

	SPARK MINDA GROUP	Document No.	MSG-HR-388
		Rev No.	R00
	Title: Grievance Redressal Policy	Effective Date	01-03-2023
		Page	1 of 4

1.0.0 Purpose / Objective:

Spark Minda is committed to providing a productive and conducive work environment where grievances are dealt with fairly and promptly.

The grievance process, outlined in the document, provides an avenue for all stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external/internal stakeholders.

The objectives of the Grievance Redressal Policy will be:

- To facilitate a work culture where no grievances exist and help in improving performance and productivity of the concerned employees of the Company.
- To provide employees with a framework for settlement of individual grievances.
- To settle grievances of the employees in shortest possible time;

2.0.0 Scope/ Coverage

This policy enables employees to raise and address any concerns, problems or complaints they may have so we can resolve any issues promptly, fairly and in the interest of everyone involved.

An employee may raise a complaint under this policy, regarding any matter relating to their employment. This can include the following but is not limited to those listed below:

- Locally agreed terms and conditions of employment.
- Working conditions and environment.
- Departmental procedures etc.

3.0.0 Applicability

Unless otherwise stated, this policy is applicable to all units/ companies of Spark Minda Group.

4.0.0 Definition of terms/ abbreviation

Grievance	An issue, concern, problem or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner
Grievance Handling Mechanism	A grievance mechanism is a procedure that provides a clear and transparent framework to address complaints in recruitment and the workplace.
Internal Stakeholders	Groups or Individual within the business who work directly within the Business.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business

The information contained in this document is confidential, privileged and proprietary information of Spark Minda Group and only for the information of the intended recipient and shall not be used, published or redistributed without the prior written consent of management of Spark Minda Group

	SPARK MINDA GROUP	Document No.	MSG-HR-388
		Rev No.	R00
	Title: Grievance Redressal Policy	Effective Date	01-03-2023
		Page	2 of 4

5.0.0 Employee Grievance Mechanisms -

Grievance mechanism shall be established to allow for ongoing opportunities to receive and facilitate the resolution of concerns and grievances from employees.

Designed to ensure that;

- 5.1.0 Comments, suggestions and complaints are received, logged, followed up and signed off in an appropriate manner.
- 5.2.0 Grievances are addressed promptly, using an understandable and transparent system.
- 5.3.0 Grievances are registered and documented, and resolutions are found in partnership with the employee(s).
- 5.4.0 Protects the identity of the person raising the issue.
- 5.5.0 The employee that suffered the offence will be protected against harassment, retaliation and victimization.
- 5.6.0
- 5.7.0 Employees raising grievances are treated with respect and not subject to discrimination.
- 5.8.0 If a reasonable rejection of the complaint is required, a full explanation will be provided to the complainant.
- 5.9.0 The result of the findings should be appropriately communicated.

➤ Grievance Redressal Process



➤ THE ROLE OF THE HUMAN RESOURCES DEPARTMENT (HRD)

The role of the HRD in the operation of this procedure is to help and guidance to all employees but primarily to Line Managers/Centre Heads in its interpretation and application.

HRD shall maintain a record of all grievances referred to the grievance resolution committee*, number of grievances settled/pending and submit a report to the senior management on annual basis.

	SPARK MINDA GROUP		Document No.	MSG-HR-388
			Rev No.	R00
	Title:		Effective Date	01-03-2023
	Grievance Redressal Policy		Page	3 of 4

6.0.0 Complaint

Officer

We encourage our stakeholders to report any concern, violations or complaints in this regard to the implementation or violation of policy to;

Web-based Portal- <https://sparkminda.com/>

E-mail- Grievances@mindacorporation.com

Mailing Address:

GCHRO
 Spark Minda Corporate Office
 D-6-11. Sector 59, Noida
 Uttar Pradesh-201301, India

6.1.0 Procedure of action to be taken on the compliant received:

- 6.1.1 Complaint to be shared with Group Chief HRO.
- 6.1.2 Head HR will nominate a person or a group of people who will investigate the complaint thoroughly.
- 6.1.3 Upon completion of the investigation, the Nominated person/team will present a final report to the cross-functional committee.
- 6.1.4 The Committee* will review the report and provide recommendations and actions to be taken.
- 6.1.5 Based on the Committee's decision, appropriate action will be taken by the GCHRO.

Committee consists of Head Group IR, Respective Business/Business Vertical HR Head and Business/Business Vertical COO.

7.0.0 Special Provisions

Any deviation from policy shall be approved by GCHRO and GCEO.

8.0.0 Exclusions

For the purpose of the policy, grievance means individual grievances and includes all matters but excludes the following:

- Terms of appointment/employment settled and agreed to prior to joining
- Annual performance appraisal/confirmation process
- Grievances arising out of disciplinary action
- Grievances arising out of termination or dismissal
- A grievance already settled during last six months

	SPARK MINDA GROUP	Document No.	MSG-HR-388
		Rev No.	R00
	Title: Grievance Redressal Policy	Effective Date	01-03-2023
		Page	4 of 4

9.0.0 Supersede

This SOP shall supersede all previous SOPs, policies and templates relating to Grievance Redressal Policy.

10.0.0 Confidentiality Level

The document is property of Spark Minda group and will be shared with all the employees.

11.0.0 Training and Awareness

HR team will be responsible for the training and awareness of this policy.



List of Functional Committee Members:

Name of Members	Designation
Neeraj Tewatia	Group IR Head
Dharmendra Saxena	Operations Head – BV I
Ajay Singhroha	Group CHRO
Sanjiv Kumar Jalan	Head - Corporate Audit & Governance

Revision History

Rev No	Description	Date
R00	Original Document	01 Mar 2023

Approval

Responsibility	Name	Designation	Signature
Prepared by	Sandeep Yadav	GM - Corporate HR	
Reviewed by	Ajay Singhroha	Group CHRO	
Validated by	Sanjiv Kumar Jalan	Head - Corporate Audit & Governance	
Approved by	Ashok Minda	GCEO	

The information contained in this document is confidential, privileged and proprietary information of Spark Minda Group and only for the information of the intended recipient and shall not be used, published or redistributed without the prior written consent of management of Spark Minda Group