

EMPLOYEE GRIEVANCE REDRESSAL POLICY

POLICY STATEMENT

At Sun Petrochemicals Private Limited (SunPetro), we believe that our employees and all stakeholders are our most valuable asset and that a positive, respectful, and inclusive work environment is fundamental to achieving our organizational goals.

All employees are expected to familiarize themselves with this policy and actively support its effective implementation. The grievances to be dropped in a box locked and kept safe at working locations which will be opened and grievance will be collected by designated HR persons in one time in a month to be presented to the President, SunPetro for further action.

APPROVED BY

Approved By

Designation

Mr. Padam Singh

President

"At SunPetro, every employee deserves to be heard with fairness, dignity, and respect. A workplace built on trust and open communication strengthens not only our people but also our organization. I encourage every employee to use this grievance mechanism responsibly and with confidence, knowing that every genuine concern will receive impartial consideration."

— President, Sun Petrochemicals Private Limited

PURPOSE

Sun Petrochemicals Private Limited ("SunPetro") is committed to fostering a workplace that promotes fairness, dignity, transparency, mutual respect, and employee well-being. The purpose of this policy is to establish a structured, confidential, impartial, and transparent grievance redressal mechanism.

SCOPE

This policy applies to all employees of SunPetro and its stakeholders.

DEFINATION

Grievance Officer

The HR/admin representative designated by SunPetro Management to receive, register, coordinate, and monitor grievance cases.

Grievance Redressal Committee

The committee constituted by Management to review, investigate, and recommend appropriate actions for grievances received under this policy.

ROLES & RESPONSIBILITIES

Grievance Officer

The designated Grievance Officer shall:

- Receive grievances.
- Maintain confidentiality.
- Coordinate Committee meetings.
- Monitor investigation progress.
- Communicate updates to the complainant.
- Maintain all records and documentation.

Grievance Redressal Committee Approved by SunPetro Management

The Committee shall:

- Review all grievances.
- Conduct investigations.
- Interview concerned employees if necessary.
- Review documentary evidence.
- Recommend corrective actions.
- Submit investigation findings to the President.
- Maintain fairness and confidentiality.

President

The President shall:

- Review the Committee's recommendations.
- Take the final decision on grievance matters.

Official Grievance Email

Employees may submit grievances through the Company's designated Grievance Email ID :

grievance@sunpetro.com

Physical Grievance Submission

Employees working at project sites or locations where online access is limited may submit a written grievance by:

- Completing the prescribed Grievance Submission Form; or
- Depositing the grievance in the designated Grievance Drop Box installed at the location.

The Grievance Officer shall collect and register all grievances received through the Grievance Box once every 15 days. Employees are required to submit their grievances in writing, and the grievance shall not exceed one page.

Communication of Outcome

The HR Department shall communicate the outcome to the complainant in writing.

FALSE OR MALICIOUS COMPLAINTS

SunPetro encourages employees to raise genuine concerns in good faith only. Where it is established that an employee has knowingly submitted a false complaint with the intention of causing harm to another employee or the Company, appropriate disciplinary action may be initiated in accordance with the Company's Disciplinary Policy.