



Grievance Redressal Policy (External Stakeholders)

**Applicable for all External Stakeholders
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Policy Name	Grievance Redressal Policy (External Stakeholders)
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INTRODUCTION

Grievance is defined as any kind of dissatisfaction arising out of an action or lack of it which needs to be addressed to enable the employee to function efficiently and effectively. Broadly, it can be stated to any discontent or dissatisfaction with any aspect of the organization. It covers external stakeholders like Vendors, contractors, and the community at large who may be impacted.

OBJECTIVE

The objective of this Grievance Redressal Policy for external stakeholders is to them a structure for resolving specific issues. This policy aims to external stakeholders that there is a process in place for the timely resolution of their complaints. Additionally, this policy aims to create a formal, effective channel for external stakeholders to communicate their feelings and dissatisfaction.

THE ROLE OF THE HUMAN RESOURCES DEPARTMENT (HRD)

HRD shall maintain a record of all grievances referred to the grievance resolution committee, number of grievances settled/pending and submit a report to the senior management on an annual basis.

PROCEDURE

- a. Grievance submission: The grievant shall submit the grievance to the BDx through the Grievance Form on the BDx website. This form includes two blocks of information
 1. Grievant' s details: including first name, last name, email address, organisation/ company name, type of grievant and country.
 2. Grievance details: including who the grievance is being submitted against, country of issue, reason of the grievance, previous attempts to solve the grievance and preferred remedy.
- b. Assessment: Within 14 working days BDx will assess if the grievance falls under the predefined scope and decide whether the grievance is acceptable. We may contact the grievant for more details to be able to assess the acceptability of the grievance. If the grievant does not provide the requested information within 14 working days, the grievance will not be accepted, and the case will be closed. If the grievance is accepted, the grievant will receive a formal acknowledgement and details of the next steps in the procedure. If the grievance is not accepted, BDx will inform the grievant of the reasons why the submitted grievance does not fall within the Grievance Mechanism's scope. No appeal of the non-acknowledgement is possible.
- c. Investigation: Within 21 working days of the date the grievance is accepted, BDx will proceed to look into the circumstances of the case, speak with the parties involved, and confer with relevant stakeholders. The grievant may be contacted to contribute additional information.
- d. Final Decision: Within 14 working days of the date the investigation has been concluded, BDx will outline investigation findings, define remedial actions and communicate them to the grievant. The final decision should be reasonable, proportional to the grievance and consider cultural norms.
- e. Monitoring and evaluation: 3 months after the closure of the case, BDx may contact relevant parties (if relevant), to verify that they have acted according to the agreed remedial actions.

In case of external stakeholders, it should be directly raised to this email ID:
Grievance.ext@bdxworld.com

Grievance Resolution Committee and its role:

The Grievance Resolution Committee will receive all formal complaints on behalf of the organization. It will comprise of:

- a) Head of Legal
- b) Head of Finance
- c) Head of HR and,
- d) Any one Senior member from the region in which the complaint is made

An investigation undertaken by the Committee will be in accordance with the principles of natural justice and will be undertaken confidentially and as expeditiously as possible with great sensitivity. The committee will submit the report along with its recommendations to the CEO in 14 working days. Any delay in completion of the investigation needs to be suitably justified.

Improper Complaints

This policy shall not be used to bring frivolous or malicious complaints against anyone. Making a knowingly false complaint subjects the complainant to disciplinary or corrective action.

However, if a legitimate concern has been raised in good faith and an investigation finds the concern to be unfounded, no action will be taken.

Grievance form

Your name (first and last name):

- I wish to raise my grievance anonymously
- I request not to disclose my identity without my consent

Contact information:

- By post: please provide your full address
- By telephone:
- By email:

Company / Organisation (name, address & country):

Your position within the company / organisation:

[_____]

Description of grievance or incident:

[_____]

Date of grievance / incident:

- One time incident / grievance date:
- Happened more than once (how many times):
- On-going (currently experiencing problem):

What would you like to see happen to resolve the problem?

Please attach file(s) / photographs that provides evidence for the grievance.