknowledgement, intimating commencement of process of resolution within 7 working days.
- Complaints are resolved by a 3-member committee of senior employees who will decide on need and process of investigation depending on the prima facie gravity of the complaint.
- The investigation and resolution of the complaint should not exceed 45 working days from the date of complaint.
- Confidentiality is the key to resolving issues, hence the complainant is advised to keep confidential the details of the complaint.
- If there is a need for counselling in the interim, the acknowledgement mail can be cited by the complainant and support may be sought to the same email id
- All employees are requested to be aware of the policies of the company and support each other to create an amicable working environment
- Please keep in mind that the policies and the redressal mechanism are created to achieve a fair and equitable workplace which is devoid of discrimination and to enhance a feeling of fraternity amongst the employees which leads to better working environment.

REPORT & RECORD

Every complaint received, resolved, pending and any such data from the grievance redressal mechanism – SPEAK UP - will be documented and published in the documents that are shared publicly – like the Annual Report and other disclosures

POLICY REVIEW

This Policy will be reviewed at least annually to ensure it remains in line with legislation and the Group's organizational principles

ZERO RETALIATION

Company will not tolerate retaliation in any form against anyone for raising concerns or reporting what they genuinely believe to be violation of any of the policies. All reports will be treated confidentially.

SOP FOR IMPLEMENTATION


