



## Grievance Policy

### Policy Brief & Purpose

Norex is aware that there may be times when employees need to file an official complaint about unjust treatment, harassment, and/or health and safety concerns in the workplace. Supervisors and senior management should know everything that annoys employees or hinders their work, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The propose of this grievance procedure policy is to

- (a) explain the scope and definition of grievances,
- (b) outline the process for reporting and closing a grievance,
- (c) define the company's confidentiality measures, and
- (d) describe the disciplinary action steps for policy violations.

### Scope

This policy is applicable to all Norex employees.

### Grievance definition

We define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.

### Employees can file grievances for any of the following reasons:

- They have been victims of workplace harassment.
- Their health and safety have been compromised.
- They have witnessed poor supervisor and/or management behavior.
- There are unjust changes made to the employment agreement.
- Policy guidelines are violated.
- There is a dispute between coworkers, suppliers, and/or management.
- They have been noticed any child and forced labor involvement in company working.

### Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a grievance form explaining the situation in detail
- Appeal on any formal decision
- Use Complaint/ Suggestion box





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### Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

### Procedures

Before filing an official grievance complaint, Norex asks all employees to review the policy that directly impacts their complaint.

Norex encouraged to talk to each other to resolve their minor disputes with the help of their managers, and a human resource (HR) department representative. When this is not possible, employees may file a formal grievance.

- Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they are advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they are unable to do so, they should refer to the HR department and cooperate with all other procedures.
- If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g., harassment or violence), employees should refer directly to the HR department or the next level supervisor.

The HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:

- Ask employee to fill out a Grievance form (Annex).
- Talk with the employee to ensure the matter is understood completely.
- Provide the employee who faces allegations with a copy of the grievance.
- Organize mediation meetings.
- Investigate the matter or ask the help of an investigator when needed.
- Keep employees informed throughout the process.
- Communicate the formal decision to all employees involved.
- Take actions to ensure the formal decision is adhered to.





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- Deal with appeals by gathering more information and investigating further.
  - Keep accurate records.

This procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures.

### How can you file a grievance?

- **Suggestion Box:** For anonymous complaints, suggestion box is placed at entry gate in Unit-1 and outside the lunchroom in Unit-2.
- **Open-door Policy:** At Norex we believe in employee empowerment and equal right for all employees. Open door policy refers to open communication and transparency that allows you to be in touch with the senior management to get their grievances addressed.
- **Opinion Surveys:** We use employee satisfaction surveys in understanding different employee opinions regarding workplace. It is conducted periodically (Half yearly) in the form of questionnaires and self-report measures.
- **Phone Number:** One phone number is allocated for anonymous complaints and that number will also be displayed at prominent area.

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Managing Director



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### Employee Grievance Form

Norex encourages the resolution of issues on an informal basis whenever possible.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Job Title: \_\_\_\_\_ WORK PHONE \_\_\_\_\_ Date of Joining: \_\_\_\_\_

Informal Resolution Have you attempted to resolve this issue informally (i.e., discussed with your level one supervisor)?

Yes

No.

If yes, what actions did you take and what was the outcome?

Date, time and place of event leading to grievance:

Detailed account of occurrence (include names of persons involved, if any):

Please state policies, procedures, or guidelines that you feel have been violated:

Proposed solution to grievance:

Employee Signature: - ----- Received By: - -----