

Policy for Grievance

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1. Introduction

EXPLEO is committed in creating the best work environment - a place where everyone is heard, where issues are promptly raised and resolved, and where communication flows across all levels of the company.

2. Objective

To facilitate access to communication with Senior Management and across all levels on issues and concerns of individuals or teams which are not redressed at the project/department level.

3. Scope

The employee is welcome to discuss any aspect within the purview of employee-employer relationship. A grievance or complaint relating to work, working conditions, work environment or treatment at the hands of fellow workers, or if concerned about health and safety or a breach of statutory employment rights or any other issue affecting employment, should be first discussed on the details of grievance formally without unreasonable delay with the immediate manager. He/she will discuss concerns in confidence, make discreet investigations and attempt to resolve the issue without any delay and fairly.

This procedure is intended only as a statement of the Company's policy and management guidelines. The policy applies to all fulltime employees and employees on temporary assignments including third party contract resources.

4. Informal Facilitation

It may be appropriate for the matter to be dealt with by way of informal facilitation, depending on the nature of the grievance. This involves the appointment of an independent manager, who will discuss the issues raised with all of those involved and seek to facilitate a resolution with the Human Resources. Informal facilitation will be used only where all parties involved in the grievance agree.

5. Formal Facilitation

5.1 Step 1 - Grievance

If the matter cannot be resolved on an informal basis then the individual could raise the complaint or grievance formally and without unreasonable delay with the immediate manager. If the grievance is concerning the immediate manager, the grievance must be raised in the form of a letter / mail to an appropriate manager who is not the subject of the grievance and/or to the grievance mail address BFSI.HR@expleogroup.com, [Expleo-India Grievance Committee](#). This should be done in writing and should set out the nature of the grievance. Wherever possible, the grievance should include all details, dates and the names of people involved, so that the matter can be properly investigated and resolved.

A meeting will be arranged within seven working days from the date of grievance is raised between a member of the management team, a member of the Human Resources department, the employee and if applicable a companion. Employee must take all reasonable steps to attend the meeting. The employee will be allowed to explain their grievance and express their views. The meeting may be adjourned for any necessary investigations.

Where the employee is unable to attend a grievance meeting and provides a good reason for failing to attend, the hearing will be adjourned to suitable date decided by the Human Resources / Management. Unless there are special circumstances mitigating against it, if the employee is unable to attend the rearranged meeting, the grievance will be responded from the information previously provided.

Where the chosen companion is unavailable on the day scheduled for the meeting, it will be rescheduled, provided that the employee proposes an alternative time within five working days of the scheduled date.

If allegations arise against another work colleague, then the general principles of natural justice will be applied, to include; making him/her fully aware of the nature of the allegations and providing him/her with the opportunity to respond.

Following the meeting and such reasonable enquiries or investigation, the organization will decide on what action, if any, to take. This decision will be communicated to the employee in writing as soon as reasonably practicable, and where appropriate, will set out what action the organization intends to take to resolve the grievance. The employee will be notified of the right to appeal against any finding.

All grievances will be dealt with as confidential manner as is possible bearing in mind that it may be necessary to involve third parties as part of the process whether as witnesses or otherwise. All parties involved however are reminded that issues discussed or disclosed during the grievance process are confidential and should not be discussed with others not involved in the process.

5.2 Step 2 - Appeal

In the event that employee feel the grievance has not been satisfactorily resolved, the employee may appeal. This should be done in writing, detailing full details of the grounds upon which the employee is appealing and within five working days of receipt of the grievance outcome mail. A member of senior management who was not involved in the original grievance will hear the appeal. A meeting will be arranged to discuss the grounds of employee's appeal with a member of the management team, a member of the Human Resources department and the employee. Employee must take all reasonable steps to attend the meeting. If deemed necessary, the meeting may be adjourned for any further investigations.

Unless there are special circumstances mitigating against it, if the employee is unable to attend the rearranged meeting, the appeal will be responded to from the information previously provided. Where the chosen companion is unavailable on the day scheduled for the meeting, it will be rescheduled, provided that the employee proposes an alternative time within five working days of the scheduled date.

After the appeal meeting, the organization will inform the employee of the outcome of the appeal in writing as soon as reasonably practicable. The decision of the management hearing the appeal will be final.

Policy Revision History

Revision	Change Information	Prepared By	Reviewed By	Approved By	Approved Date
1.0	Initial Release	Sachin D & Manjunath C	Rajesh Kumaraswamy	Roopa Rajesh	1-Sep-22