

INTERNAL AND EXTERNAL GRIEVANCE REDRESSAL MECHANISM POLICY

Version Number: 1.1

DOCUMENT CONTROL

Document Title	Internal and External Grievance Redressal Mechanism Policy
Prepared By:	Human Resources
Reviewed By:	NA
Approved By:	Anand Mimani
Effective Date:	
Document Expiry Date:	NA
Document Applicability:	Internal and External Grievance Redressal Mechanism Policy shall be applicable to all employees of GreenLine and its subsidiary companies, including Advisors, Trainees & Consultants
Document Classification:	Company Confidential
Document Distribution:	This is a proprietary document owned by GreenLine Mobility Solutions Limited. Its use & publication is restricted and permission to do the same is with GreenLine.



TABLE OF CONTENTS

- 1. INTRODUCTION.....4
- 2. SCOPE..... 4
- 3. DEFINITIONS. 4
- 4. STAKEHOLDER MAPPING AND ENGAGEMENT PLAN.....4
- 5. GRIEVANCE REPORTING CHANNELS.....5
- 6. GRIEVANCE MECHANISM PROCESS. 5
- 7. GRIEVANCE REDRESSAL COMMITTEE (GRC)..... 6
- 8. STORING OF GRIEVANCES..... 6
- 9. ANNEXURE – A - GRIEVANCE REGISTER..... 6
- 10. DISCLAIMER.....6



1. Introduction

Grievances are complaints which employee raise with their immediate employer. There is a spectrum of grievances ranging from major issues in the workplace to minor day-to-day workplace-related disputes.

The prime objective of the Grievance Management System is to promote practices and procedures that would ensure the creation and sustenance of a healthy employee-employer relationship, open communication between management and associates, and the expeditious settlement of genuine grievances of associates to increase satisfaction on the job, resulting in improved productivity and efficiency of the organization.

2. Scope

This policy will cover GreenLine Mobility Solutions Limited and its subsidiary companies. Grievances for the purpose of this procedure can be related to but not limited to the below areas:

- Anti-discrimination
- Anti-harassment & abuse
- Prevention of involuntary labor
- Third-party employment agency management
- Prevention of under-age labor
- Juvenile worker protection
- Working hours
- Wage benefits and contracts
- Freedom of association / collective bargaining
- Occupational Health and Safety Management
- Incident Management
- Emergency preparedness and response
- Hazardous Waste Management
- Wastewater management
- Stormwater management
- Air emission management
- Boundary noise management
- Ethics
- Any other area of concern

3. Definitions

- i. **Grievance:** An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
- ii. **Grievance Handling Mechanism:** A process to accept, assess, and resolve community complaints concerning the performance or behavior of the company, its contractors, or employees, including adverse economic, environmental, and social impacts.
- iii. **Internal Stakeholders:** Groups or individuals within a business who work directly within the business, such as employees and contractors.
- iv. **External Stakeholders:** Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way by the decisions of the business, such as customers and suppliers.

4. Stakeholder Mapping and Engagement Plan

a. Mapping of Stakeholders

Internal Stakeholders:

- Employees
- Senior Management
- Mid Management

External Stakeholders:

- Customers
- Media
- Suppliers
- Regulatory Bodies
- General Public

b. Stakeholder Engagement Plan

After identifying the stakeholders, GreenLine Mobility Solutions Limited will develop a comprehensive engagement plan to ensure all stakeholders are informed about the GRM and encouraged to provide feedback. The engagement plan will include regular communication through meetings, emails, and updates on our website.

5. Grievance Reporting Channels

Internal and External stakeholders of GreenLine Mobility Solutions Limited can voice their grievances formally through the following channels:

- Connecting with - CHRO
- Emailing – hr@greenline.in

6. Grievance Mechanism Process



- Record:** All formal grievances are logged in the Grievance Register is saved for record-keeping.
- Acknowledge:** Grievances are acknowledged within Forty-five working days of submission.
- Investigate:** The Grievance Committee, along with designated committee members, conducts a thorough investigation, records activities, analyzes information, and determines appropriate actions.
- Act:** Based on investigation findings, an action plan is created to resolve grievances, actions are assigned, monitored, and completed, and the stakeholder is formally advised of the resolution.
- Follow up and Close out:** Three weeks after resolution, Committee Member the contacts the external stakeholder to verify satisfaction and gather feedback on the grievance process.

7. For the period of three years from the effective date of the Policy following are the members of the Grievance Redressal Committee (GRC).

1. Mr. Bhupesh Sawantdesai - CHRO
EMAIL: Bhupesh.Sawantdesai@greenline.in
2. Mr. Kaizad Palia – COO
EMAIL: kaizad.palia@greenline.in
3. Miss. Glyniss Fernandez - Head HR
EMAIL: glyniss.fernandes@ugel.in
4. Mr. Vijay Vispute - Head- Operation & Maintenance, Assets & Technical (Conventional)
EMAIL: vijay.vispute@ugel.in

- 5. Mr. Aniruddha Neogi - DGM
EMAIL: Aniruddha.Neogi@greenline.in

8. Storing of Grievances

All records, including grievance forms, investigation notes, interviews, and meeting minutes, are securely filed, and confidentiality is maintained for all parties involved.

9. Annexure – A - Grievance Register

Stakeholder	Date Received	Stakeholder Contact Officer	Grievance Description	Cause of the Grievance	Outcome	If a resolution was offered, please indicate 'accepted' or 'not accepted'.	Remark

10. Disclaimer

In case of a dispute related to any of the clauses of this procedure, the interpretation of the GreenLine's authorized representative will be final and binding.

