



MAGNUM ENVIRONMENT MANAGEMENT Pvt. Ltd.

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Grievance Policy

Magnum Environment Management Pvt. Ltd aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher level of authority as necessary.

Statement of General Principles

- ✓ Complaints must be fully described by the person with the grievance.
- ✓ The person(s) should be given the full details of the allegation(s) against them.
- ✓ The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted.
- ✓ Proceedings should be conducted honestly, fairly and without biasness.
- ✓ Proceedings should not be unduly delayed.

PURPOSE

This policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

- ✓ Person(s) are treated fairly.
- ✓ Complaints raised by person(s) are dealt with courtesy and in a timely manner.
- ✓ person(s) are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.

REVIEW AND MONITORING

Periodic review of monitoring of complaints, TATs, nature of complaints will be done to ensure that process loopholes, if any, are plugged and trends are checked.

PROCEDURES

The following is a four-level process:

1. The Employee attempts to resolve the complaint as close to the source as possible. This level is quite informal and verbal.
2. If the matter is not resolved, the Employee notifies the Supervisor (in writing or otherwise) as to the substance of the grievance and states the remedy sought. Discussion should be held between employee and any other relevant party. This level will usually be informal, but either party may request written statements and agreements. This level should not exceed one week.
3. If the matter is not resolved, the Supervisor must refer the matter to the Manager (or Board of Directors if applicable). A grievance taken to this level must

be in writing from the employee. The Supervisor will forward to the Manager any additional information thought relevant. The Manager will provide a written response to the Employee. The Manager also communicates with any other parties involved or deemed relevant. This level should not exceed one week following the next scheduled meeting.

4. If the matter is not resolved, the Employee will be advised of his / her rights to pursue the matter with external authorities if they so wish.

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Magnum Environment Management Pvt. Ltd.

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