



Globela group of Companies Internal Grievance Redressal Procedure: -

Effective Date: 28-05-2024

Introduction

Globela group is aware that there may be times when employees need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns in the workplace. This grievance procedure policy was created to clearly outline the process for these instances to ensure all our employees are heard and treated equally.

Purpose

The propose of this grievance procedure policy is to (a) explain the scope and definition of grievances, (b) outline the process for reporting and closing a grievance, (c) define the company's confidentiality measures, and (d) describe the disciplinary action steps for policy violations.

Scope

This policy is applicable to all Globela group of employees, including paid interns, volunteers, and seasonal, part-time, and permanent employees. A grievance can be filed against any Globela group of employees, including senior management and shareholders. Globela group defines a "grievance" as a formal work-related complaint, issue, and/or objection made by an employee.

Grievance Procedure:

Before filing an official grievance complaint, Globela group 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 Sexual Harassment Policy and the human resource (HR) department.

Globela group encourages employees to resolve minor disputes with the help of a Manager, and a human resource (HR) department representative. If the informal complaint is not fairly and constructively resolved within number of days, employees may file a formal grievance.

Employees can file grievances when:

- They have been victims of workplace harassment., (Other than Sexual Harassment Complaints)
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behaviour.
- There are unjust changes made to the Job Responsibility.
- Policy guidelines are violated.
- There is a dispute between co-workers, suppliers, and/or management.

Globela group also recognizes that every case is different and this list is subject to change, depending on the definition filed in the Grievance Complaint Form.



Filing a Grievance:

When filing a grievance, employees have the option of reporting their complaints using the company's official online portal or contacting their direct supervisor and the HR department. In both cases, employees will be required to complete and file a Grievance Complaint Letter & Grievance Complaint Application with proof.

Once the complaint has been submitted to the HR department, employees have the right to attend Committee meetings with a witness or Managerial meet and until the grievance is resolved.

When a grievance is filed against another employee, the accused also reserves the right to:

- View and request a copy of the official grievance complaint.
- Formally respond to the complaint after consulting his/her managerial representative and the HR department.
- Attend all formal meetings with a managerial representative or witness.
- Appeal the final decision with the Board of Directors

Grievance Committee Composition:

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- Senior personnel of the Company
2. One women member
3. Company Secretary and Legal Compliance Manager
4. Human Resources Manager
5. One member from Worker side
6. One member from any other manager (It could be Male/ Female)

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 complainant 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



Globela® Pharma Pvt. Ltd.

Confidentiality:

Globela group & employees, including senior management and HR representatives, are required to sign a Confidentiality Agreement that limits them from discussing the grievance before and after it has been resolved. The complainant and those that stand accused of a grievance are prohibited from discussing the matter with any other Globela Pharma Pvt Ltd. employee.

Policy Violations:

If an employee is found to have violated the 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.

If an employee is unequivocally proven to have committed the grievance.

he/she is being accused of, Globela group will adhere to its Disciplinary Action to ensure that the matter is resolved justly and according to company guidelines.

For Globela group of Companies,



Dr. Bhanubhai S. Vaghoshia
Managing Director