



# OUR VOICE

#SpeakUp



**SAJJAN INDIA  
LIMITED**

## PURPOSE

Sajjan India Ltd (“Company”) is committed to provide a safe and positive work environment to all its employees that sustains high performance and collaboration. The organization promotes a culture of listening and encourages its employees to speak up and voice their concerns without fear. In keeping with this philosophy, the organization has established a robust grievance redressal mechanism that provides a platform to its employees to raise their concerns and get appropriate resolutions in a systematic and timely manner.

This policy defines the approach, scope and modus operandi for addressing grievances raised by its employees while adhering to the principles of justice, confidentiality, sensitivity, non-retaliation and fairness.

## SCOPE AND APPLICABILITY

The Policy covers all permanent employees working across the Company’s offices globally. The scope of this grievance redressal policy excludes contractual and temporary employees, consultants, vendors and other third-party partners.

**Grievance** refers to a real or perceived cause of discontentment by an employee within the premise of her/his employment with the organization, which may potentially impact the employee’s mental, physical health and her/his morale to perform at work.



### The below listed matters fall under the scope of this policy:

- ✔ Work Conditions: Safety, Basic Amenities, Health and Hygiene.
- ✔ Behaviour (perceived/real) of Reporting Manager, team, colleagues.
- ✔ Discrimination based on gender, race, colour, religion, age, marital status, disability, etc.
- ✔ Unlawful work practices and expectations.
- ✔ Workload
- ✔ Pay and Benefit Deductions that contradict the company’s policy or compliances.

### The below matters are excluded from the scope:

- ✘ Sexual Harassment
- ✘ Dismissal or Termination of Employment

## DEFINITIONS

3.1 “Board” means the board of directors of the Company;

3.2 “Employee” means a person employed at the Company for any work on a regular, temporary, ad-hoc or daily wage basis, either directly or through an agent, including a contractor, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are expressed or implied and includes a director, consultant, co-worker, contract worker, a trainee, apprentice or called by any such name.

3.3 “Workplace” for the purpose of this Policy includes:

- (a) any offices of the Company,
- (b) remote working environments, (c) any social function or event, meeting, client event or other function/workshop/event (whether conducted virtually or in-person) or any off-site, retreat, conferences,
- (d) any mode of transport for undertaking a journey to and from the aforementioned locations (when such transportation has been provided by the Employer) and
- (e) any other place visited by the Employee during the course of their employment at the Company.

## PROCESS:



**Our Voice** is a forum that fosters healthy employee relations by giving our employees a neutral platform to ‘**speak Up**’ and ‘**Voice their concerns**’.

4.1. Raising a Grievance: An employee can raise a complaint by writing an email to: [OurVoice@sajjan.com](mailto:OurVoice@sajjan.com). Alternately, can drop in the grievance, by filling up the available format next to the ‘**OurVoice**’ drop boxes, which are placed across locations. A reference format for this purpose is present in Annexure 1.

Alternately, the employee can raise the grievance in writing to her/his Department Head/Reporting Manager and the Human Resource Partner.

The grievance can be raised on the platform within a period of one month of its occurrence.

4.2. Redressal of the Grievance:



The following is the redressal process, which will be adopted by the forum to address any grievance raised by an employee:

**On receipt of the grievance in writing (via email or to the Department Head/ Manager and HR)**

- (a) A personal hearing will be given to the employee within a period of (5) working days from the receipt.
- (b) The first level hearing will be by the Department Head and HR Partner who will aim to resolve the grievance.
- (c) If the grievance is not satisfactorily redressed, or cannot be resolved at the level of Department Head and HR partner, the employee/ HR partner will raise this to 'Our Voice Grievance Redressal Forum' within (3) working days of the first level hearing. In case the HR partner feels that the grievance is of a grave nature, the same shall be raised to the 'Forum' on an immediate basis.
- (d) 'Our Voice Grievance Redressal Forum' will resolve the grievance within a period of (12) working days.

**'Our Voice' Drop Box:**

**On receipt of the grievance in writing (via email or to the Department Head/ Manager and HR)**

- (a) The drop boxes placed across locations will be reviewed and the grievances will be consolidated at a fortnightly frequency.
- (b) A personal hearing will be given to the employee within a period of (5) working days from the date of consolidation of grievances from 'Our Voice' box.
- (c) The first level hearing will be by the Department Head and HR Partner who will aim to resolve the grievance.
- (c) If the grievance is not satisfactorily redressed, or cannot be resolved at the level of Department Head and HR partner, the employee/ HR partner will raise this to 'Our Voice Grievance Redressal Forum' within (3) working days of the first level hearing. In case the HR partner feels that the grievance is of a grave nature, the same shall be raised to the 'Forum' on an immediate basis.
- (d) 'Our Voice Grievance Redressal Forum' will resolve the grievance within a period of (12) working days.

In case the grievance is against the employee's reporting manager, the employee can approach the next level manager as per the existing reporting structure.



## Constitution And Working of 'Our Voice Grievance Redressal Forum'

- (a) The forum will comprise of 3 members including a senior representation from HR. Care should be taken that any person against whom a grievance has been raised, shall not be a part of the forum.
- (b) The Site HR Head, the Department Head, the Corporate HR function and the CHRO can recommend names of senior leaders across the organization who will constitute the forum within the context of the grievance raised.
- (c) The forum will maintain utmost confidentiality while investigating the matter and on completion of the same, submit the findings and recommendation to the CHRO, HR Partner and Department Head of the employee.

- (d) The forum will ensure that the decision made is based on facts and proof placed before them during the course of the investigation. Additional witnesses (Company's employees) can be brought in as witness as required on case-to-case basis.
- (e) The forum will not entertain any additional representation other than the employee.

## Responsibility Of The Human Resource Partner

- 6.1. The HR partner will be responsible to ensure the process timelines are adhered to from the receipt of the grievance.
- 6.2. It will be the HR partner's responsibility to analyze the gravity of the issue and raise it to the next level as per the matrix on priority.
- 6.3. The HR partner should ensure that the process is documented at each stage.
- 6.4. In cases where the grievance is redressed at the first level, a detailed report should be authored and communicated to the Site HR Head, the Department Head, the Corporate HR function and the CHRO.
- 6.5. In cases where the recommendations are submitted by the 'forum', it will be the HR partner's responsibility to ensure timely redressal is achieved and corrective / preventive measures if any are taken within recommended time-lines.



## Review and Reports:

- 7.1. A summary report of all grievances received and redressed will be compiled by the responsible Industry and Employee Relations team.
- 7.2. The report will be shared with the Board at a regular frequency.

## Additional Points:

- 8.1 The policy has been formulated in good faith and hence employees should take utmost care that the escalated grievance is truthful, just and significant.
- 8.2. No anonymous and verbal complaints will be considered.
- 8.3. Stringent actions will be taken against the employee(s), in case the grievance is verified to be false.

## Modifications and Review of the Policy and Disclosure:

The Human Resources Department reserves the right to modify and/ or review the provisions of this Policy, so as to comply with applicable legal requirements, internal policies, or with a view to align / alter the provisions of the Policy to the extent deemed necessary by the Company from time to time.

## Contact:

All queries and clarifications on the policy and procedures may be referred to the Human Resources department of the company.





## Annexure 1

The employee sharing their thoughts shall provide the below information along with the complaint.

Name of the Employee: .....

Employee Code: .....

Department: .....

Location: .....

Details to substantiate the Message: .....

Name and Contact Details of the witness (if any): .....



## **CORPORATE OFFICE**

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