



## **EON ELECTRIC LIMITED - GRIEVANCE REDRESSAL PROCEDURE FOR EMPLOYEES**

The Company is committed to providing a work environment that is safe, fair and free from discrimination and harassment for its employees.

EON Management aims to provide an effective and acceptable means for employees to bring problems and complaints concerning their work and their wellbeing at work to the attention of Management.

In order to streamline the grievance handling system in the company, the Management is pleased to introduce the following “ **Grievance Redressal Procedure**” with immediate effect.

### **OBJECTIVES**

The prime objective of the grievance redressal procedure is to promote practices and procedures which would ensure creation and sustenance of healthy employer – employee relationship, expeditious settlement of genuine grievances of employees so as to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization. Besides this it may result in strengthening the team spirit among all the members which is necessary to achieve the goals of the organization.

### **APPLICABILITY**

This policy is applicable to all the employees of the company.

### **Basis For Grievance Handling**

- Grievance resolution is an integral part of managers, supervisors and HR duties which also include responsibility for identifying, preventing, responding to and redressing problems in the workplace.
- Grievances should be treated seriously, expeditiously and sensitively, having due regard to procedural fairness, confidentiality and the potential for victimisation.
- Grievances should be handled quickly and as close as possible to their source.
- Employees should raise concerns as early as possible after the incident relating to the complaint has occurred.
- Wherever possible, grievances should be resolved by a process of discussion, co-operation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing work relationships.



- Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the grievance.
- Employees should not instigate grievances that are frivolous or malicious. Employees are expected to participate in the grievance resolution process in good faith.

### **Preliminary Action**

- Before initiating the grievance procedures, the complainant should try to resolve the problem directly with the person/s concerned if possible. If this is not possible or appropriate, the complainant should proceed to Step 1 of the procedure below.
- Employees may seek advice or assistance, in strict confidence, on the best way to tackle a problem or complaint from their supervisor, manager, department head or HR Head.

### **Step 1** – Talk to the appropriate responsible officer

- Where the person, following preliminary action, has not been able to resolve the grievance, she/he should take the matter up with the appropriate responsible officer (normally the supervisor). Where the complaint involves the supervisor, it should be referred to the next most appropriate staff member - normally this will be the supervisor's supervisor or the department head as the case may be.
- The responsible officer will assess the complaint to determine the nature of the complaint. If it relates to misconduct or disciplinary action, the officer should forward the complaint straight to HR for necessary action. For other complaints, grievance resolution process will be followed
- As soon as practicable and normally within five working days of receiving the complaint, the responsible officer in consultation with HR should organise a face to face interview with the complainant (or a telephone interview if necessary), to hear the full details of the complaint. Once the *responsible officer* has received full details of the complaint, the respondent should be informed of the allegations. The responsible officer should approach the grievance with the aim of resolving it expeditiously, confidentially, and normally within ten working days of receipt of



the complaint. Among actions to be taken within this period by the responsible officer are the following:

- a) listen carefully to the complainant's concerns and their desired outcomes and any responses given by the respondent;
- b) provide the complainant and respondent with a copy of this Policy, explaining the process and the range of options available to them;
- c) since the aim of this Policy is to resolve an issue between the parties which may involve negotiation, conciliation or mediation, it is not possible to investigate anonymous complaints;
- d) make notes and diarise events as appropriate;
- e) consider whether the matter can be resolved at the local level or whether it should be referred to Department Head / HR Head for advice and/or resolution.
- f) keep the complainant and the respondent informed of actions taken and the progress of the complaint;
- g) in any action taken the responsible officer must ensure procedural fairness for all parties involved, including fully informing the respondent of the grievance policy and process, the allegations made against him/her, the identity of the complainant and providing an opportunity to respond.
- h) document the actions taken to resolve the complaint including any findings made or agreements reached and provide a copy to the complainant and respondent.

### **Step 2 – Refer to Grievance Handling Committee**

- If a complaint remains unresolved by the end of Step 1, or exceeds the ten working day time-line, it must be referred to the Grievance Handling Committee consisting of following nominated members by the Management:
  1. Finance Head : Chairman
  2. HR Head: Member
  3. VP (Sales& Marketing): Member
  4. and/or any officers as may be nominated by the Management



- Grievance Handling Committee may appoint a Grievance Officer who will use every internal means to achieve a satisfactory outcome.
- The grievance officer first determines whether the subject matter of the complaint constitutes a genuine grievance. If the grievance is considered frivolous, vexatious, is lacking in substance, or does not come within the ambit of this policy, the grievance officer may choose not to proceed with the complaint. The complainant may appeal directly to the Head of Department if not satisfied that a grievance has been reasonably considered by the grievance officer .
- The grievance officer may have some awareness of the complaint as a result of the prior lodgement of a Grievance Resolution Report Form, and will act to resolve the matter, taking into account information gathered in discussion with the complainant and respondent, and by further investigating the matter and noting any prior actions taken under Step 1 of the process.
- The grievance officer will continue to work on the grievance until a resolution that is satisfactory to all parties has been reached while ensuring that the principles of procedural fairness are applied equally to all parties. If it is possible to conciliate the matter, the grievance officer will monitor the outcome.
- If the grievance is not resolved within twenty working days, Step 3 will be initiated which will normally involve the provision of a written report from the grievance officer to the Head of Department.

**Step 3 –**

- If the grievance remains unresolved or requires further determination, it may be referred to the Management.
- If the grievance remains unresolved after twenty working days, it may be referred in writing to the Management by the complainant, the respondent, the grievance officer or by any other appropriate party.
- Management may take such actions as he or she considers appropriate, including:



1. resolving the complaint directly, undertaking any further investigation the Head of Department considers appropriate;
2. referring the complaint back to the grievance officer or to the appropriate responsible officer for further investigation and action;
3. dismissing the complaint.

**GRIEVANCE REDRESSAL OFFICER**

K B SATIJA

Chief Financial Officer

B-88, Sector -83, Noida

Phone No. – 120-3096700

Email Id. [investors@eonelectric.com](mailto:investors@eonelectric.com)