

Wave Industries Private Limited

Grievance Redressal Policy

Grievance Redressal procedure at the company aims to reinforce the organization's commitment towards providing fair and equitable work opportunities to all employees. The objective of the Grievance resolution process is to provide employees with an easily accessible mechanism for settlement of their individual grievances.

This policy is applicable to all categories of employees of the company and its associated/subsidiary companies.

Grievance needs to be redressed in order to maintain a healthy and performance oriented work culture. Accordingly, the employee Grievance Redressal Policy has been put in place that will offer an open communication channel for the employees to put forward their Grievances.

This policy will cover only individual Grievances and will exclude the following:

- Terms of appointment/employment settled and agreed prior to joining.
- Annual performance appraisal/confirmation process.
- Grievances arising out of disciplinary action.
- Grievances arising out of termination or dismissal.
- Grievance already settled during the last six months.

The policy aims at creating a healthy working environment for all the employees of the company

Objective- The objectives of the Grievance Redressal Policy will be:

- To settle Grievances of the employees in shortest possible time;
- At lowest possible level of authority; and
- To provide escalations at every step so that the aggrieved employee derives satisfaction of seeking redressal, if required, from the highest level of the authority.

Scope- A Grievance can be defined as any sort of dissatisfaction, which needs to be addressed in order to enable staff to function efficiently and effectively within the company. A Grievance indicates an employee's discontentment with his/her job, workplace or his/her relationship with his/her colleagues. Broadly, a Grievance can be stated to be any discontent or dissatisfaction with any aspect of the company.

Grievances will be treated with utmost confidentiality and sensitivity. As much as possible, the Grievances should be discussed and settled. Further, all efforts should be made to resolve the matter mutually without any external intervention. The intent is to promote healthy working relationships and work environment.

Exclusion- Any Grievance related to Sexual harassment at workplace will be covered under the Prevention of Sexual Harassment (POSH) Policy.

Process of Staff Grievances Redressal Mechanism/ Escalation Process-

1. All Grievances should be submitted as a written complaint.
2. Employees must make all efforts to resolve the Grievances at the immediate or next supervisor level/Line Manager.
3. If the employee has communicated the issue to the Line Manager but no solution is given within 7 working days or he/she is not satisfied with the solution provided he/she can contact the Head of the Department.
4. In case the employee has written to the HoD, but no solution is given within 7 working days or he/she is not satisfied with the solution provided he/she can escalate the Grievance to the CHRO as per the process.

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5. If the employee is still unsatisfied with the resolution that is communicated by the CHRO, then the CHRO will raise the same with the Managing Director or any other person designated by the MD.
6. If the employee has a Grievance with his/her immediate supervisor/Line Manager, then he/she can send the Grievance directly to the Head of the Department.

All Grievances raised to HR will be maintained for a calendar year and then archived. The HR department will maintain the details of the open complaints, complaints in progress and the complaints resolved.

Closure of Complaint- All attempts will be made to close the Grievances within 30 days.

Corrective Action/Penalty- In a Grievance redressal process if the employee concerned has been found Guilty, he/she will be subject to appropriate disciplinary action as per the severity of the case:

1. Issue a verbal/written warning
2. Disciplinary action in terms of Employment

Adherences to the Procedure- Employees are expected to adhere to the aforesaid policy and follow the guidelines mentioned for the escalation process as per Clause no. 4.

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Process Flow – Grievance Redressal Process

