

Grievance Redressal Procedure Policy

CCL PRODUCTS (INDIA) LIMITED

Introduction

CCL Products (India) Limited (herein after referred to as “the Company”) has formulated a Grievance Redressal Procedure Policy.

A Grievance is any complaint or concern related to the workplace or organizational processes that affect an individual or group. This includes, but is not limited to:

- Discrimination or harassment
- Unfair treatment or discrimination
- Unsafe working conditions
- Violation of organizational policies

Scope

- The purpose of this procedure is to provide a clear, fair and structured process for addressing grievances raised by employees on roll, workers including casual workers, Full-Time consultants (Collectively referred as Employees) across the organization.
- Any issue, concern, or a problem that an Employee wants to be redressed shall be taken up internally with confidentiality to reduce conflicts and strengthen relationships. The Company will ensure immediate relief and resolution to the grievance impartially.
- Employees may reach out to hrconnect@continental.coffee to register their complaints.

Governance

Step 1: Initial Complaint

1. Informal Resolution:

Direct Approach: Employees are encouraged to first discuss the issue informally with the reporting official/& skip level reporting official /& HOD/& Head HR within 3 working days of the incident and seek help on resolving the issue. Many grievances can be resolved through open communication.

CCL PRODUCTS (INDIA) LIMITED

Timeframe to Resolve complaint: Attempt informal resolution within [7-10] working days of the incident or issue arising.

2. Formal Grievance Submission:

Written Complaint: If the issue is not resolved informally, the Employee should submit a formal written grievance to HOD and Head HR. The written complaint should include:

- A clear description of the grievance
- Date(s) of the incident(s)
- Names of individuals involved
- Any supporting evidence or documentation

Timeframe: Submit the formal complaint within 10-15 working days from the date of the incident or from when the Employee becomes aware of the grievance.

Step 2: Acknowledgement

1. Receipt of Complaint

The Head HR will acknowledge receipt of the grievance in writing within 5 working days of receipt. The acknowledgment will include an overview of the grievance redressal process and estimated timelines.

Step 3: Investigation

1. Review and Investigation:

An impartial investigation will be conducted by a designated investigator /team / Committee within the Organization. Nomination/s of investigator/s shall be decided by Head HR & CEO. This involves gathering information, interviewing involved parties, and reviewing relevant documents.

Timeframe: The investigation will be completed within 15-20 working days from the acknowledgment of the complaint.

Step 4: Resolution

1. Findings and Action:

Based on the investigation, the designated investigator/team/committee will determine appropriate actions to address the grievance. This may include corrective measures, disciplinary action, or recommendation to change existing policies or procedures.

The decision will be communicated in writing to the complainant and relevant parties within 5-7 working days following the conclusion of the investigation.

Step 5: Appeal

1. Appeal Process:

If the complainant is dissatisfied with the resolution, they may appeal against the decision. The appeal should be submitted in writing to the CEO within 5 working days of receiving the resolution.

The appeal will be reviewed, and a final decision will be communicated within 10-15 working days of receiving the appeal.

Commitment

1. Confidentiality

All grievances and investigations will be handled with strict confidentiality. Only those directly involved in the investigation or resolution process will have access to the details.

2. Protection Against Retaliation

The organization will ensure that no individual faces retaliation or adverse consequences for raising grievance in good faith. Any Instances of retaliation/revenge should be reported immediately and will be addressed through the grievance redressal process.

3. Record Keeping

All grievances, investigations, and resolutions will be documented and retained in accordance with organizational policies and legal requirements. Records will be kept confidential and accessible only to HRD and authorized personnel.

Review and Monitoring

The grievance redressal procedure will be reviewed periodically to ensure its effectiveness and compliance with legal and organizational standards. Feedback from Employees will be considered for continuous improvement.



- Contact Information: For any questions or assistance regarding the grievance redressal procedure, please contact HRD.
- Escalation: In case of any delay in the time frame mentioned in the above policy, the escalation principle shall be applicable as per the reporting flow.

These guidelines will come into force w.e.f 03rd June 2024 & can be amended by the management from time to time based on business requirements.

CCL PRODUCTS (INDIA) LIMITED

REGISTERED OFFICE:

Duggirala, Guntur Dist. 522330, A.P., India. | CIN L15110AP1961PLC000874

☎ +918644277294 | ✉ info@continental.coffee | 🌐 www.cclproducts.com | 🌐 www.continental.coffee