

## **MOREPEN LABORATORIES LIMITED**

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## **PREVENTION OF ADVERSE CONSEQUENCES TO COMPLAINTS**

## **OBJECTIVE**

Morepen Group is committed to fostering an open and transparent workplace where employees, customers, vendors, and stakeholders can raise concerns without fear of retaliation. This policy aims to ensure that individuals who make complaints in good faith are protected from any adverse consequences.

## **SCOPE & EFFECTIVE DATE**

This policy applies to all employees, contractors, suppliers, customers, and other stakeholders associated with Morepen Group. It covers complaints related to workplace harassment, unethical conduct, safety concerns, financial misconduct, or any other grievances.

## **GUIDING PRINCIPLES**

- **Non-Retaliation:** No individual shall face adverse consequences, discrimination, or retaliation for filing a complaint in good faith.
- **Confidentiality:** The identity of the complainant shall be protected to the maximum extent possible.
- **Fair Investigation:** All complaints shall be addressed promptly and investigated impartially.
- **Accountability:** Any violation of this policy will result in disciplinary action, including termination if necessary.

## **COMPLAINT MECHANISM**

- Complaints can be submitted through email, a designated complaint box, or a direct meeting with HR or an assigned compliance officer.
- Anonymous complaints will also be considered if they provide sufficient details for investigation.
- Upon receipt, complaints will be acknowledged within five (5) working days.
- An impartial investigation will be conducted, and resolution efforts will commence within fifteen (15) working days.
- The complainant shall be informed of the outcome where legally permissible.

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<sup>1</sup>Effective from January 01, 2022.

### **PROTECTION MEASURES**

- Employees facing retaliation or threats should report immediately to HR or the compliance officer.
- Morepen Group shall take strict action against any individual found guilty of retaliation.
- Additional protective measures, including temporary reassignment, counseling, or legal assistance, may be provided when necessary.

### **FALSE COMPLAINTS**

While Morepen Group encourages openness, malicious or knowingly false complaints will not be tolerated and may result in appropriate disciplinary action.

### **COMMUNICATION & TRAINING**

- This policy shall be made available to all employees and stakeholders.
- Regular training and awareness programs will be conducted to reinforce the importance of a retaliation-free environment.

### **REVIEW & AMENDMENTS**

- The policy shall be reviewed annually or as required to incorporate necessary improvements and legal updates.

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<sup>2</sup>*Effective from January 01, 2022.*