



# Globela<sup>®</sup> Pharma Pvt. Ltd.

## Globela group of Companies

### External Grievance Redressal Procedure: -

Effective Date: 28-05-2024

#### Introduction

Globela group is aware that there may be times when the various Stakeholders of the Company need to file an official complaint about unjust treatment, harassment, and/or health and safety concern related to the Globela group of Companies.

#### Purpose

An External Grievance Redressal Procedure is a formal mechanism established by organizations to address complaints or grievances raised by individuals or entities outside the organization. This procedure ensures that grievances are handled fairly, impartially, and in a timely manner.

#### Submission of Grievance:

Individuals or entities submit their grievances through designated channels specified by the organization. This could include online forms- at the website of the Company, emails- ([drbhanu@globelapharma.com](mailto:drbhanu@globelapharma.com), [cs@globelapharma.com](mailto:cs@globelapharma.com)), letters- (In the name of Managing director/ Company Secretary), or direct contact with a designated grievance committee Chairman with proper evidence.

#### Receipt and Acknowledgment:

The organization acknowledges the receipt of the grievance promptly, usually within 7 days of the receipt of the Complaint. This acknowledgment serves to reassure the complainant that their grievance has been received and is being processed.

#### Investigation and Resolution:

Upon receipt of the grievance, the organization initiates an investigation into the matter. This may involve gathering relevant information, interviewing involved parties, and reviewing any pertinent documentation.

Based on the findings of the investigation, the organization works towards resolving the grievance in a fair and impartial manner. This could involve corrective actions, compensation, mediation, or other appropriate measures.

#### Communication of Decision:

Once a decision has been reached regarding the grievance, the organization communicates the outcome to the complainant in writing through email/ letter. This communication typically includes the reasons for the decision and any actions to be taken as a result.

#### Appeal Process:

In some cases, the complainant may not be satisfied with the outcome of the grievance Redressal process. In such instances, they may have the option to appeal the decision through Board of Directors of the Company. This process provides an opportunity for a review of the initial decision by a higher authority or an independent body.



**Globela® Pharma Pvt. Ltd.**

**Closure:**

After the resolution of the grievance and any subsequent appeal process, the organization formally closes the case. This includes updating records, documenting the actions taken, and ensuring that any necessary follow-up measures are implemented.

**External Grievance Committee Constitution: -**

The Committee is constituted with the following members, and it could be replaced as and when required by the Company or mandatory replacement required under The Industrial Dispute(s) Amendment Act, 2010.

1. Chairperson- Managing Director of the Company
2. One women member
3. Company Secretary and Legal Compliance Manager
4. CQA/ QA Manager

**Committee Responsibility:**

**It is Grievance Committee's responsibility to:**

- Accept and thoroughly investigate all Grievance Complaint.
- Ensure that the grievance is resolved within number of days 15 days, depending on the severity of each case.
- Treat both the complaintive and the accused fairly throughout the grievance process.,
- Adhere to the no-retaliation policy when employees file a complaint against management.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all application/ appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.
- Educate the company's Employees and workers about the Grievance procedural and conduct the trainings

**Policy Violations:**

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

For Globela group of Companies,



Dr. Bhanubhai S. Vaghshia  
Managing Director