

Human Resources		
Grievance Redressal Policy		
Policy No.	Version No.	Effective date.
COHANCE/HR/114	01	01.09.2025

1. Objective

To provide a structured mechanism for employees to raise concerns, complaints, or dissatisfaction related to their employment, and to ensure fair, prompt, and confidential resolution of grievances.

2. Applicability

This policy is applicable to the employees of Cohance Lifesciences Limited and its subsidiary companies, including full-time, part-time, contractual, and temporary staff.

3. Grievance Definition

Grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of employment. It may relate to:

- 3.1 Working conditions (e.g., lighting, space, hygiene, transport, canteen)
- 3.2 Supervisory practices (e.g., bias, favoritism, caste or regional affiliations)
- 3.3 Role clarity and responsibilities
- 3.4 Interpersonal conflicts
- 3.5 Comparisons with peers regarding treatment, facilities, or opportunities

4. Grievance Redressal System

A grievance redressal system provides employees a formal mechanism to raise and resolve concerns with management or colleagues. It ensures a fair, transparent, and unbiased process, treating all employees equally regardless of position or tenure. Using the grievance system is a protected right, and any form of restraint, interference, discrimination, or retaliation against employees or their representatives for filing or supporting a grievance is strictly prohibited and may result in serious disciplinary action. The grievance/complaint box is physically placed under non-surveillance area and identity of the complainant is kept anonymous.

Procedure for Raising a Grievance

Step 4.1: Informal Resolution

Employees are encouraged to first discuss their concerns with their immediate supervisor or HR representative for informal resolution.

Step 4.2: Formal Submission

If unresolved, the employee may submit a written grievance to the HR department, including:

4.2.1 Nature of grievance

		
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4.2.2 Persons involved

4.2.3 Supporting evidence (if any)

Step 4.3: Acknowledgment

HR will acknowledge receipt of grievance from the Complaint/ suggestion box along with the grievance redressal committee members every 15 working days and initiate the review process.

Step 4.4: Investigation

The Grievance Redressal Committee will:

4.4.1 Review the grievance

4.4.2 Interview relevant parties

4.4.3 Examine documentation

Step 4.5: Resolution

A decision will be communicated within 7 - 10 working days. If more time is needed, the employee will be informed of the delay and expected timeline.

Step 4.6: Appeal

If unsatisfied, the employee may appeal to senior management. The final decision will be binding.

5 Documentation

All grievances and resolutions will be documented and securely stored by HR for future reference and compliance.

6 Review and Monitoring

6.1 The policy will be reviewed annually to ensure effectiveness and alignment with organizational values and legal standards.

6.2 The details of the committee for each site are available at the site level and displayed on the noticeboard.

7 Company Rights

The Company reserves the right to modify or withdraw this policy, in whole or in part, at any time without prior notice. This policy does not create an employment contract, nor does it guarantee benefits or continued employment. Amendments may be made whenever necessary.

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