

GRIEVANCE REDRESSAL POLICY

GEM Enviro Management Ltd.

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Document Name	Grievance Redressal Policy
Organization	GEM Enviro Management Ltd.
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Policy brief & Purpose

For timely and proper redressal of complaints of the stakeholders, and in line with the Ministry of Corporate Affairs (MCA)'s 'National Guidelines on Responsible Business Conduct (NGRBC)', GEM Enviro Management Ltd. (hereinafter called 'GEM'/'Company') has the following grievance redressal policy.

1. Scope

This 'Grievance Redressal Policy' applies to all the stakeholders of GEM including clients, recyclers, vendors, prospective and current employees of the company as well as volunteers, and consultants etc.

2. Policy elements

- GEM has appointed a nodal officer for the redressal of grievances. Stakeholders can approach this officer at:
Mr. Puneet Srivastava – HR Manager
E-mail id - hr@gemrecycling.com
- A stakeholder can make a written complaint either through a letter or e-mail.
- The company maintains a stakeholder grievance register in which the full details of every written complaint is entered. A designated person from HR department accesses the 'stakeholder grievances email ID' daily to establish whether any new complaint has been lodged or not.
- The full detail of the written complaint is passed on to the concerned department.
- A letter or mail would be written by the designated person to the stakeholder/s who has/have submitted the written complaint, acknowledging receipt of the complaint.
- The designated person would obtain all the information considered necessary for an investigation of the said complaint
- The nodal officer would examine all the necessary information and resolve the complaint same as soon as possible.
- The stakeholder complaint will be resolved within **21** days of the receipt of the same, except when the issue requires more time for investigation and closure.
- The nodal officer shall review the stakeholder complaint register on a fortnightly basis to find out whether complaint has been resolved within time or not.
- A complaint, where the response does not settle the issue, must be referred to the Director Mr. Sachin Sharma.
- The nodal officer shall report quarterly on the grievances to the Director, Mr. Sachin Sharma

with the complete details such as;

- Name of the complainant,
 - Nature of the complaint,
 - Date of receipt of the complaint and
 - Status on resolving the same.
- For grievances remaining unresolved for a period of more than 21 days from the date of receipt, the nodal officer shall provide a reason to the Director.

3. Reference to Other Policies

Relevant sections of GEM's following policies shall also be applicable, as required;

- i) Whistle-Blower Policy
- ii) Code of Conduct for Directors and Senior Management

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