



# **Tatva Chintan Employees' Grievance Redressal Mechanism**

## Purpose

Tatva Chintan's Grievance Redressal Policy explains how employees can voice their complaints in a constructive way and ensure that their point of view is heard and the issue effectively resolved, thereby avoiding conflict and misunderstandings. The company encourages employees to communicate their grievances to foster a supportive and pleasant workplace for everyone.

In line with our Always Human Value, we prioritize connecting with people in a human way by:

- ❖ Showing Respect
- ❖ Demonstrating Trust
- ❖ Celebrating Diversity

While there are many forums for employees to raise their concerns like suggestion boxes, open-house meetings, workplace improvement forums, women's open-house meetings, and works, safety, or canteen committees, this policy informs us how raise a formal complaint or grievance.

## Scope

This policy refers to everyone in the company, regardless of position or status. The objective of the Grievance Redressal Policy is to provide a means of dealing promptly with any employee grievance in connection with their work, in a fair and consistent manner.

## Grievance definitions

We define a grievance as any complaint, problem, or concern of an employee regarding their workplace, job, or co-worker relationships. Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and Safety issues
- Supervisor behavioral issues
- Adverse changes in employment conditions.

This list is not exhaustive.

However, employees should try to resolve less important issues informally before they resort to a formal grievance.

## Right to Information

Employees who file grievances can:

- Reach out to their direct supervisor or HR department
- File a Grievance Form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Make an appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Make an appeal on any formal decision

The company is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure o
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at every stage of the process
- Resolve all grievances when possible
- Respect its no-retaliation policy when employees file grievances with the company or external agencies (e.g., Equal Employment Opportunity Committee)

## Outline of a grievance procedure



### Step 1 : Dealing with grievances informally

Managers and employees shall use informal methods of resolving disagreements or disputes. If employees have a reasonable grievance or complaint regarding their work or the people they work with they should, wherever possible, start by talking it over with their manager. It may be possible to agree a solution informally between worker and manager. This makes it more likely that disputes can be resolved faster and closer to the source of the problem and less likely that they will escalate into intractable problems.

If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure. For example, a human resources (HR) manager could host an informal meeting or discussion.

Grievances from new employees about recruitment practices will typically need to be made to the HR Department, rather than to the recruitment agency itself.

### Step 2: Formal Grievance

If the matter is serious and/or the employee wishes to raise the matter formally, the employee should set out the grievance in writing to his or her manager. This submission should be factual and avoid language that is insulting or abusive.

Where the grievance is against the employee's manager and the employee feels unable to approach him or her, the employee should address the grievance to another manager or the HR department.

### Step 3: Grievance hearing

A designated manager (normally from the HR department and hereafter called the 'grievance manager') will call the employee to a meeting to discuss the employee's grievance within a predetermined period of time after receiving the complaint.

The employee shall have the right to be accompanied by a colleague this meeting on request. After the meeting the grievance manager will give the employee minutes of the meeting signed by both parties and a decision in writing, within a predetermined period of time.

#### **Step 4: Appeal**

If the employee is unhappy with the decision about a grievance redressal and wishes to appeal, he or she should let the grievance manager know. The employee will be invited to an appeal meeting within a defined period of time and the appeal will be heard by a more senior manager.

The employee will normally have the right, on request, to be accompanied by a colleague at this meeting and minutes should be taken. Every effort should be made to secure a resolution in the best interests of the employees and the company. After the meeting the senior manager, will give the employee a decision within a predetermined period.

This decision will be final within the terms of the company's internal grievance mechanism.