Plasser India®

Policy on Grievance redressal & Disciplinary

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Plasser India®

Policy on Grievance redressal & Disciplinary

1 Purpose

The policy outlines established structure and procedures for addressing grievances and managing disciplinary actions within Plasser India Pvt Ltd., ensuring Equity, Privacy, Adherence, and Promptness in resolving workplace issues while fostering a productive work environment.

2 Scope and Coverage

This policy applies to all internal stakeholders of Plasser India. It consists of grievances related to workplace conditions, interpersonal conflicts, and disciplinary matters from misconduct or performance issues.

3 Principles

3.1 Equity: All grievances and disciplinary matters will be handled without bias.

3.2 Privacy: Issues will be managed discreetly to safeguard the privacy of those involved.

3.3 Promptness: Concerns will be resolved swiftly to reduce disruption in the workplace.

Adherence: All actions will be in line with relevant labor laws and company regulations.

4 Grievance Reporting Channel

Grievance originator may register their grievances / complaints at:

Category: **General Grievances**
Description: Issues related to general workplace conditions, interpersonal conflicts, or perceived unfair treatment.

Submission Method: pm.sharma@Plasserindia.com

Category: **Child Labour, Forced labour & Human Trafficking**
Description: Reports of concerns around Child Labour, Forced labour & Human Trafficking

Submission Method: pm.sharma@Plasserindia.com

Category: **Sexual Harassment Complaints (POSH)**

Description: Reports of behaviour that constitutes sexual harassment.

Submission Method: As per the company policy related to POSH.

Category: **Ethics and Legal Concerns**
Description: Concerns about any aspect of the company not complying with the ethics or applicable laws.

Submission Method: Whistleblower Policy for more information and as per the Legislations.

General Guidelines

Timeframe for Submission: All grievances should be submitted within 10 days of the occurrence of the last incident and as per the policy like POSH and Whistleblower.

Additional Support:

HR Support: In situations where individuals are unwilling or unable to submit grievances in writing, any HR personnel or Manager may raise the grievance on their behalf.

5. Grievance Redressal Procedure for all categories

Step 1: Receipt and Acknowledgment:
Upon receipt of a grievance, acknowledgment will promptly be sent to the concerned stakeholder. If necessary, additional preliminary information will be sought from the stakeholder to clarify the details of the grievance.

Step 2: Investigation:
The grievance will be forwarded to the relevant department to collect all necessary information and documents pertaining to the issue. A detailed investigation will be conducted to identify the root cause of the grievance and determine possible corrective actions.

Step 3: Development of Action Plan:
An action plan will be developed based on the findings of the investigation, outlining specific steps needed to address and resolve the grievance.

Step 4: Resolution and Communication:
The actions specified in the plan will be implemented to resolve the grievance. The resolution will be communicated to the grievance originator, ensuring they are informed about the measures taken to address their concerns.

Step 5: Closure:
Once the grievance is resolved and the grievance originator is satisfied with the outcome, the grievance case will be formally closed. Documentation of the process will be ensured for future reference and to facilitate the continuous improvement of the grievance handling mechanism. It shall be closed within 90days (Step 1 to Step5)

6. Disciplinary Procedure

Disciplinary actions address misconduct, negligence, confidentiality breaches, etc.
Preliminary review by manager or HR

Detailed investigation, evidence gathering, and interviews

Notification and meeting opportunities for individuals to respond

Decision making regarding disciplinary action

Appeal:

Appeals must be submitted in writing within 15 working days of the decision to the Appellate Authority for final review.

7. Confidentiality and non-retaliation

Confidentiality: Grievances and disciplinary matters will be kept confidential.
Non-retaliation: Retaliation against individuals reporting in good faith is prohibited.

8. Record Keeping

Confidentiality in record-keeping is mandatory for those involved in grievance or disciplinary procedures (5 years retention of records).

9. Disclaimer

Policy subject to changes per company discretion, aligning with business needs and regulatory requirements.