

	<u>Grievance Redressal Policy</u>	Date: 5 th April 2023
		First Edition

1. Purpose

The purpose of this policy is to establish a transparent and efficient mechanism for addressing and resolving grievances raised by employees, customers, suppliers, or any other stakeholders of Sunjewels. The policy aims to provide a fair and timely process for grievance redressal, promoting a positive work environment and maintaining stakeholder satisfaction.

2. Scope

This policy applies to all employees, customers, suppliers, contractors, and any other stakeholders who interact with Sunjewels. It covers grievances related to employment, workplace issues, customer service, vendor relationships, and any other concerns affecting the stakeholders' rights or interests.

3. (A) Definitions

- a. Grievance: A complaint or concern raised by a stakeholder regarding any aspect of Sunjewels' operations, conduct, policies, or treatment.
- b. Grievance Redressal Officer (GRO): The designated individual or team responsible for receiving, processing, and resolving grievances.
- c. Grievance Redressal Committee (GRC): To address employee grievances, we have established a Grievance Committee Forum composed of both management representatives and associates. Committee meetings are held twice a year or as required.

3. (B) Channels of Grievance Redressal

- 1) Grievance Redressal Officer (GRO)
- 2) Grievance Redressal Committee
- 3) Suggestion Box
- 4) Toll free number
- 5) Company's website
- 6) Whistle Blower's ID

4. Grievance Redressal Process

4.1 Submission of Grievance: a. Stakeholders are encouraged to submit grievances in writing to the Grievance Redressal Officer (GRO) using the specified channels. b. We have established several internal committees, such as the Works Committee and the POSH Committee, to address specific types of grievances. Additionally, an online module, Beehive, is available for employees to register their grievances. c. Grievances should include the following details - the nature of the grievance, relevant dates, individuals involved, supporting documents (if any), and desired resolution.

4.2 Receipt and Acknowledgment: a. The Grievance Redressal Officer (GRO) shall acknowledge receipt of the grievance within a specified time frame, informing the stakeholder of the subsequent steps and expected timeline. b. Acknowledgment may be provided via email, written communication, or any other agreed-upon means. In certain cases, grievances may be submitted anonymously.

4.3 Grievance Investigation and Resolution: a. The GRO shall conduct a thorough and impartial investigation into the grievance, ensuring confidentiality and fairness throughout the process. b. The GRO may gather relevant information, interview involved parties, review documents, and take any necessary steps to resolve the grievance effectively. c. The resolution process may involve consultation with relevant departments, mediation, or any other appropriate means of resolving the grievance.

4.4 Timeline for Resolution: **a.** Sunjewels is committed to resolving grievances promptly, taking into account the complexity and nature of each case. **b.** The GRO shall provide regular updates to the stakeholder on the progress of the investigation and the expected resolution timeframe.

4.5 Communication of Resolution: **a.** Upon resolution, the GRO shall communicate the outcome to the stakeholder, providing a detailed explanation of the decision and any relevant instructions or actions to be taken. **b.** If the stakeholder is not satisfied with the resolution, they will be informed of the available escalation procedures within Sunjewels.

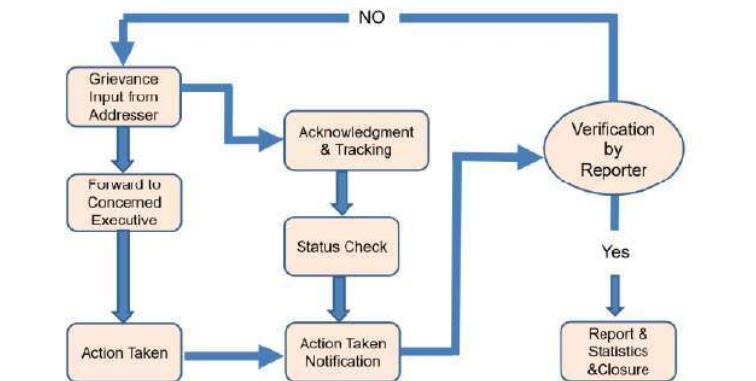
5. Confidentiality and Non-Retaliation Sunjewels is committed to maintaining strict confidentiality regarding all grievances and protecting stakeholders from any form of retaliation for raising legitimate concerns. Any retaliation against a stakeholder will be addressed with appropriate disciplinary measures. We have established a Whistleblower Policy for the registration of anonymous grievances. Stakeholders can submit their grievances directly to whistleblower@sunjewels.com.

6. Feedback and Continuous Improvement Sunjewels encourages stakeholders to provide feedback on the grievance redressal process to identify areas for improvement. The organization will periodically review and enhance the policy and procedures based on feedback and lessons learned.

7. Policy Dissemination and Training Sunjewels will ensure the wide dissemination of this policy and provide necessary training to employees and stakeholders to help them understand their rights, responsibilities, and the grievance redressal process.

8. Policy Review This grievance redressal policy shall be reviewed periodically to ensure its effectiveness, relevance, and compliance with applicable regulations.

(Below is the Process of Grievance Redressal Module)



Grievance Redressal Officers

Sr No	Name	Designation	Location	Offical No	Email Address
1	John Thurman	Chief Operating Officer	All Location	9152024170	john.thurman@sunjewels.com
2	Rajesh Salgaonkar	General Manager - Production	Jaya	9833199168	r.salgaonkar@sunjewels.com
3	Omprakash Prajapati	General Manager - Production	Aditi	9930395507	prakash@sunjewels.com
4	Poonam Sawant	Senior Manager - HR	All Location	8657974533	poonam.sawant@sunjewels.com
5	Nisha Pandey	Manager - Facilities	All Location	9833302560	nisha.pandey@sunjewels.com

For Sunjewels Private Limited
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Vice President - HR & Facilities