

## **MOREPEN LABORATORIES LIMITED**

CIN: L24231HP1984PLC006028

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## **GREIVANCE REDRESSAL POLICY**

**PURPOSE AND OBJECTIVES:**

To Lay down the procedure for handling, investigating, taking actions concerning workplace, take appropriate corrective action and communication to interested parties.

This mechanism is established recognizing the importance of transparency and accountability The management of Morepen stays informed and involved so that decisive action can be taken when needed to avoid escalation of disputes. The GRM reviews and adjudicates upon grievances submitted by any individual or group, through a transparent mechanism involving all stakeholders concerned. In this context, all parties may provide the evidence or witnesses at grievance investigations to substantiate claims.

**POLICY STATEMENT:**

At Morepen, we are committed to fostering a fair, transparent, and responsive workplace where every employee's concerns are heard and addressed. Our Grievance Redressal Policy is designed to provide a clear and structured process for resolving grievances promptly and effectively. This policy ensures that all employees have the opportunity to voice their concerns without fear of retaliation and that all issues are handled impartially and confidentially.

We are dedicated to maintaining a positive work environment where mutual respect and open communication are paramount. Through this policy, we aim to enhance employee satisfaction, promote workplace harmony, and uphold the principles of fairness and justice. Thank you for your trust and cooperation in making Morepen a supportive and respectful workplace.

**SCOPE:**

This Procedure applies to grievance handling raised by employees concerning workplace which is confidential, unbiased, non retaliatory and accessible and available to all personnel.

**SPT:-** SOCIAL PERFORMANCE TEAM, DIRECTOR

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1. CONCERNED TECHNICAL REPERSENTATIVE
2. HR REPERSENTATIVE
3. ADMIN MANAGER
4. WORKER REPRESENTATIVE

REF: SOCIAL PERFORMANCE COMMITTE

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<sup>1</sup>Effective from Feb 10, 2023.

### **GREIVANCE REDRESSAL PROCEDURE:**

- In case of any problem observed with employee during work or after work the problem is reported to immediate supervisor concerned in Verbal and supervisor in first instance will try to address the problem himself.
- If the complaint is Serious in nature the same is discussed with Manager Operation and if the same kind of grievance is reported by some other employee, then it is recorded by the supervisor.
- Supervisor send the same to SPT and later root cause analysis of the grievance is carried out by the SPT and actions related to the same are recorded
  - Records of the same are maintained and actions for the complaint are verified
  - The same is also discussed in the Management review meeting also MD is appraised about the findings and actions taken
  - Root cause of complaints
  - Actions and Preventive action- Authority
  - Communication to Top Management
  - Mention how many complaint box available and communication to workers and their representative
  - This mechanism is established recognizing the importance of transparency and accountability.
  - The management of Morepen stays informed and involved so that decisive action can be taken when needed to avoid escalation of disputes.
  - Context, all parties may provide the evidence or witnesses at grievance investigations to substantiate claims.
  - The concerns and complaints of employees and other stakeholders can be freely made, will be addressed in a manner that is fair, objective and constructive. Morepen Team will review all grievances that are submitted. If Grievance redressal committee Morepen finds that a grievance is not related to Morepen's activities or if the company is in compliance with the national and international standards that Morepen is committed to, the same will be communicated.
  - If Morepen committee finds that the subject of the grievance is a result of Morepen activities and does not comply with Morepen's Environmental, Social, legal and policy commitments, we will investigate the issue.
  - Morepen will handle your grievance as confidential, if so requested.
  - It is important in this context to note that grievance mechanisms are increasingly important for businesses where ongoing risks or adverse impacts are anticipated. They serve to meet requirements, prevent and address community or employee concerns, reduce risk and assist larger processes that create positive social change. This mechanism is established recognizing the importance of accountability and that the concerns and complaints of stakeholders should be addressed in a manner that is fair, objective & constructive.

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<sup>2</sup>Effective from Feb 10, 2023.

## **PROCESS OWNER**

- For internal complaints HR is the process owner of GRM. For local communities E & S Department will be the process owner. For third party stakeholders Director will be the process owner.

## **POLICY FRAMEWORK**

GRM is a complementary process and shall be in support to other Morepen processes. The activities involved in GRM, and process is presented below;

1. Register Grievance
2. Categorisation and internal distribution
3. Acknowledgement of Grievance
4. Screening of Grievance (Valid/Invalid)
5. Communicate Decision / Updated information
6. Implementation of Corrective actions
7. Closing of Grievance

## **PROCEDURE TO HANDLE INTERNAL COMPLAINTS**

There will be four levels to handle any internal complaint raised by any employee.

**Level 1:** Written complaint will be raised to the concerned HOD. If the complaint is not resolved within 3 days then it will go to the next level.

**Level 2:** The level 1 unresolved complaint will go to HR. HR will resolve the complaint by considering all the evidences /witnesses within 5 days. If HR will not resolve the complaint within 5 days, then it will go to level 3.

**Level 3:** Level 2 unresolved complaint will go to Plant Head. If Plant Head will not resolve the complaint within 10 days, then it will go to the Director.

**Level 4:** Director.

## **EXTERNAL COMPLAINTS**

For external stakeholders viz third parties (customers, suppliers, vendors, auditors etc.) can raise their complaints on company website / weblink @ [www.morepen.com](http://www.morepen.com). The complaint will directly go to Director. And accordingly, the action will be taken and resolution will be provided.

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<sup>3</sup>Effective from Feb 10, 2023.

## **COMMUNITY COMPLAINTS**

For Local Community/Panchayats: The complaints will directly come to E&S Department and resolution will be provided in 30 days for the issue raised.

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<sup>4</sup>*Effective from Feb 10, 2023.*