

SATIA INDUSTRIES LIMITED

GRIEVANCE & COMPLAINTS POLICY

It is recognized that a prompt and efficient method of resolving employee grievances is indispensable to sound workplace relations. It ensures that employees receive fair and equitable treatment and offers employees a procedure whereby they may express any dissatisfaction.

Satia Industries Limited promotes efforts to maintain good relationships with all its employees. Consistent with this endeavor, the Company has established appropriate procedures for the coordination of grievances and disciplinary infractions.

This policy and its procedures take effect when any employee alleges violation of an approved personnel policy or practice, or dissatisfaction with any interpersonal relations or working conditions.

Scope

This policy applies to all employees of Satia Industries Limited. Any of the employees shall be entitled to file a grievance under the company's grievance procedure any time they believe the treatment given to them has been in violation of Governing Regulations, their Employment contract, or else established regulations of the Company that includes disciplining, terminations, peer pressure, job postings, harassment, personal request that was denied, promotions, compensation, increments, leave or working conditions etc.

Nature of Grievance Procedure

a. Informal Grievance Procedure:

An employee is expected to discuss any grievance; either expressed or implied, initially with his/her immediate line manager. If the employee is dissatisfied with the line manager's response, then the grievance discussion can be reported to his/her reporting authority. The departmental head will take steps in resolving the grievance.

b. Formal Grievance Procedure:

If the informal efforts to resolve the grievance fail and the concerned employee intends to get redress thereof, shall send his/her grievance in writing to the Grievance Committee within 15 (fifteen) days of being informed of the cause of such complaint.

HR Department will solve the grievance with the view of the Grievance Committee. The committee shall investigate, compile its findings and send report to the Management within 30 (thirty) days of receiving complaint.

The Management shall within 15 (fifteen) days of receipt of the report from Grievance Committee, make enquiry into the complaint and shall after giving the concerned employee an opportunity of being heard, communicate him in writing their decision thereon. The decision of the Management will be considered final in such a case.

Note: A COMPLAINT/GRIEVANCE COMMITTEE is constituted (Department Head, HR Head & Management Representative) who will be responsible to conduct inquiry for any grievance and various problems faced by

the employees. The committee will closely investigate the reason and will find out the cause of grievance and try to solve the same within a week's time.

GENERAL POLICY GUIDELINES

Satia Industries Limited believes in fair and impartial administration of policies governing management of its employees and in protecting the rights and privileges of each individual under these policies.

There exists, established means of communication whereby employees may present their grievances or complaints and get a fair hearing from the Company representatives.

(HOD - HR/P&A)

(Director – Tech)

(JMD/ED)