

HMA Industries Pvt. Ltd.

Grievance Handling Policy

1. Purpose

The purpose of this policy is to establish a fair, transparent, and structured process for handling employee grievances at HMA Industries Pvt. Ltd. It ensures timely resolution of workplace concerns while promoting a positive work environment.

2. Scope

This policy applies to all employees, including permanent, contractual, temporary, and trainees, across all units and locations of HMA Industries Pvt. Ltd.

3. Definition of Grievance

A grievance is any genuine concern, complaint, or dissatisfaction raised by an employee related to work conditions, management decisions, behavior of colleagues, harassment, discrimination, or violation of company policies.

4. Policy Principles

- All grievances will be handled with fairness, confidentiality, and without retaliation.
- Employees are encouraged to resolve issues informally at the earliest stage.
- Grievances will be acknowledged and resolved promptly within defined timelines.
- No employee shall be victimized for raising a grievance in good faith.

5. Types of Grievances

- Workplace harassment or misconduct
- Discrimination based on gender, race, age, religion, or disability
- Violation of labor rights and working conditions
- Unfair performance evaluations or disciplinary actions
- Health and safety concerns
- Policy violations or ethical breaches

6. Grievance Redressal Mechanism

Step 1: **Informal Resolution**

- Employee may raise the issue verbally with their immediate supervisor or HR representative.

Step 2: **Formal Written Complaint**

- If unresolved, the employee submits a formal grievance in writing (email or grievance form).
- HR acknowledges the grievance within ****3 working days****.

Step 3: **Investigation & Hearing**

- HR conducts an impartial investigation within ****7–14 working days****.
- Both the complainant and any involved parties are given an opportunity to present their

case.

Step 4: **Resolution & Communication**

- HR provides a written response outlining the findings and resolution.
- If required, corrective or disciplinary actions will be recommended.

Step 5: **Appeal**

- If dissatisfied, the employee may appeal to senior management within ****7 days**** of receiving the decision.

7. Grievance Handling Timelines

- Acknowledgement of grievance: ****3 working days****
- Completion of investigation: ****7-14 working days****
- Final resolution & communication: ****within 21 working days****

8. Confidentiality & Non-Retaliation

- All grievances will be handled with strict confidentiality.
- Retaliation against employees who raise grievances in good faith will not be tolerated.
- Any breach of confidentiality will result in disciplinary action.

9. Roles & Responsibilities

- ****Employees:**** Raise grievances in good faith and cooperate during investigation.
- ****Supervisors:**** Attempt informal resolution and escalate unresolved issues.
- ****HR Department:**** Investigate, document, and ensure timely resolution.
- ****Management:**** Review escalated cases and ensure fair practices.

10. Documentation & Record Keeping

- HR will maintain records of all grievances, investigations, and resolutions.
- Records will be kept for a minimum of ****3 years**** for audit and compliance purposes.

11. Awareness & Communication

- All employees will be briefed about the grievance policy during induction.
- Policy will be available on the company intranet and displayed at notice boards.

12. Monitoring & Continuous Improvement

- HR will review grievance trends periodically to identify systemic issues.
- Improvements to policies and practices will be recommended based on analysis.

13. Linkage with Other Policies

- This policy works in alignment with POSH Policy, Code of Conduct, Anti-Harassment Policy, and Ethics & Compliance Policy.

14. Policy Review

- This policy will be reviewed annually or as needed to ensure relevance and effectiveness.

15. Approval

Prepared By: _____

Designation: _____

Date: _____

Reviewed & Approved By: _____

Designation: _____

Date: _____