AVIK PHARMACEUTICAL LIMITED
A-1/7 & A-1/8,1st Phase, GIDC Vapi - 396 195. Dist.-Valsad, Gujarat State,India
Phone : (0260) 2401593, E-mail: avikpharma@avikpharma.com
CIN : U99999MH1979PLC021711

GRIEVANCE MECHANISM POLICY

INTRODUCTION

The grievance process, outlined in the document, provides an avenue for Employees to voice their concerns and provides transparency on how grievances will be managed internally. This aims to reduce conflict and strengthen employee relationships.

PURPOSE

This Policy aims to provide a mechanism for individual employees to raise a grievance arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization. This includes concerns from an employee about an action that has been taken and or an in-action, or a planned action in relation to them by a HOD & Management.

This policy should be read in conjunction with other related Policy Documents such as the Code of Conduct.

SCOPE

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance as described in this policy in an effort to seek an equitable solution. For the purposes of this Policy, a

'grievance' is defined as any type of problem, concern, or complaint related to work or the work environment. A grievance may be about an act, omission, situation, or decision that the Employee thinks to be unfair, discriminatory, or unjustified.

The Policy will not cover matters of Employment that have a separate appeals process through other established Policies. The person should put the formal grievance in writing. Once the grievance is filed and disciplinary action has begun for the same or related issue, no further action shall be taken with the grievance procedures while such disciplinary action is pending.

GRIEVANCE FILLING PROCEDURE

Before filing an official grievance complaint, Avik Pharma asks that all employees review the policy that directly impacts their complaint. For example, if an employee files a sexual harassment complaint, he/she must consult the company's POSH and the human resource (HR) department.

Avik Pharma encourages employees to resolve minor disputes with the help of a manager, and human resource (HR) department representative. If the informal complaint is not fairly and constructively resolved within a Week, employees may file a formal grievance.

Employees can file grievances when:

- They have been victims of workplace harassment.
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behaviour.
- There are unjust changes made to the employment agreement.
- Policy guidelines are violated.
- There is a dispute between coworkers, suppliers, and/or management.

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ROLES AND RESPONSIBILITIES

The HR, HOD and Management shall ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out in this Policy. In doing so, the HR, HOD and Management shall adhere to the following principles

- Take grievances seriously taking on priority why the employee feels aggrieved, unhappy or dissatisfied,
- Investigate the facts and surrounding circumstances, and show the employees that this has been done thoroughly and sensitively,
- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues,
- Provide feedback to the employee about what can, and cannot be done to resolve the grievance,
- Take necessary follow-up action.

RECORDS

The admin/HR department shall be responsible for the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- The action was taken with reasons for it to be taken
- A written statement of the decisions

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DECISIONS

The decisions of the HR and HOD shall be final. However, the Grievance Procedure includes an appeal mechanism hereby. A grievant can raise further if dissatisfaction with a decision of the HR & HOD's approach the Avik management to resolve it or for further action.

CONFIDENTIALITY

Avik Pharma Employees, including senior management and HR representatives, are required to Mutual Understanding that limits them from discussing the grievance before and after it has been resolved. All parties are prohibited from discussing the matter with any other Avik Pharma Employees.

POLICY VIOLATIONS

If an employee is found to have violated the grievance procedure policy, they will be subject to disciplinary action. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, or suspension.

If an employee is clearly proven to have committed the grievance he/she is being accused of, Avik Pharma will adhere to its Disciplinary Action Policy to ensure that the matter is resolved fairly and according to company guidelines.

AUTHORIZED SIGNATORY

14/02/2025

DR. ABHAY H. CHHEDA
(President- Operation)