



# INDIA GELATINE & CHEMICALS LIMITED

## EMPLOYEE GRIEVANCE REDRESSAL POLICY

### 1. OBJECTIVE

IGCL believes in maintaining a fair, respectful, and positive workplace.

This Policy helps employees raise their concerns or complaints and ensures that all issues are handled quickly, fairly, and confidentially.

### 2. WHO IT COVERS

This Policy applies to **all employees** – permanent, temporary, trainee, or contractual.

A grievance means any concern related to:

- Working conditions or facilities
  - Workload or role clarity
  - Salary, leave, or benefits
  - Behaviour of a colleague or supervisor
  - Any unfair treatment or policy issue
- (Note: Complaints about sexual harassment are handled under the POSH Policy.)

### 3. OUR PRINCIPLES

- Every grievance will be treated seriously and confidentially.
- No employee will face punishment for raising a genuine concern.
- The Company will try to resolve issues as quickly and fairly as possible.

### 4. REPORTING CHANNELS

Employees may report grievances through any of the following channels:

1. **Email:** grievance@indiagelatine.com
2. **Written Complaint:** Using the *Grievance Lodgement Form* (Annexure I), addressed to the HR Department.
3. **In-person Discussion:** With the immediate supervisor, HR personnel, or any member of the Grievance Redressal Committee.

All grievances received will be acknowledged within **three (3) working days** of receipt.

### 5. GRIEVANCE REDRESSAL COMMITTEE (GRC)

The Company shall constitute a **Grievance Redressal Committee** (“GRC”) responsible for reviewing and resolving employee grievances.



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## 6. GRIEVANCE HANDLING PROCEDURE

Step	Process	Description
Step 1	<b>Informal Resolution</b>	Employees are encouraged to first discuss their grievance with their immediate supervisor or the HR Department to seek an informal resolution.
Step 2	<b>Formal Complaint</b>	If the issue remains unresolved, the employee may submit a written grievance using the <i>Grievance Lodgement Form</i> or by sending an email to <a href="mailto:grievance@indiagelatine.com">grievance@indiagelatine.com</a> .
Step 3	<b>Review by the Committee</b>	- The <b>Grievance Redressal Committee (GRC)</b> will acknowledge the grievance and initiate an inquiry. - The employee and other concerned persons may be invited for discussion to understand the issue fully.
Step 4	<b>Resolution and Communication</b>	- The Committee will make every effort to resolve the grievance within <b>15 working days</b> from the date of receipt. - The final decision and any corrective action will be communicated in writing to the concerned employee.
Step 5	<b>Appeal</b>	- If the employee is not satisfied with the resolution, they may appeal in writing to the <b>Executive Director</b> within <b>10 working days</b> of receiving the decision. - The appeal will be reviewed, and the final decision will be communicated within <b>15 working days</b> .

## 7. CONFIDENTIALITY & FAIRNESS

All information will be kept confidential. No one will be discriminated against for raising a genuine concern.

## 8. PROTECTION AGAINST RETALIATION

No employee shall face any adverse action or discrimination for lodging a genuine grievance in good faith. Retaliation, if any, will be treated as a serious violation and may attract disciplinary action.

## 9. FALSE COMPLAINTS

Making false or misleading complaints is not acceptable and may lead to disciplinary action.

## 10. REVIEW OF POLICY

This Policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and best practices.

The Grievance policy has been reviewed and updated by the Board of Directors at their meeting held on 10.11.2025



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## Annexure I: Grievance Lodgement Form

### Employee Grievance Lodgement Form

Details	Information
Name of Employee	:
Employee ID	:
Department	:
Designation	:
Date	:
Preferred Contact Method	: <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> In-person
Contact Details	:
Nature of Grievance	:
Detailed Description of Grievance (Include facts, dates, persons involved, and any relevant documents.)	:
Desired Resolution / Outcome	:
Supporting Documents Attached	: <input type="checkbox"/> Yes <input type="checkbox"/> No
Signature of Employee	:
Date	:
Place	:

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### For Office Use Only

Details	Information
Reference No.	:
Received By	:
Date of Acknowledgment	:
Action Taken / Remarks	:
Date of Resolution	:

Signature  
(HR Representative) :

### GRIEVANCE REDRESSAL COMMITTEE (GRC)

The Grievance policy has been reviewed and updated by the Board of Directors at their meeting held on 10.11.2025