Grievance Redressal Policy

Objective

To address employees' grievance in fair and transparent manner.

Scope

The scope of the policy extends to all employees of Aragen Life Sciences Limited and its subsidiaries, Aragen Biologics Pvt Limited and Intox Pvt Limited.

General Policy

The purpose of grievance policy is to provide a means of communication between supervisors and employees and to establish principles of administration to ensure a prompt, orderly, and fair response to an employee's grievance.

Nature of Grievances that fall for Redressal under this policy

- Complaints affecting one or more individual employees in respesct of their – leave, transfer, working conditions, unfair treatment and inter-department support.
- Grievance arising due to increments, promotions and in relation to compensation does not fall under the purview of this policy.

Grievance Handling Process

Every employee has the right to raise a grievance, and have their privacy and dignity respected. The Employee must follow the mentioned steps to get proper feedback / solutions to the grievance expressed.

- Specific Grievance: This is specific to individual employee which is affecting their work.

  Step 1: Inform your Immediate Supervisor / Department Head about your grievance in detail and wait for feedback from individuals. These grievances can be submitted both in verbal and written methods. The Supervisor / Department Head will respond to the issue within 3 working days, with a possible date of resolution.

  Step 2: The employee approaches the HR Department/HR Representative in case he/she is not satisfied with the reply from the Supervisor / Department Head after the necessary time lapse. The

employee shall communicate with all relevant details of their grievance to the HR Department. The HR Representative will respond to the issue within 3 working days, with a possible date of resolution.

Step 3: The employee can approach the Head HR only in case, he/she is not satisfied with the feedback or suggestions from their Department Head / HR Department or has not been responded to within the timeline.

Step 4: The recipients of the grievances are committed to acknowledge the receipt if it is submitted in written form promptly

Step 5: Initial review is initiated to determine the nature and validity of the grievance

Step 6: The grievance redressal committee as indicated above will conduct the investigation confidentially using relevant methods

Step 7: The resolutions / decisions which could vary from disciplinary actions, mediation to policy changes is communicated to employees verbally or in writing depending on the approach taken by the complainant

The employee can reach out to their respective HRs if they are not satisfied with the outcome, which would be resolved in not more than a week's time.

- General Grievance: Related to workplace, work condition and affecting a team of people.
  This kind of grievance can be brought to the notice through various forums like
  - Monthly department meetings
  - Business Update forums
  - Open Forums

All such grievances will be documented through MOM and actionable will be worked out in consultation with respective people at BU level. Managers and supervisors are trained how to handle grievances effectively and empathetically. The feedback / actionable on the grievances expressed shall be provided as an update in next official forum conducted.

Documentation: All grievances filed, and their resolutions are documented and securely stored. The data is used to analyze and identify trends and areas of improvement.

Retaliation

- Protection against retaliation: Assurance that employees who file grievances will be protected from retaliation or adverse consequences. Any instances of such retaliation can be directly mailed to the Head HR of the organization.
- Non- Retaliation: The organization strictly prohibits any form of retaliation against individuals who report Grievance, participate in an investigation, or provide information related to a compliant
- Retaliation includes , but is not limited to, demotion, termination, harassment, discrimination, reduction in pay, or any adverse action affecting the individual's employment conditions.
- Reporting Retaliation: Employees who believe they have been subjected to retaliation should report the incident to the designated committee or CHRO of the organization immediately. All complaints of retaliation will be promptly investigated in accordance with organizations' procedures. Individuals found guilty of retaliation will face disciplinary actions, which may include termination of employment.

Power to amend

The management may at its discretion amend or withdraw any or all of the above provisions of this policy at any time with/without notice. The utility and the interpretation of the policy will be at the sole discretion of the management.

Policy Tracker

Original	1st Amendment	2nd Amendment	3rd Amendment
1st Sep, 2007	23rd Aug, 2017	29th May, 2018	23rd June, 2021
4th Amendment	**5th Amendment**		
23rd July, 2024	10th Oct, 2024		