

# HAPPY FORGINGS LIMITED

## GRIEVANCE REDRESSAL POLICY

| Version   | Approval date    | Description |
|-----------|------------------|-------------|
| Version 1 | February 7, 2025 | Original    |
| Version 2 | May 17, 2025     | Amended     |

## 1. OBJECTIVE

This policy has been designed with the objective of:

- Developing a conducive workplace where all stakeholders can raise their concerns. This policy also contains the mechanism to handle grievances which aims to reduce conflict and ultimately strengthen relationships between all the stakeholders.
- Resolving problems amongst employees and providing an easily accessible mechanism for settlement of their individual grievances which help to enhance job satisfaction level.

## 2. SCOPE

The grievance mechanism procedure described here applies to all the stakeholders, whether internal or external, who are associated with the Company.

## DEFINITIONS

- **Policy**: Policy means Grievance Redressal Policy
- **External Stakeholders**: Stakeholders cover customers, business partners, vendors, regulatory bodies, investors, rating agencies, media, suppliers, local authorities etc. It covers all people or entities outside the business which are not directly employed or contracted by the business but are affected by the decisions of the business.
- **Internal Stakeholders**: Internal stakeholders cover the people who are directly associated with the company like employees, contractors etc.
- **Grievance**: Any issue, problem causing distress to any individual or community and needs to be addressed by the Company in a formal manner.

## 3. REPORTING CHANNELS:

- The internal stakeholders can submit the complaint as per the process mentioned below:

Employees may submit their complaints confidentially through sealed grievance boxes. To ensure anonymity and encourage open communication, sealed grievance boxes have been placed at multiple locations within the company premises. If anonymity is preferred, the identity of the complainant will not be disclosed. All such grievances will be sent directly to the CHRO and will be reviewed by him personally for appropriate and timely action.

- The external stakeholders can send their grievances to the following officials of the Company:

| S.N. | Name of the official | Designation                            | Email ID                          |
|------|----------------------|----------------------------------------|-----------------------------------|
| 1.   | Mr. G S Sandhu       | Chief Human Resources Officer          | gs.sandhu@happyforgingsltd.co.in  |
| 2.   | Ms. Bindu Garg       | Company Secretary & Compliance Officer | bindu.garg@happyforgingsltd.co.in |

The above-mentioned officers will be called “Grievance officer” individually.

- Employees/External parties have the option to report their grievances anonymously, if they wish to keep their identities hidden. However, providing their contact details may help in better resolution. All anonymous complaints will be handled with sensitivity and appropriate measures will be taken to maintain confidentiality.

#### 4. **CONSULTATION DURING RESOLUTION:**

- The complainant, or their authorized representative, will be consulted during the process of resolving the grievance.
- Their views will be considered while working toward a fair and timely resolution.
- They will also be informed of the progress/status of their complaint until closure.

#### 5. **GRIEVANCE REDRESSAL PROCESS:**

##### ***For Internal Stakeholders:***

- HR will nominate a dedicated plant wise HR SPOC for the grievance handling of the associates.
- HR SPOC will go to the shop floor at a dedicated time for at least 30 to 45 minutes to meet the shop floor employees & record their grievances.
- HR SPOC will maintain a register about the details of grievances like Employee Name, mobile no, type of grievance, date of grievance, responsibility and closure etc.
- HR SPOC will inform the employee about the closure of his grievance.

- Due to any reason if grievance is not solved or delay in solution, HR SPOC will share the status of grievance with employees.
- HR SPOC will ensure maintaining confidentiality, fairness, integrity and promptness while closing the grievances.
- HR SPOC will prepare a monthly MIS and will present it to the CHRO.
- Only workplace related grievances will be entertained. No personal problems will be resolved under this mechanism.
- The HR Manager will evaluate and sign the grievance register daily.
- Grievance register will be presented to CHRO on a weekly basis.
- CHRO shall analyze the data presented and shall share it with the Managing Director of the Company, after incorporating necessary comments.

***For External Stakeholders:***

- The grievances are to be sent to the Email IDs of the Grievance Officers mentioned above as only the grievances received over E-mail will be considered valid and considered for redressal. The complaint should contain all the relevant information and facts and their concern along with the contact information of the complainant.
- After receiving any grievance from any external stakeholder, an acknowledgement of the same will be sent by the respective grievance officer within seven working days of receiving the grievance.
- The Grievance Officers will ensure that grievance is treated with confidentiality, fairness, integrity and promptness.
- The internal Grievance committee will look into the complaint, form an investigating team to contact external stakeholders and gather the required information which will be analyzed internally, and suitable actions will be taken to resolve the grievance. The complainant or their representative will be consulted during the investigation process, if required.
- The committee may reject the complaint if it is found to be frivolous and the stakeholder will be informed.
- After the Internal Grievance committee feels that the grievance has been resolved, the complainant will be formally informed about the resolution of the complaint.

**6. NON-RETALIATION:**

HFL is committed to ensuring that no employee shall suffer any form of retaliation, discrimination, or adverse consequence for raising a grievance in good faith. Individuals who report concerns or engage in protected activities (like raising ethical issues) will not face any negative consequences or actions from the company as a result. All grievances will be handled with confidentiality, and protection will be provided to the complainant from any form of victimization.

**7. APPEAL PROCEDURE / ESCALATION:**

***For Internal Stakeholders:***

- If the employee is not satisfied with the resolution of their grievance, they may submit an appeal to the CHRO within 7 working days of receiving the closure update.
- The CHRO will review the grievance, resolution process, and provide a final decision within 3 working days from the date of receipt of complaint by the CHRO.
- If a resolution is not provided up to satisfaction, then the matter may be escalated to the Managing Director & final decision will be made within 3 working days from the date of receipt of complaint by the CHRO.

***For External Stakeholders:***

- If the complaint remains unresolved at the level of the “Grievance Officers” or if the complainant is not satisfied with the outcome of the complaint, he/ she may escalate the matter, in writing, to the Whole-time Director of the Company, Ms. Megha Garg at the Email ID **mgarg@happyforgingsltd.co.in**
- She, along with the other members of the top management of the Company, will discuss and resolve the matter and inform the complainant within 10 days of receipt of the complaint by Ms. Megha Garg.

**8. PRESERVATION OF RECORDS**

All documents related to grievance, like grievance received, investigation done and minutes of meetings will be securely filed, and confidentiality will be maintained for all parties involved. The record of the grievances will be maintained in the format annexed to this policy as Annexure -1.

**9. DISSEMINATION OF THE POLICY**

The policy will be available for easy access of the stakeholders, on the website of the Company.

**10. EVALUATION OF THE POLICY:**

The policy shall be reviewed as and when required to check the efficacy and effectiveness of the grievance redressal process.

**Annexure – 1 Grievance Record Register**

| Name of the Complainant | Date of complaint received | Name of the officer who received the complaint | Details of the grievance | Members of the investigating committee | Outcome of the investigation | Date of communication of outcome to the complainant | Whether the matter was escalated | Remarks |
|-------------------------|----------------------------|------------------------------------------------|--------------------------|----------------------------------------|------------------------------|-----------------------------------------------------|----------------------------------|---------|
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