



GRIEVANCE MECHANISM POLICY

Prepared by:

Human Resources Department

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Policy Number: **ARV|COM_GRM|001|260725**

Arvind Limited, Naroda Road, Ahmedabad



OBJECTIVE:

This policy outlines Arvind Ltd.'s structured approach to address and resolve employee grievances in a fair, transparent, and time-bound manner. The goal is to foster a work environment where individuals feel respected, heard, and confident in the company's ability to address concerns without fear of retaliation.

APPLICABILITY:

This policy is applicable to all employees of Arvind Ltd., including full-time, part-time, contract workers, trainees, and consultants across all offices, factories, and locations.

DEFINITION OF GRIEVANCE:

- A grievance refers to any concern, complaint, or dissatisfaction raised by an employee about any aspect of their work environment or employment relationship. This may include, but is not limited to:
 - Discrimination, harassment, or unfair treatment
 - Interpersonal conflict or misconduct
 - Workload or role clarity issues
 - Breach of company policy or code of conduct
 - Violation of health, safety, or ethical standards

PRINCIPLES OF THE POLICY:

- 1. Fairness:** All complaints will be treated with impartiality and sensitivity.
- 2. Timeliness:** The company is committed to resolving grievances promptly.
- 3. Confidentiality:** All grievance details will be kept strictly confidential to the extent possible.
- 4. Non-retaliation:** Employees raising concerns in good faith will be protected from retaliation.
- 5. Accessibility:** Multiple channels are available to report grievances conveniently and securely.

GRIEVANCE REDRESSAL CHANNELS:

Employees may raise grievances through any of the following avenues:

- **Immediate HR Representative (BUHR)**
- **Line Manager or Supervisor**
- **Head of Department (HOD)**
- **Ethics Helpline / Whistleblower Mechanism**
- **Group Ethics Officer**



For anonymous or confidential submissions:

- **Web Portal:** www.in.kpmg.com/ethicshelpline/arvind
- **Toll-Free Number:** 1800 200 8301
- **Email:** arvind@ethicshelpline.in

Grievances may be raised verbally or in writing, depending on the comfort level of the employee. Anonymous complaints will be considered if sufficient information is provided for investigation.

GRIEVANCE HANDLING PROCESS:

1. Acknowledgment

The grievance will be acknowledged within **2 working days** of receipt, where identity is known.

2. Preliminary Review

A preliminary assessment will be conducted to determine the nature and seriousness of the grievance.

3. Investigation

HR, along with the relevant manager or ethics team (if required), will investigate the concern. This process should be completed within **10 working days** wherever possible.

4. Resolution & Feedback

The outcome will be communicated to the complainant (if known) within **15 working days** of receipt. Corrective action, if applicable, will be initiated as per disciplinary guidelines.

5. Appeal Process

If the employee is unsatisfied with the resolution, they may escalate the grievance to the next level in the hierarchy (e.g., BU Head, Ethics Officer, Group HR).

RECORD-KEEPING & MONITORING:

- All grievances and outcomes will be documented and retained by the HR team in a secure manner.
- HR will periodically review grievance trends to identify systemic issues and improve workplace practices.
- Reports may be submitted (with anonymized data) to senior management and relevant compliance functions.

FALSE OR MALICIOUS COMPLAINTS:

Any employee found to have deliberately submitted a false or malicious complaint may be subject to disciplinary action, in line with the company's Code of Conduct.



ROLES & RESPONSIBILITIES:

Employees

- Raise concerns honestly and respectfully through appropriate channels.
- Cooperate during the investigation process.

Managers & Supervisors

- Serve as the first level of response and support for employees.
- Escalate grievances as required and ensure non-retaliatory handling.

HR Department (BUHR)

- Lead the grievance resolution process, maintain documentation, and ensure policy compliance.

Ethics Helpline / Group Ethics Officer

- Handle escalated or complex grievances, especially those involving ethical misconduct or policy violations.

REVIEW TIMELINE:

This policy will be reviewed every two years or earlier in line with legal requirements or business needs.

