

We firmly believe that work force is part and parcel of the organization. We further believe that employees and workers are faithful to the management and can innovate new ideas and methodology to increase productivity. It is even more necessary that none of the workers should leave the workplace with a heavy heart or a grievance hidden into it. We firmly believe that such grievances must be resolved at the earliest, which will create a positive work environment and lead to greater productivity.

Apart from workers, there are other stakeholders of the organization who impact or get impacted by the activities of the organization. Ganesha Overseas believes in healthy relationship with all its stakeholders. It has set up the following channels for redressal of grievances of stakeholders:

1. For Workers & Staff

We, at **Ganesha Overseas Pvt. Ltd.**, arrange periodic meetings with the staff or workers' representatives and the management. Workers are free to express their views to the management. These suggestions are further discussed at various levels and decision taken within 15 days. In case certain suggestions are not acceptable to the management, the same is conveyed to the workers representatives with justification. Details of these meetings are recorded in a separate register.

We have also put up a **complaint- cum-suggestion box** near the office-room within the factory premises. This box is locked safely and checked once every week for any communication received. Workers are at liberty to put down their grievances /suggestions on a piece of paper and drop the same in these boxes. All grievances and suggestions are discussed with the management and decision taken as mentioned above.

In case certain workers want to discuss their grievance personally while submitting their complaint with the management, they are at liberty to do so. They can meet the HR Head or the factory manager. In case the worker is not satisfied with the decision taken, he can also meet the Plant Head.

2. For Raw Material Suppliers

Periodic meetings are held with the suppliers either at the factory-office or at their collection centers. Any supply-related issues can be raised by them during the meetings. They can submit their issues through a letter or e-mail to the Plant Head. Prompt resolution is provided by the Plant Head through the concerned department.

3. For The Government Officials

Meetings are held with the mayor from time to time to get guidance on improving collection practices, or to make representations on any issues faced in factory administration.

4. For the collectors

Group meetings are held for collectors at the Suppliers' facility or at the factory premises. Awareness is given on efficient collection practices, Health & Safety precautions, and healthy food habits during the meetings. If they are facing any problems they can raise their issues through the Balers.

Approved by

A handwritten signature in black ink, appearing to read "J.R. JOSHI".

J.R. JOSHI

GENERAL MANAGER