	<b>Habib Sugar Mills Limited</b> Nawabshah - Pakistan	Document #	SOP-0422
		Revision #	00
	<b>GRIEVANCE POLICY</b>	Effective	13-03-2022
		Circulation	00
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## 1. PURPOSE

The purpose of the Grievance Policy is to provide an effective and impartial means of addressing grievances regarding process, operation, practice, working attitude, discrimination, harassment, safety, and other workplace concerns. The company will be overseeing the implementation of Grievance Policy related to the investigating complaints, conducting hearings, making recommendations for resolution, and ensuring that the company complies with applicable laws, regulations, and policies.

## 2. SCOPE

This policy is applicable to all the activities of the company with respect to processes, operations, lease agreements, acquisition of plants and agriculture fields including registered farms.

## 3. Principles

This grievance mechanism policy is based on the following principles:

- **Accessibility:** The policy will be widely publicized and easily accessible to all employees, suppliers, and other stakeholders.
- **Fairness:** The policy will ensure that complaints are handled in a fair and impartial manner.
- **Timeliness:** Complaints will be addressed in a timely manner, with clear timeframes for resolution.
- **Anonymity:** If the complainant request anonymity, the Dy. Manager HR will take appropriate steps to ensure the same.

## 4. Terms and definitions

1. All employees, contractors, growers, suppliers, visitors, and other stakeholders, including vulnerable individuals of the factory and agriculture farm are encouraged to file complaints regarding company matters and scope. These complaints can be submitted through complaint boxes designated at the factory and colony gate. This ensures that the H.R department of the company can easily receive the complaints for appropriate action.
2. HSML management has devised a SOP in which the responsibility of collecting the complaints from complaint boxes and tele-phone call on (0244-360751-55) has been given to H.R department. So that all the complaints can be properly sorted & recorded in complaints register by Dy. Manager HR department.
3. It is the responsibility of the Deputy Manager of the HR department to inspect the suggestion box on a weekly basis and submit a report on complaints to the grievance committee for further action, which may include investigation, conducting hearings, and making decisions for resolution based on facts and evidence. This will ensure that any issues can be resolved promptly.
4. If the complainant raises an objection or concern on any member of the Grievance Committee, the committee will take the final decision whether or not to modify the Grievance Committee.

**5. POLICY REVIEW AND UPDATE**

This Policy will be reviewed and updated annually / or as and when required by Grievance committee & H.R Department in order to ensure its continued adequacy and relevance for our business.

**6. RESPONSIBILITY**

Management, employees, contractors, growers, suppliers, visitors and other stakeholders of the company must comply with this policy and take responsibility for ensuring that all initiatives are developed in line with the policy and any violation of this SOP will result in appropriate action

**Conclusion**

Each party involved in the Grievance Mechanism has a critical role to play in ensuring that complaints are addressed fairly, transparently, and promptly. The responsibilities outlined above must be clearly defined, communicated, and understood by all parties involved in the Grievance Mechanism.



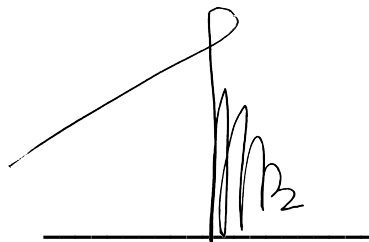
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Prepared by  
Dy. Manager HSE



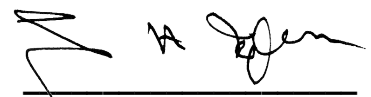
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Resident Director