



## GRIEVANCE MECHANISM POLICY

<b>REF. NO.</b>	MMPL/CSR/HR/P 15	<b>Issue No./Date</b>	00/05.12.2024
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### Purpose:

Our grievance procedure policy explains how employees can voice their complaints in a constructive way. Supervisors and senior management should be aware of all the things that bother employees or hinder their work, so they can resolve them as quickly as possible. Employees should be able to follow a fair grievance procedure to avoid conflicts.

### Scope:

This policy is applicable to all Mantri Metallics Pvt Ltd employees, including paid interns, volunteers, and seasonal, part-time, and permanent employees. A grievance can be filed against any MMPL employee, including senior management and shareholders.

### Grievance definition:

MMPL defines a "grievance" as a formal work-related complaint, problem or concern of an employee regarding their workplace, job or co-worker relationships.

### Vision:

Vision of the grievance mechanism is to provide MMPL employees with an easy and trustworthy way of raising any workplace grievances that they may have. The grievance procedure sets out a formal way for employees who want to have their grievances heard and settled in a friendly way.

### Objectives:

- To enable the employee to fair their grievance.
- To clarify the nature of the grievance.
- To investigate the reasons for dissatisfaction.
- To obtain, where possible, a speedy resolution to the problem.
- To take appropriate actions and ensure that promises are kept.

### Employees can file grievances when:

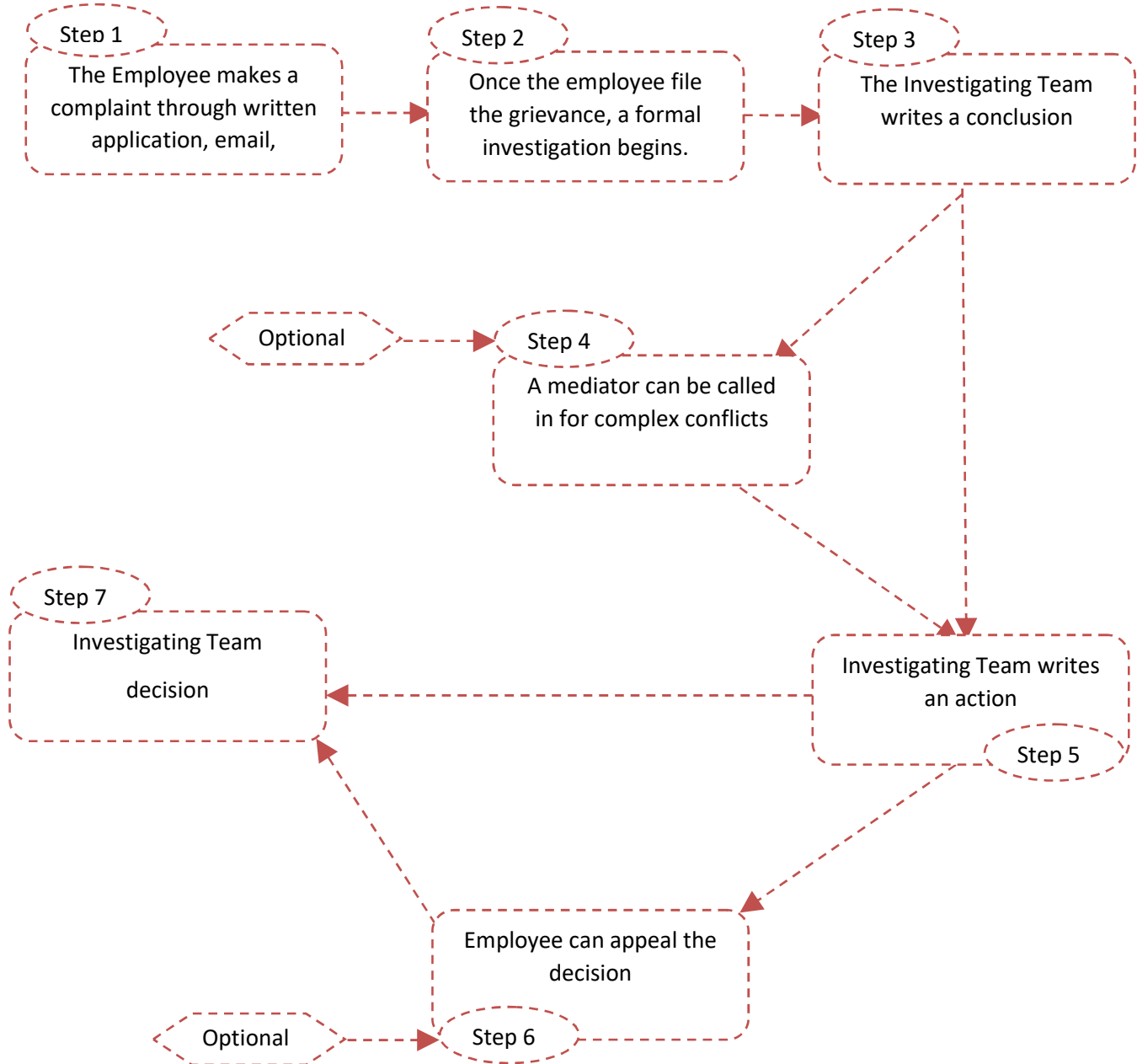
- They have been victims of workplace harassment.
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behaviour.
- There are unjust changes made to the employment agreement.
- Policy guidelines are violated.
- There is a dispute between co-workers, suppliers, and/or management.



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**Grievance Mechanism Procedure -**



**Grievance Committee:**

HR head works as the Grievance officer. Four-member Grievance Committee will be created as per this Policy. This committee shall be for a period of at least one year. Individual members can be changed or new members can be appointed after a year ensuring that no member continue in the committee for more than 5 years. In appointing members to the committee, gender representation and a cross selection of different levels of competent staff shall be considered.

	MANTRI METALLICS PVT.LTD.		
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### Review of policy:

Policy will be reviewed every three years to accommodate Indian laws, new concepts, new technology, global vision and expertise.

The responsibility for compliance with this Policy and for its revision belongs to HR Officer - Mr. Swapnil Kamble

Also responsible for communicating policy statement to all stakeholders.

### Communication of this Policy: -

1. Training.
2. Notice board.
3. Company Web site.
4. Joining of new employee.

### Committee Members -

Sr. No.	Members Name	Designation	Mail ID	Contact Details
01	Mr. Milind Kulkarni	HR Consultant	mbkulkarni@mantrimetallics.in	9049008195
02	Mr. Milind Chougale	Production Head	milind.chougale@mantrimetallics.in	9823986695
03	Mr. Jayjeet Desai	Sales & Marketing	Jayjeetsinh.desai@mantrimetallics.in	9766901472
04	Miss. Shivani Kamble	Trainee HR	shivani.kamble@mantrimetallics.in	7741927592