

Grievance Policy

Revision Details

DOCUMENT CLASSIFICATION:	HR Policies & Procedures
DOCUMENT NO:	FBDPL/HR/2026/001-03
REVISION NO:	01
DATE OF REVISION:	01/04/2026
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Table of Contents

1. Introduction	4
2. Scope	4
3. Definitions	4
4. Guidelines	4
5. Exclusions from Grievance Process	5
6. Principle of Grievance Handling.....	5
7. Responsibilities	5
8. Grievance Escalation Process.....	6
9. Communication and Accessibility.....	7
10. Grievance Committee.....	7
11. Storing of Grievances:	7

1. Introduction

Farmson is committed to maintaining a fair, transparent, and respectful work environment. This policy provides a structured mechanism for employees to raise and resolve workplace concerns effectively. It ensures that all grievances are handled in a timely, impartial, and consistent manner. Employees are encouraged to report concerns in good faith without fear of retaliation. All complaints will be treated with strict confidentiality and due diligence. The policy aims to promote a culture of open communication, trust, and accountability. This framework helps strengthen employee relations and overall organizational effectiveness.

2. Scope

This Policy applies to all persons engaged with or working for Farmson, including employees, workers, contract workers, trainees, apprentices, probationers, interns, temporary staff, agency personnel, and visitors.

3. Definitions

The definitions of some of the key terms used in this Policy are given below. Capitalized terms not defined herein shall have the meaning assigned to them under the Code.

- a) **“Grievance”** means a workplace grievance may involve any act, omission, situation or decision, related to the work environment, that an individual believes is unfair, unlawful, unjust or discriminatory. It may also include acts of workplace harassment, bullying, and occupational violence
- b) **“Complainant”** means the employee(s) or contractor(s) notifying a grievance relating to harassment, bullying or discrimination by an employee.
- c) **“Respondent”** means the employee(s) or contractor(s) against whom the complaint is made.
- d) **“Retaliation”** means the act of hurting someone or doing something harmful to them because they have done or said something harmful to you
- e) **“Grievance Committee”** is a formal group of individuals within an organization, union, or professional association tasked with reviewing, investigating, and resolving complaints or disputes ("grievances") raised by employees, members, or clients

4. Guidelines

Farmson is committed to providing a productive, respectful, and harmonious working environment for all employees and contractors. This policy applies to grievances arising from internal work-related matters and aims to maintain effective working relationships by ensuring that concerns are addressed promptly, fairly, and with minimal distress, while safeguarding the interests of all parties involved.

A proactive and constructive approach is expected from all stakeholders to facilitate timely resolution and to prevent escalation of minor issues into significant concerns.

Farmson strictly prohibits any form of retaliation against individuals who, in good faith, raise a grievance or concern, participate in an investigation, or act as witnesses or committee members in the grievance process. Retaliation includes any adverse action affecting employment, engagement conditions, opportunities, or workplace treatment.

All employees and contractors can raise concerns without fear of reprisal. Any act of retaliation will be treated as a serious misconduct and will be dealt with in accordance with disciplinary procedures.

Where a work-related grievance impacts an individual's performance or job satisfaction, the Company's procedures will support resolution and help improve the overall working environment.

A work-related grievance refers to any problem, concern, or complaint raised by an employee or contractor who believes they have been subjected to unfair or unreasonable treatment. Such grievances are formally brought to the attention of appropriate authorities to ensure they are handled in accordance with established policies and procedures.

The Grievance Committee will be reviewed only in case of changes in membership or as decided by the committee.

5. Exclusions from Grievance Process

The grievance procedure is not intended to address:

- Contractual obligations such as remuneration
- Disciplinary matters (e.g., unsatisfactory performance or misconduct)
- Lawful and justified work instructions issued by supervisors
- Existing Company policies currently in force

6. Principle of Grievance Handling.

Grievance resolution is an integral part of managers and coordinators day-to-day responsibilities. Wherever possible, grievances should be resolved through an informal process of discussion and cooperation between the parties involved in a way that minimizes the potential for detriment to on-going working relationships.

- Grievances should be treated seriously, expeditiously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimization.
- Concerns should be raised as early as possible after the incident relating to the complaint has occurred.
- Complainants should not instigate grievances that are frivolous or malicious.
- Endeavour aims to offer support for all parties and protect staff and contractors from any victimization or repercussions for reporting issues in good faith.
- All parties are required to participate in the grievance resolution process in good faith.
- Grievances and information arising from the handling of any grievance must be treated confidentially.
- The principles of natural justice will be observed throughout. This means that before a decision is taken about them, employees and contractors have the right to be informed about the nature and content of the grievance, have the right to be heard and have the right to have an unbiased decision maker.
- Communication will occur regarding the process, timeframes and expected actions during the process and outcomes where necessary.
- Documentation will be established in relation to investigatory activities undertaken

7. Responsibilities

a) Manager -

- Grievance resolution is an integral part of the duties of managers responsibilities, include

- ii. Applying the above principles when responding to a grievance complaint
- iii. Identifying, preventing, responding to and addressing problems in the workplace
- iv. Working with Staff to openly resolve issues through informal direct negotiations where possible, with minimal delay whilst promoting a consultative approach and a continuous improvement philosophy
- v. Encouraging facts to be collated and thoroughly documented so that matters may be objectively investigated Responding appropriately and efficiently to grievances and managing the process according to Endeavour policies and procedures
- vi. Ensuring staff understand the process for grievance resolution
- vii. Offering and obtaining advice on further action if a local resolution is not achieved
- viii. Follow-up and monitoring when issues have been resolved
- ix. Ensuring the involved parties are not victimized; and
- x. Refer grievances which are unable to be informally resolved, are of a complex nature, which involve serious misconduct or are unlawful in nature to the Human Resource Department.

b) Human Resources Department

Responsibility for consulting on the management of the process where it is escalated beyond Level 1 of the procedure. Coordinating the process, ensuring that all parties are informed of the process and that the process is completed within allocated time frames.

- i. The Complainant is required to participate in the process in good faith and take prompt action in notifying a grievance.
- ii. The Respondent is required to participate in the process in good faith whilst the matter is being investigated and resolved.
- iii. Health and Safety Officer is responsible for investigating grievances that relate to occupational health and safety matters.

8. Grievance Escalation Process

The following table outlines the escalation process for a grievance submitted by a complainant. All grievances must be submitted in writing by the complainant.

Level	Grievance Address to	Time Within which resolution is required	Target Final Closure
1	Section Head	Within 1 Working Day	Up to 3 Working Days
2	HOD	Within 1 Working Day	Up to 5 Working Days
3	HR Head	Within 1 Working Day	Up to 7 Working Days
4	Plant Head	Within 1 Working Day	Up to 10 Working Days
5	Director	Within 1 Working Day	Final Decision / Board Review

Note on Final Closure: While acknowledgment happens within one working day at every level, the actual resolution timeframe may be extended depending on the complexity of the investigation required. The complainant will be kept informed of the progress.

9. Communication and Accessibility

The Company shall communicate this Policy, the grievance reporting channels, and the contact details of the Grievance Committee / responsible persons to all covered persons through induction, employee handbooks/manuals, HR communication, notice boards, internal communication channels, and other appropriate communication methods.

The Company shall endeavour to ensure that all employees, contract workers, trainees, apprentices, probationers, and other covered persons are aware of how to raise a grievance and the protections available under this Policy.

10. Grievance Committee

The Committee are as follows -

S. No	Name of Committee Members	Designation	Contact Details
1	Sudhesh Mishra	COO & Director	Email : samishra@farmson.com
2	Sheela Nair	Manager - Purchase	Email : rmpurchase@farmson.com
3	Prashant Shihora	General Manager	Email : production_fpgpl@farmson.com
4	Mayur Patel	General Manager	Email : mayurpatel@farmson.com
5	Shailesh Rane	Works Manager	Email : shaileshrane_u-3@farmson.com
6	Anit Nair	AGM - HR	Email : anit@farmson.com

11. Storing of Grievances:

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.

The HR Department / Grievance Committee shall periodically review the number, nature, status, and closure of grievances, including resolution timelines and recurring themes, in order to assess the effectiveness of the grievance mechanism and identify corrective or preventive actions, wherever required.

Grievance Register

Stakeholder	Date received	Stakeholder Contact Officer	Grievance Level (1, 2, 3)	Grievance Description	Cause of the grievance	Outcome	If a resolution was offered, please indicate 'accepted' or 'not accepted'.	Remark

Review of Policy

The Policy shall be reviewed on or before 31st, March 2029.