

CMES GRIEVANCE REDRESSAL POLICY

SHORT TITLE AND COMMENCEMENT

This Policy shall be called the CleanMax Grievance Redressal Policy'. It shall come into force with effect from the date of notification.

SCOPE AND APPLICABILITY

A grievance is a concern, problem or complaint which may be related to work, working environment, reporting relationships, etc.

Grievance Redressal policy for Cleanmax covers all Internal and External stakeholders of Cleanmax

OBJECTIVE

CleanMax is committed to providing a productive and conducive work environment where grievances are dealt with fairly and promptly. The objective of this policy is to facilitate a work culture where no grievances exist and also help in improving performance and productivity of the concerned parties/ stakeholders of the company.

DEFINITIONS

- i. "Company" means "CleanMax Enviro Energy Solutions Pvt Ltd."
- ii. "Chairman" means the "Chairman & Managing Director of the Company".
- iii. "Grievance Redressal Committee" means the authority empowered to make decisions under this Policy.

THE SYSTEM-

An Officer will be designated as Grievance Officer who will hear out the grievances of the concerned parties and counsel them in cases where in the grievances are not resolved at level one.

The Grievance Redressal Committee will be responsible for addressing all the grievances as raised by the Grievance officer and will be headed by the Chief Human Resource Officer.

If the concerned party is not satisfied by the decision of the Committee, the committee will refer cases to the Chairman and the Chairman shall address the grievance in such cases.

Registered & Head Office Address : 4th floor, The International, 16 Maharshi Karve Road, New Marine Lines Cross Road No. 1, Churchgate, Mumbai - 400020 | +91 22 6252 0000 | www.cleanmax.com

GRIEVANCE REDRESSAL PROCESS-

Level-1

At the first instance the affected party should submit the grievance either via mail at grievance@cleanmax.com or through the grievance boxes set up (to maintain anonymity) at Project sites/ Regional Office and Corporate office. The site head/ Regional/ Corporate office administration should acknowledge the receipt of the grievance incase if it is received by email and should redress the grievance within a period of seven working days. In case it is a Policy level matter the grievance should be referred to HR function who will redress the grievance.

Level-2

If the concerned grieved party is not satisfied or the grievance is not resolved at the level of site In charge / Regional/ Corporate admin officer, the grievance is to be taken up by the Grievance Officer. S/he would address the grievances received and should redress the grievance within a period of ten working days.

Level-3

If the grievance still persists, it should be forwarded to the Grievance Redressal Committee. It will comprise of a CXO, one HR representative and the company secretary and will be headed by Chief Human Resource Officer.

The Grievance Redressal committee will redress the grievance within a period of 4 weeks after carefully deliberating on the issue.

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REPORTING

The Grievances Redressal Committee will report to the Chairman of the Company. A quarterly written report of grievances handled will be submitted to the Chairman of the Company.

GUIDELINES AND CONDITIONS

Grievance pertaining to or arising out of the following shall not come under the purview of the grievance procedure: -

- (i) Matters related to collective disputes/bargaining such as salary, allowances, hour of work and other benefits and also cases related to disciplinary procedures.
- (ii) Annual performance appraisal /confidential report.
- (iii) Any grievance arising out of removal or dismissal of an employee.
- (iv) Any matter relating to terms and conditions of appointment settled prior to joining or appointment/absorption.
- (v) Any other as may be decided with the approval of the Chairman.

INTERPRETATION AND AMENDMENTS

Notwithstanding anything contained above, the Chairman may modify, alter, delete or add any clause or sub-clause to this Policy as and when considered necessary for the efficient conduct of the Company's business. The Chairman & Managing Director shall be the final authority in the interpretation of this Policy and in the cases not covered by this Policy his decision shall be final.

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