



Re Sustainability Limited

Grievance
Redressal Policy

Effective Date
01-08-2023

Review Date
31-07-2025

Policy Owner
Human Resources

Version No:1.0

1. **OBJECTIVE:**

To minimize our workforce complaints and grievances through proper service delivery and review mechanism and to provide a work culture that will help in improving performance and productivity.

2. **SCOPE:**

Applicable to all employees of Re Sustainability Limited and its subsidiaries incorporated in India

3. **ROLES & RESPONSIBILITIES:**

Responsible	HR Business Partner
Accountable	Reporting Officer
Consult	Head of the Department
Inform	Concerned Stakeholders

4. **GUIDELINES:**

- Employee to submit their grievances through Helpdesk on HRMIS or at the Site Suggestion Box.
- Respective Site HR to coordinate with the concerned stakeholder and share the update on the grievance raised by the employee within 7 working days.
- Employee based on the update received can close the grievance or reach out to respective HRBP Lead for further clarifications.
- Once the grievance reaches the next level, respective HRBP Lead to review the grievance and provide the update to employee within 7 working days and close the grievance raised. HRBP Lead may involve other related stakeholders for bringing it to a closure.

5. **MEASUREMENT AND VERIFICATION:**

- No of grievances received through Helpdesk and Site Suggestion Box
- Time Take to resolve the grievances
- Monthly HR SLA Tracker

Prepared By

Aarthi K

TE & CNB Lead

Reviewed By

Ravishankar K

HRBP Lead

Approved by

Dr. Sujiv N

GCHRO