



Grievance Redressal Policy Internal

Objective

This policy aims to give every employee a way to file a grievance related to their employment. Additionally, the policy will ensure that these complaints are resolved swiftly, fairly, and in conformity with other pertinent Organisational Policies. This comprises complaints from an employee against a course of conduct, a lapse in judgement, or a planned course of action with regard to them by a manager, a coworker, or a supervisor.

The Code of Conduct Policies, Good Governance and Anti-Corruption Policy, and other policy documents should be referred to/for the purposes of this policy. Any comparable policies that the organisation adopts in the future will automatically become an extension of this one.

Scope

The first step towards resolving any issue is open communication. An employee should initially attempt to handle any issues informally with his or her immediate supervisor. Employee/s may file a formal grievance as outlined in this policy in an effort to find an equitable resolution if such informal dialogue does not resolve the issue.

For the purposes of this Policy, a "grievance" is referred to as any issue, worry, or complaint pertaining to the workplace or working conditions. An act, omission, circumstance, or decision that the complainant deems unfair, discriminatory, or unjustifiable may be the subject of a grievance.

Guiding Principles

It's crucial that problems are resolved equitably while the grievance procedure is being used. The following factors must be taken into account when performing this:

- Every employee should make an effort to handle workplace issues as quickly as feasible and, in most cases, as informally as possible.
- Every attempt should be made to resolve issue/s in a fair and equitable manner before they become formal grievance issues.
- Every employee should voice concerns and resolve them quickly, without unjustifiably delaying meetings, decisions, or the confirmation of those choices.



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The organisation is aware that going through a formal grievance procedure can be upsetting and stressful for all affected employees. Employees involved in the process have a right to be treated respectfully and quietly while maintaining confidentiality. The business will not put up with or tolerate rude or abusive behaviour from anyone involved in the grievance process. Any such behaviour will be dealt with as misconduct in accordance with the company's disciplinary policies.

The organisation is aware of the various needs of both the workforce and the services it offers. As a result, this Policy aims to offer a standard framework that guarantees that no person will be at a disadvantage compared to others due to the processes undertaken under this Policy.

Grievance Committee

Gender representation and a cross-section of various degrees of competent employees must be taken into account when choosing committee members. The Grievance Committee will appoint members once in three years.

Grievance Procedures

This Policy will be complemented by creating and implementing a grievance-handling mechanism. Within thirty (30) days of the Grievance Committee's appointment, the Human Resources Department shall create such processes after consulting with Management and the Grievance Committee.

Raising a Grievance/Complaint

With a view to maintaining a transparent and discrete process of registering grievances in the organisation all complaints should be submitted to the email address – compliance.officer@indoco.com

Responsibilities of the Grievance Committee

The Committee is in charge of making sure that complaints are resolved fairly and in line with the grievance procedures outlined for the application of this policy.

The Committee shall comply with the following guidelines:

- Considering carefully the reasons the grievant feels resentful, sad, or dissatisfied
- Investigate the facts and context, and demonstrate to the grievant that this was done carefully and respectfully.
- Actively seek a resolution that will appease the grievant, if possible, without placing an undue burden on the business or his/her coworkers.



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- Inform the grievant of what can be done and what cannot be done to settle the complaint and follow up on the next course of action.

Decision and Confidentiality

The Committee's decisions are binding. However, the grievant's ability to express further unhappiness with a committee decision should be allowed in the grievance procedure. Within ten (10) days of the case's conclusion, the Committee must send a written declaration of its decision to the grievor.

Every staff member who is questioned about a current issue, including members of the Grievance Committee and those responsible for keeping records, is subject to a duty of confidentiality that requires them to retain all correspondence and material shared during the process in strict confidence.