 The Future of Diamond	Grievance Redressal Policy TRUSHNA EXIM 01/B Jariwala Compound, Sumul Dairy Road, Surat	Page No.:	Page 1/7
		Process Version. :	V 01
Policy No: TE/HO/HR/006	Department: Human Resource	Issue Date:	01/12/2022
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		Revision No.:	2

History of Revision:

Sr. No.	Date of Revision	Revision No.	Reason for Revision
1	01/01/2024	1	N/A
2	01/01/2026	2	N/A

Purpose

Trushna Exim is committed to providing a positive working environment where employees are treated fairly and with dignity and respect. We recognise that sometimes concerns and issues related to employment, working conditions, entitlements, service condition; occur and you may need support to resolve them. This policy explains how to raise a grievance and the steps that will be taken to find a resolution as swiftly as possible.

Scope

This policy applies to all employees and relates to issues or incidents that have occurred in work or in a work-related situation.

Definitions

Complainant: shall mean any Associate (including legal heirs, assigns or legal representatives) who reports a grievance to the Organization;

Respondent: is an employee or worker who is being complained about.

Grievance: is a concern, problem or complaint related to your work or workplace that is causing you disadvantage, harm or upset.



Grievance Reasons (Illustrative)

Compensation (Gender pay difference, pay disparity); Difference in opinion with supervisors/colleagues/subordinates; Feeling of bias, neglect and humiliation; Workplace harassment; Supervisor's behaviour; Promotional opportunities; Termination, except where as a result of a disciplinary action; Unjustifiable denial of Leave/compensatory leave; Delay or denial in provision of phone, laptop, computer etc subject to the Organization entitlements; Grievance against unavailability or non-repair of office facilities e.g. proper work space, wash room, air condition, canteen, etc; Access to members of Management Committee;

Principles

Whenever the grievance procedure is being followed, the following elements shall be considered while dealing with the issues fairly:

- Associates should always try to resolve problems in the work place amicably, at the earliest possible opportunity and usually with the least possible formality with helping hand of supervisors and seniors;
- All efforts shall be made to address matters before they reach the stage of becoming a formal grievance issue.

Grievance Redressal Committee

- A Grievance Redressal Committee ("GRC" or the "Committee") shall be constituted at the Organization to deal with grievances of the Associates under this Policy. It shall be a standing committee and shall continue to remain in existence until dissolved by the Organization through a specific order;
- The Committee shall consist of **at least three persons**, one of whom shall be the convener. While appointing members to the committee, gender representation and a cross section of different levels of competent staff shall be considered. The Committee may, if deemed necessary co-opt the relevant Department head or any other Associate as part of the Committee, where such co-



- option is imperative to redress the grievance; and the Committee shall not become inoperative by reason of a vacancy being caused by way of resignation, transfer, etc. In the event of a vacancy being caused, the Committee shall be competent to co-opt any Associate of the Organization as a member with prior approval of the CEO of the Organization.

Roles and Responsibilities of GRC:

- The GRC shall be responsible to ensure that grievances are dealt with effectively in accordance with the procedures set out under this Policy. The GRC and senior members of the Organization shall ensure that sufficient advice and guidance is provided to the Complainant and the Respondent. In doing so, GRC shall adhere to the **following principles:**
 - Take grievances seriously considering why the Associate feels aggrieved, unhappy or dissatisfied;
 - The Committee shall strictly adhere to the principles of natural justice while conducting an enquiry into a complaint and shall grant sufficient right and opportunity to the Respondent to present himself/herself and submit a reply;
 - Ensure that effective counselling is provided to the Associate and actively look for a solution that will address the Associate's grievances;
 - Give feedback to the Associate about the action which has been taken to redress his/her grievance.

Reporting & Redressal Procedure

- **Reporting of Grievance**

Open-Door Culture

- The Open-Door philosophy is a fundamental part of Organization's culture and is designed to foster a work environment that welcomes early identification of challenges, problems and resolution thereof. The door is open to anyone who chooses to telephone or talk face to face with any level of supervision or Management in our Organization. Open Door provides an opportunity for Associates to express suggestions, observations or concerns regarding the Organization to the attention of any Manager, Human Resource or member of Management Committee. All issues discussed will be treated confidentially and impartially.



- Every Associate is assured that each issue, concern or suggestion will be given priority consideration and addressed in a manner best suited to resolve the matter satisfactorily.

Suggestion & Complaint Box

- Grievances can be reported formally in writing by the Associate.
- **Grievance Redressal Procedure**
 - There will be a three-tier grievance procedure with further provision of appeal, as detailed below:

The Committee shall strictly adhere to the principles of natural justice while conducting an enquiry into a complaint. Given below is the process that shall be adopted while conducting an enquiry into a complaint. Though the procedure delineated below shall be adopted for all grievances, but if the Committee is of the view that in a given case there is a need to deviate from the laid-down process to ascertain the truth, it shall be at liberty to do so.

Stage – I: Informal

Any grievance of an Associate should be first discussed verbally by him/her with the immediate supervisor;

If grievance is with the supervisor itself and Associate is not comfortable to connect with supervisor, in such cases Associate should connect directly with Human Resource Manager;

Human Resource Manager will first set up informal meeting with both the involved parties to discuss, understand and resolve the grievance through conciliation within 5 working days of the reporting thereof.

Stage – II: Formal

In case the Associate is not satisfied with the decision communicated to them at Stage-I or fails to receive the reply within stipulated period, Associate may submit his/her grievance, by filling a Grievance Form to the GRC for the latter's consideration. At this stage, the grievance will be looked into by a GRC;

A written acknowledgement shall be sent to the Complainant within 3 working days of the receipt of the complaint/grievance by GRC;

The Complainant who has filed a Stage-II grievance may be allowed to present his/her case in person, and may be allowed to be assisted by a co-worker of his or her choice before the Committee;

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When either Complainant or the Respondent desires to submit any document by way of evidence before the Committee, they shall be permitted to produce such documentary evidence, production of photocopies of documents duly authenticated shall suffice. If the photocopies submitted are unauthenticated then the veracity of all such documents shall be verified by the Committee on its own. In case the complainant is not in a position to produce a document in support of the allegations due to the fact that such documents are in possession of another Associate, in such an eventuality the Committee, in the interest of justice, and if it considers the 8 documents relevant, may summon those documents from the Associate in whose possession they are.

If the complainant wishes to examine some witnesses in support of the allegations levelled by him/her, Committee may permit the same and examine all the witnesses cited by him/her, who are considered relevant to the facts of the case by it. The Committee shall have the power to refuse examination of a witness cited by the complainant who is considered to be irrelevant to the subject Enquiry.

Committee may, subject to justifiable reasons and circumstances shall on request of the Aggrieved, permit Complainant's request for examination of witnesses. It shall also afford an opportunity to the Respondent to produce witnesses, in its defence;

The Committee shall, before taking up a complaint for enquiry communicate about the same to the Complainant and Respondent;

The Committee shall provide every reasonable opportunity to the Complainant and Respondent, for putting forward and defending their respective cases;

The Committee will meet at regular fixed intervals to deliberate upon all such grievances as are addressed to it. In the event of difference of opinion amongst the members of the GRC, decision of majority will be prevailing; GRC shall give report and submit its findings to the CEO or Director HR as the case may be. GRC shall provide a copy of its report to the Complainant and Respondent. The GRC recommendations should be implemented within 30 days of the communication thereof; If it is found that a member of the Committee has prima-facie violated the provisions of this Policy, s/he shall forthwith be removed from their post.

Stage – III: Representation

A representation shall lie on the basis of the basis of the recommendations made by the GRC. If the Associate is not satisfied with the findings about his/her grievance at Stage – II and wishes to file a written representation s/he should let the GRC know. The Associate shall be invited to a



representation meeting within 5 working days of communication thereof and the representation will be heard by CEO/Managing Trustee of the Organization.

While deciding the Representation, the competent authority shall provide a personal hearing to the Complainant Associate and "Associate complained against" along with their submissions. The order disposing off the representation shall be the speaking order.

The designated authority at this stage will be responsible for hearing, deciding on appeals, mediation and finding resolution.

No second representation shall lie against the administrative action taken on the basis of recommendation of GRC

- **Decisions**

- The Committee shall invariably attempt to reach a consensus. The decision taken after Stage III shall be final and binding on all parties.

- **Non-Retaliation**

- Information on Associates reporting violations or potential violations of this Policy shall remain confidential. The Organization's culture does not encourage any semblance of retaliatory behaviour against the Complainant.

- **Record Retention & Access**

- The Committee should ensure that the following minimal set of records are maintained. Human Resources department shall ensure the filing and safekeeping of the records.
 - Written grievance statement;
 - The nature of the grievance;
 - Evidences;
 - Reports & recommendations of the GRC (including the interim-report as well as the final one);
 - Corrective action taken on the GRC Reports;
- All documentation pertaining to a Complaint will be maintained for a period not less than two (2) years from the date of disposal of the Complaint.

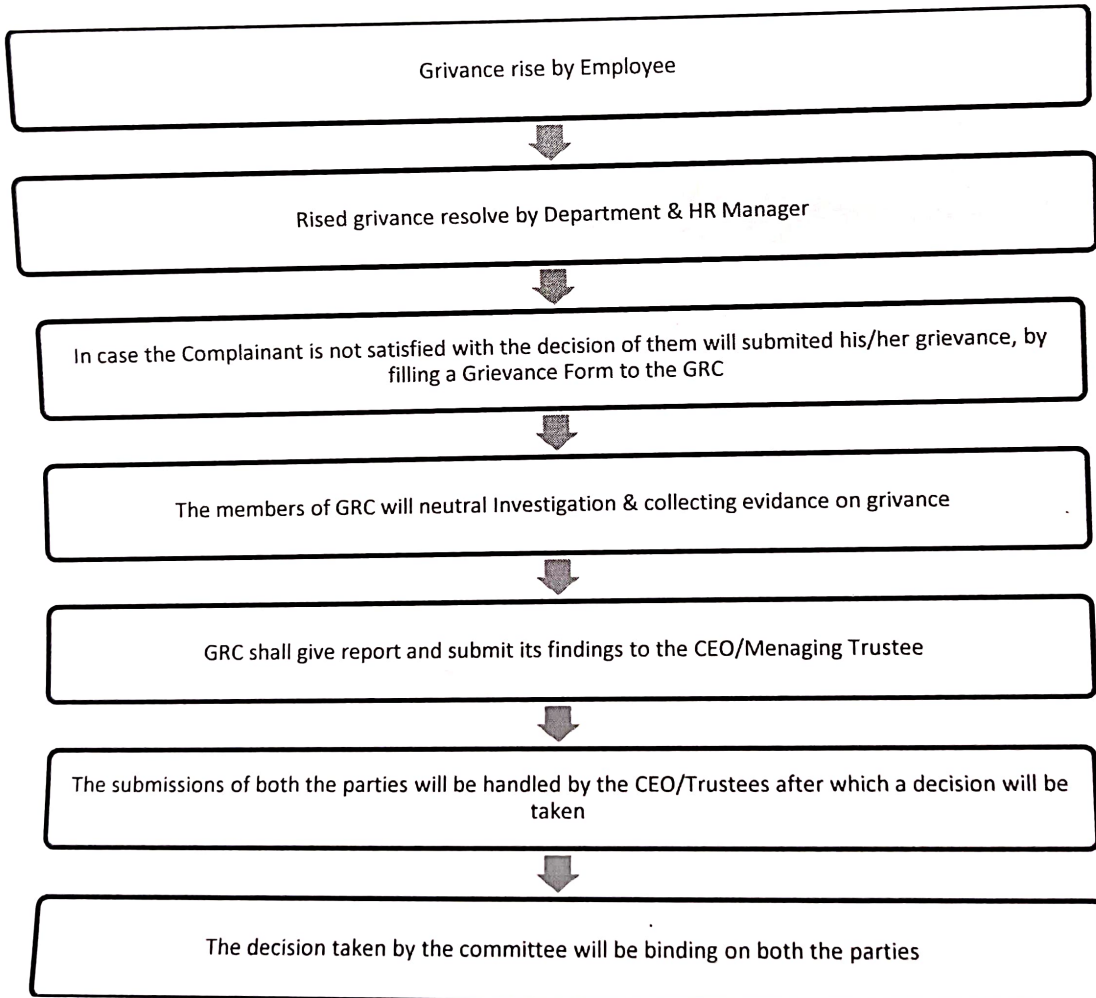
- **Confidentiality**

All reports and records associated with Complaints under this Policy are considered confidential information and access will be restricted by the Organization as deemed fit.

All members of the Grievance Committee, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality and sensitivity at all times and hold in confidence, all documentation and information exchanged in the process.

All concerned records shall normally not be disclosed except in cases as required under any legal obligations or judicial orders

Procedure:



PREPARE BY

HR Department

APPROVED BY MODIFACTION AUTHORITY

COO/CEO

