

Employee grievance redressal policy	
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1.0 Purpose

The objective of this policy is to provide employees with a framework for an effective grievance mechanism for receiving handling and responding to grievance/concern raised by employee.

The policy has been formulated taking the following into consideration:

- Employees are treated fairly at all times.
- Complaints raised by employees are dealt with courtesy and on time.
- All complaints are dealt fairly and efficiently.

2.0 Scope

Applicable to all full time, regular employees of Syngene International Limited including contractual employees, consultants, trainees and interns at every office location in India.

3.0 Definitions:

- **Grievance:** Real or perceived problem or concern in relation to work, general administration, payroll/ reimbursements or any other concern in relation to any existing policy which is raised with the employer by an employee(complainant) within scope of company defined policies.
- **Syng-connect/Success Factor** – An online workspace available to all employees to access HR Helpdesk, performance management program, training & development (learning suite).
- **HR Solution Centre:** A workspace where the complainant can formally raise and escalate their concern for closure within defined timelines.
- **Complainant:** Employee who has a grievance to be redressed.
- **SPOC:** Respective process owner dedicated to respond to an employee’s queries raised through HR solution centre.

- Grievance Redressal Committee:** Members responsible to review and close escalated grievances which are within the scope of policies. The grievance redressal committee may recommend changes in policies. the grievances redressal committee may also recommend disciplinary action if false and frivolous complaints are registered and proved.

Timelines for redressal of grievances:

By respective SPOC through HR solution centre	Respective turnaround timelines as categorised in the HR solution centre
By respective HRBP/functional head	7 Working Days
By grievance redressal committee	30 Working Days

4.0 Guidelines

- 4.1** Complainant can register their concern/query through HR solution centre. A ticket number is allotted to the query/concern raised by the employee on HR solution centre. The concerned SPOC will be responsible to respond to the query/concern raised and close the ticket number within the required turnaround timelines.
- 4.2** If the employee is not satisfied with the ticket closure by the SPOC on HR Solution centre, the concern can be escalated to the respective HRBP/functional head through e-mail. The respective HRBP/functional head are required to address the concern/query raised by the complainant within 7 working days.
- 4.3** If the complainant is not satisfied with the redressal by the HRBP/functional head, the query/concern can be escalated to the grievance redressal committee through Grievance.redressal@syngeneintl.com by filling the grievance redressal form which can be downloaded by [clicking here](#).
- 4.4** Complainant is required to ensure to have exhausted all above stated channels to resolve their concern/query before writing to the grievance redressal committee.
- 4.5** The grievance redressal committee reviews and evaluates escalated grievances raised by the complainant. The final decision is communicated to the complainant through the grievance redressal desk, within 30 working days.
- 4.6** The complainant if not satisfied with the committee's final decision, may further escalate to the chief human resource officer.

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4.7 Members of Grievance Redressal Committee:

#	Name	Designation
1	Manoj Gupta	Associate vice-president- Finance
2	Precilla Dsa	Associate general manager-Administration
3	Joydeep Choudhury	Deputy general manager- Human resources

5.0 Responsibility:

5.1 Complainant: The complainant is expected to make use of available online resources and talk to respective HRBP before registering and escalating grievance through the grievance redressal committee.

5.2 Human Resources Business Partner: The respective HRBP will be responsible to reach out to respective SPOC/process owner as may be required and respond to the grievance within defined timelines.

5.3 Grievance Redressal Committee: considers grievances submitted by an employee related to employment, working conditions, and quality of services assured, or any other alleged injustice done during the course of employment.