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|---|---------------------------|--------------------------|-------------------|---------------|---------------------|
|  | <b>HR POLICY MANUAL</b>   |                          |                   | Doc. No.      | JBM-HR-05-05        |
|   | <b>Group Level</b>        | <b>BU/Business Level</b> | <b>Unit Level</b> | Rev No.       | 1                   |
|   | ✓                         |                          | ✓                 | Rev Date      | Oct. 2021           |
|   | <b>GRIEVANCE HANDLING</b> |                          |                   | Rev Frequency | Yearly              |
|   |                           |                          |                   | Doc Owner     | Unit HR             |
|   |                           |                          |                   | Approved By   | Group Corp. HR Head |

### 1. **OBJECTIVE:**

An employee is encouraged to discuss issues openly with those issues in which he/she is directly involved as well as with his/her immediate superior. As far as possible, the issues should be resolved within the departments. In case an employee is unable to resolve issue within the department, he/she may follow the process outlined below.

### 2. **APPLICABILITY:**

This policy is applicable to all the regular employees of all the units of JBM Group.

### 3. **PROCEDURE:**

- i. The employee should submit his/her written concern to his/her HOD/Functional Head, outlining the concern and suggested remedy. A copy of the concern should be sent to the BUHRPA/Business HRPA.
- ii. After receiving the concern, the HOD/Functional Head will meet the employee within five working days to discuss the issue raised by him/her.
- iii. A response will be given to the employee within two working days and same should be informed to the concerned HR.
- iv. In case the employee is not satisfied with the response, he/she may submit his/her written concern to the concerned Plant Head/Head Group Corporate HR, as the case may be, along with any additional information he/she feels is pertinent. A copy should be sent to the concerned HR.
- v. The Plant Head/Head Group Corporate HR will take appropriate steps to arrive at a final decision and convey it, within 2 weeks.