



Reliance Infrastructure Limited

## Grievance Redressal Policy

Prepared & Issued by	Date of Implementation	Version
Corporate HR Reliance Infrastructure Ltd.	01.06.2024	5.0

<b>Title</b>	<b>Grievance Redressal Policy</b>
Version	V 5.0
Creation Date	1 <sup>st</sup> June 2024
Business Scope	Reliance Infrastructure and Group / Associate Companies
Geographical	Across locations

Responsibility	<ul style="list-style-type: none"> <li>a. HR is responsible for the maintenance and advocacy of the Policy</li> <li>b. HR is responsible for compliance with local laws/ statutory requirements</li> <li>c. HR and Competent Authority / HODs are responsible for implementing and ensuring communication of this policy to all staff with support of Business HR</li> </ul>
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Assurance Check (Optional)	Head Audit
Policy Owner	HR Lead – Operations & Compliance
Final Approval	CHRO (Chief Human Resource Officer)
Topics	This document covers the policies and guidelines with respect to
	<ul style="list-style-type: none"> <li>• Procedure for Grievance Redressal</li> </ul>
	<ul style="list-style-type: none"> <li>• Appeal Procedure</li> </ul>
	<ul style="list-style-type: none"> <li>• Collective Grievances</li> </ul>
Deviation	Any deviation to the Policy shall be based on final approval of R-Infra CEO / CHRO

## **Grievance Redressal Policy**

### **1. Definitions**

- 1.1. A grievance is a specific complaint from an employee concerning matters related to the way s/he is being treated by other colleagues. A grievance may also involve bullying and/or harassment. For the purpose of this policy the following terms are defined as:
- 1.2. The complainant: The person making the complaint.
- 1.3. The respondent: The person against whom the grievance is being raised.

### **2. Procedures for Grievance Redressal**

#### **2.1. Informal Discussion**

- 2.1.1. If an employee has a complaint or grievance relating to any aspect of their employment, they should first talk about the matter on an informal basis with their line manager, who will discuss concerns in confidence and attempt to resolve the issue(s) as speedily and as possible.
- 2.1.2. The employee may choose to discuss the matter with a member of the HR Department, however, to address any concerns, it may be necessary to involve the relevant manager.
- 2.1.3. Where the line manager is the source of the complaint the employee may discuss their concerns with a more senior manager or a manager at the same or similar level. Should the matter not be resolvable informally, then the formal stages will be invoked.
- 2.2. In some instances, the employee may choose not to attempt to solve the matter informally but instead approach the Committee for a formal resolution. This is as per the individual's choice.

### **3. Formal Procedure**

#### **3.1. Stage One: Grievance Hearing**

- 3.1.1. Where an employee wishes for their complaint to be dealt with formally s/he should raise the matter, in writing stating the nature of his/her grievance, with the Committee for Grievance Resolution. If the employee is not comfortable detailing their grievance in writing, they should communicate directly with the Committee that they wish to raise a formal grievance. The contact details for the Committee are given at the end of this document.
- 3.1.2. The Committee will invite the complainant to attend a formal hearing to discuss their grievance, normally within 10 working days of receiving the grievance.

#### **3.2. Stage Two: Appeal**

- 3.2.1. If the employee remains aggrieved, they can refer the matter in writing to the CHRO within 7 calendar days of receiving their grievance outcome. The appeal must state the grounds for the appeal; detailing the reasons for the complainant to disagree with the outcome.

- 3.2.2. Once the appeal has been received, the CHRO will arrange a meeting with the complainant to discuss the grounds for their appeal, normally within 10 calendar days. A decision will then be given in writing, if possible, within the next 10 calendar days. On hearing the grievance, the CHRO may need to investigate the matter in more detail prior to formalizing a response, in which case the complainant will be kept informed of any reasonably extended timeline, till a formal response is given. The decision of CHRO will be final.
- 3.2.3. In the case that the grievance is raised against a Committee member then the Grievance Committee would be constituted by the CHRO.

#### **4. Collective Grievances**

- 4.1. In circumstances where an employee and a group of a colleague(s) have an identical grievance, it may be beneficial for all parties to raise their concerns collectively. In doing so, all employees must agree to progress the grievance on this basis (without any undue pressure being placed on them to do so). The organization will follow the same principles to hear the grievance, deliver the outcome and afford the right of appeal (as appropriate) whether this is done on a collective or individual basis. However, depending on the number of employees involved, Company reserves the right to determine that a certain number of representatives are nominated by the employees concerned, who will raise the grievance on behalf of the group. The purpose of this is to ensure the process is effectively followed and managed.

#### **5. Records**

- 5.1. Records will be kept at each stage of the procedure and checked for accuracy by all parties as appropriate. The employee will be given copies of any formal meeting records. These will be kept confidential.