 Piyanshu	GRIEVANCE MECHANISM	Document No: PCPL/POL/009/00
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Purpose:

The purpose of this document is to formalize the management of grievances for Piyanshu chemicals to minimize the social risks to the business. The grievance process, outlined in the document, provides an avenue for workers to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between workers.

Scope

The grievance mechanism procedure applies to all employees direct or indirect of our operations activities. This procedure does not cover grievances raised by suppliers which are being coordinated by HO.

Definition

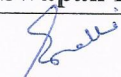
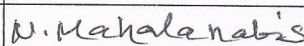
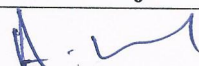
S.No	Term	Definition
1	Grievance	A grievance is a formal complaint that is raised by an employee towards an employer within the workplace
2	Direct Employee	Piyanshu is defining Direct employee as those employee who has been direct recruited by company
3	Indirect Employee	Piyanshu is defining Indirect employee as those employee who has been Indirectly recruited by some agencies and those agencies are being give contract for worker supplier
4	Employer	Piyanshu is defining Employer as work manager for respective site & director for Head office(HO)

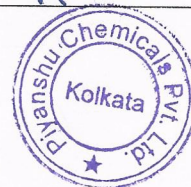
Grievance Expressing Channels


- **Face to Face**
Employees can voice their grievance to their superior employee who will then escalate using the correct process.
- **Email : Grievance can be sent to email**

priyanka_jajodia@piyanshu.com (grievance regarding Dissatisfaction with fellow employee custody will be with the departmental heads.)

anshu_kejriwal@piyanshu.com (Grievance regarding Dissatisfaction with superior staff).

Date Of Issue	Prepared By Swapan Dutta	Checked By Netai Mahalanabis	Approved By Anshu Kejriwal
03.04.2023			



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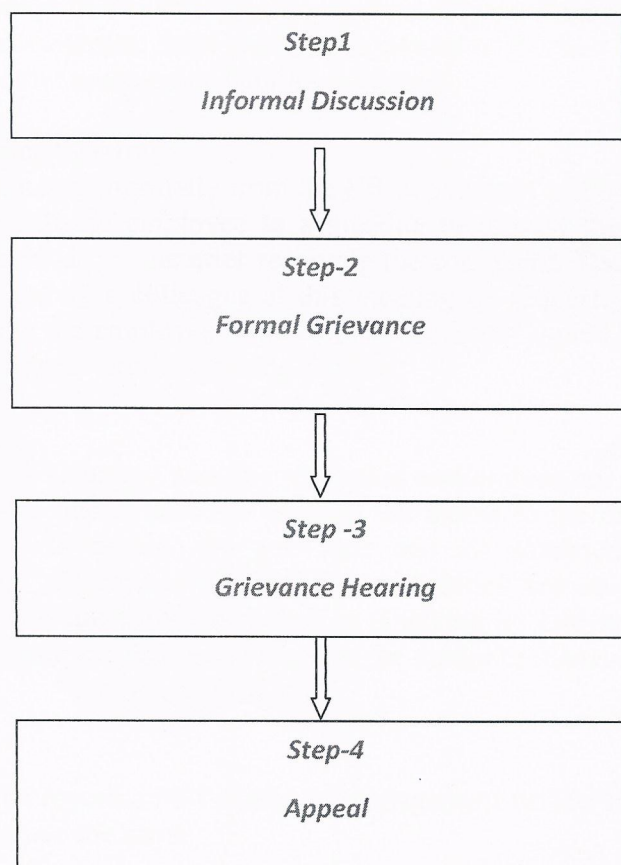
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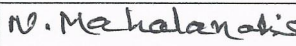
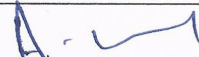
- Complaint Box**

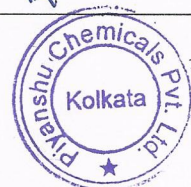
Piyanshu chemicals has provided complaint box at defined place for employees to drop their grievance.


Complain box will be opened by site head and he will arrange the job to the respective department head for investigation. And everything will be recorded in grievance register. If the complaint found to be genuine then action will be taken by site head if not it will be closed by him with explanation and everything will be recorded in register

How we Piyanshu Follow grievance mechanism?



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Step 1: Dealing with grievances informally

If employees have a reasonable grievance or complaint regarding their work or the people they work with they should, wherever possible, start by talking it over with their manager. It may be possible to agree a solution informally between worker and manager. This makes it more likely that disputes can be resolved faster and closer to the source of the problem and less likely that they will escalate into intractable problems. If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure. For example; the Unit could host an informal meeting or discussion.

Step 2: Formal grievance

If the matter is serious and/or the employee wishes to raise the matter formally, the employee should set out the grievance in writing to his or her manager. This submission should be factual and avoid language that is insulting or abusive. Where the grievance is against the employee's manager and the employee feels unable to approach him or her, the employee should address the grievance to another manager or Unit head himself.

Step 3: Grievance hearing

A designated manager (normally from the HR department and hereafter called the 'grievance Manager') will call the employee to a meeting to discuss the employee's grievance within a predetermined period of time after receiving the complaint. The employee should have the right to be accompanied by a colleague at this meeting on request. After the meeting the grievance manager will give the employee minutes of the meeting signed by both parties and a decision in writing, within a predetermined period of time.

Step 4: Appeal

If the Employee is unhappy with the resolution and/or does not agree with the proposed actions, then the grievance owner needs to escalate the matter to the executive management team. The executive team will review the grievance and all documentation gathered throughout the investigation and determines whether further actions are required to resolve the grievance. Piyanshu chemicals are fully committed to resolving an grievance so if are unable to resolve a complaint then again employee can escalate the matter to management level discussion.

Reporting

Grievance will be reported half yearly on management review meeting and discussion will done to review and reduce the same.

Reference

Complaint Records maintained and PCPL-IMS/F19

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