

EMPLOYEE GRIEVANCE POLICY

KKCL adheres to the requirements of section 9C of the Indian Industrial Disputes Act, 1947, which mandates the formation of a Grievance Redressal Committee (GRC).

1. Purpose

KKCL values employee satisfaction and engagement as a top priority. The main goal of this policy for resolving complaints is to give employees a chance to express their concerns. KKCL ensures a transparent process for addressing grievances, aiming to foster a productive and welcoming workplace for all.

2. Scope

The policy applies to all KKCL employees, regardless of position or rank.

3. Definition

Grievance Definition:

- a. A grievance refers to any formal or informal complaint, concern, or dispute raised by an employee regarding their employment, working conditions, or the interpretation/application of company policies or practices.
- b. Grievances may include, but are not limited to, issues related to discrimination, harassment, working conditions, job assignments, interpersonal conflicts, disciplinary actions, compensation, or any violation of employment laws.

KKCL: Kewal Kiran Clothing Limited and its subsidiaries and affiliates and any company that is directly or indirectly wholly or majority-owned or otherwise controlled by it.

KKCL Personnel: Any employee, workers and directors of KKCL.

4. Rights and Responsibilities

Any worker who has a grievance can:

- get in touch with their immediate supervisor or the HR department.
- submit a detailed application outlining the circumstances; enter a plea opposing any formal decision.

The person who is the subject of the complaint has the right to receive a copy of the accusations.

- make a formal appeal of any decision.
- Establish a well-organized grievance procedure for employees.
- Analyze objectively.
- Treat everyone on an equal footing.
- Maintain anonymity.
- Create a safe place to work

5. Procedure

Report to the immediate superior or plant head

The superior or plant head should be notified first. Within three (3) business days, they should try to resolve the issue and inform the employee.

Report to the Head of Human Resources

If the supervisor or Plant Head are unable to resolve the dispute, the matter should be sent to the Head of Human Resources. The HR Head is responsible for conducting an investigation and gathering all relevant data.

The employee can file a complaint outside of the company if the situation involves theft or sexual misconduct.

- The company must, upon receiving the complaint, ask the employee to complete the grievance form.
- Discuss the situation with the victim to clearly analyze the situation.
- Send the accused employee a copy of the charges.
- Ask questions without bias.
- Ensure that all involved employees are informed.
- Take action to fix the problem.
- In the event of an appeal, additional research and information should be obtained.
- Keep a record of it.

Protection against Retaliation:

a. KKCL prohibits retaliation against any employee who raises a grievance in good faith, irrespective of the outcome.

b. Employees found to engage in retaliatory actions will be subject to disciplinary measures, up to and including termination of employment.

Confidentiality:

- a. Confidentiality will be maintained to the extent possible throughout the grievance process, with information shared only on a need-to-know basis.
- b. All parties involved, including the employee raising the grievance, are expected to respect the confidentiality of the process.

Legal Compliance:

This policy is designed to comply with applicable employment laws, regulations, and guidelines.

6. Raise your concern

Please get in touch with a member of KKCL's HR team if you have any inquiries regarding this policy.

Please get in touch with KKCL's HR team at sangeeta.singh@kewalkiran.com if you think someone may have violated this policy.

Retaliation, reprisal, or subsequent discrimination against anyone who raises a concern or reports possible misconduct is strictly prohibited at KKCL.

In accordance with its internal procedures for investigations, KKCL will conduct an investigation into alleged misconduct relating to this Policy. Any KKCL employees who violated this policy may face disciplinary action, including termination from their employment.

7. History

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| Version | : 1.0 |
| Date | : 2023/03/31 |
| Changes | : New Policy on Employee Grievance Policy |
