



UPL

Grievance Redressal Policy



Policy fact sheet

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| Policy owner: | HR Department |
| Policy approver: | Global CHRO |
| Version: | 1.0 |
| Date: | 01/04/2020 |
| Scope | This policy applies to all fulltime employees of UPL & its subsidiaries in India |
| Confidential: | No, for internal use only |

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1. Purpose

UPL's Grievance Redressal Policy explains how employees can voice their complaints in a constructive way and ensure that their point of view is heard and the issue effectively resolved, thereby avoiding conflict and misunderstandings.

The company encourages employees to communicate their grievances to foster a supportive and pleasant workplace for everyone.

In line with our *Always Human* Value, we prioritize connecting with people in a human way by:

-  Showing Respect
-  Demonstrating Trust
-  Celebrating Diversity

While there are many forums for employees to raise their concerns like suggestion boxes, open-house meetings, workplace improvement forums, women's open-house meetings, and works, safety, or canteen committees, this policy informs us how raise a formal complaint or grievance.

2. Scope

This policy refers to everyone in the company, regardless of position or status. The objective of the Grievance Redressal Policy is to provide a means of dealing promptly with any employee grievance in connection with their work, in a fair and consistent manner.

3. Policy Elements

3.1 Grievance definitions

We define a grievance as any complaint, problem, or concern of an employee regarding their workplace, job, or co-worker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and Safety issues
- Supervisor behavioural issues
- Adverse changes in employment conditions

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

3.2 Right to Information

Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a Grievance Form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Make an appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Make an appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at every stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the company or external agencies (e.g., Equal Employment Opportunity Committee)

3.3 Grievance Procedure

Step 1:

The aggrieved employee/job applicant can register their grievance by reaching out to greviance_cell@uniphos.com UPL@tip-offs.com or calling on our regionwide hotline number XXXXXXXXXXXXX

Step 2:

The complaint is forwarded to the Grievance Redressal Committee who in turn work with the respective leadership team and HR on the next steps.

Step 3:

The Grievance Redressal Committee initiates the enquiry either independently or consults the Unit-level committee for further fact-finding.

Step 4:

The committee ensures that the entire enquiry is done in a fair, neutral, and unbiased manner. Wherever possible sincere efforts shall be made to establish a dialogue between the concerned parties and/or enable a mediation process. The relevant stakeholders shall be kept informed throughout the process.

Step 5:

The entire enquiry is to be concluded within 60 days' time and the response communicated to the aggrieved party. The timeline can also be mutually agreed-upon between the aggrieved party and committee – It should not however, go beyond 120 days. Accurate records shall be maintained by the Grievance Redressal Committee.

Step 6:

If found guilty, the party in question can be subjected to disciplinary proceedings, including and up to termination of employment. **The decision of the committee is final and binding.**

Reference:

Also refer to UPL's Human Rights Policy.