
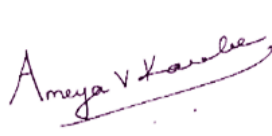





LEAP INDIA PRIVATE LIMITED

**Grievance Redressal Policy**

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## Purpose

The purpose of this policy is to develop a robust grievance redressal system and provide a harmonious and productive environment.

## Scope & Eligibility

This policy applies to all employees of LEAP India Private Limited.

## Definitions

**'Employee'** refers to all permanent employees who enjoy all benefits of the organization.

**'Grievance Redressal'** refers to employees' issues of discontent related to various factors in the organization. The process to mitigate these is known as Grievance Redressal.

The terms **"timely fashion," "reasonable time"**, and **"promptly"** will mean within Six (6) working days.

## Policy

The policy aims to fulfil the following objectives:

- To enable all employees to share or express his or her concerns,
- To set up a process for resolution of grievances impartially and fairly,
- To address concerns within a time frame

## Grievance & Dispute Resolution Procedure

- A healthy and robust Grievance redressal process helps to create mutual respect between the organisation and employees and maintains good morale through quick resolution of grievances. Employees' issues in the workplace concern us. As an organisation, we strive to correct and address grievances openly and transparently,
- Employees are encouraged to first approach their manager to discuss and try to resolve any issues they might be experiencing. This often addresses a concern in a simple, time-efficient manner.
- It is the policy of the Company that Employees should have an opportunity to present their work- related complaints and to appeal management decisions through a dispute resolution procedure. The Company will attempt a prompt resolution of all disputes that are appropriate for handling under this policy.

- An appropriate dispute is defined as an Employee's expressed dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other Employees. Examples of matters that may be considered appropriate disputes under this policy include but are not limited to:
  - A belief that Company policies, practices, rules, regulations, or procedures have been applied inconsistently to an Employee.
  - Treatment considered unfair by an Employee, such as coercion, reprisal, harassment (including sexual harassment), or intimidation.
  - Alleged discrimination because of race, colour, gender, age, religion, national origin, marital status, or disability; and
  - Improper or unfair administration of Employee benefits or conditions of employment such as scheduling, vacations, fringe benefits, promotions, retirement, holidays, performance review, salary, or seniority.
- Employees should notify the Company in a timely fashion of any dispute considered appropriate for handling under this policy. The dispute resolution procedure is the exclusive remedy for Employees with appropriate complaints.
- The dispute resolution procedure has a maximum of three (3) steps as described below, but disputes may be resolved at any step in the process.
- Disputes will be processed until the Employee is satisfied, or the Employee fails to file a timely appeal or exhausts the right of appeal under the policy.
- A decision becomes binding on all parties whenever an Employee does not file a timely appeal or when a decision is made in the final stage and the right of appeal no longer exists.

Employees who feel they have an appropriate dispute should proceed as follows:

**STEP ONE** — Bring the complaint to the attention of the immediate supervisor or the HR Department as soon as possible. (If the dispute involves the manager/supervisor, then the Employee may proceed directly to Step Two). The supervisor/manager or the HR Department should investigate the complaint, attempt to resolve it, and give a decision to the Employee within a reasonable time.

**STEP TWO** — Appeal the decision to the department head, if dissatisfied with the supervisor/manager's or the HR Department's decision or initiate the procedure with the department head if Step One has been bypassed. This appeal or initial dispute notification must be made in a timely fashion using a written form provided for this purpose. The supervisor/manager's version of the dispute and decision should then be submitted using a similar written form.

The department head, in a timely fashion, should confer with the Employee, the supervisor, and any other members of management considered appropriate, investigate the issues and communicate a decision in writing to all the parties involved.

**STEP THREE** — Appeal an unsatisfactory department head decision to the HR Head of LEAP. The timeliness requirement and procedures to be followed are similar to those in Step Two. The HR Head will take the necessary steps to review and investigate the dispute and will then issue a written, final, and a binding decision.

Final decisions on disputes will not precedent-setting or binding on future disputes unless they are officially stated as Company policy. When appropriate, the decisions will be retroactive to the date of the Employee's original dispute notification.

Information concerning an employee dispute should be confidential. Supervisors, department heads, and other members of management who investigate a complaint may discuss it only with those individuals on a "need-to-know" basis or those who are required to supply necessary background information or advice.

Employees will not be penalized for proper use of the dispute resolution procedure. However, it is not considered proper use if an Employee raises complaints in bad faith or solely for delay or harassment or repeatedly raises disputes devoid of merit or in connection with minor disagreements. Implementation of the dispute resolution procedure by an Employee does not limit the right of the Company to proceed with any disciplinary action that is not in retaliation to the use of the dispute resolution procedure.

In addition, Employees and supervisors are prohibited from retaliating against an Employee who properly uses the dispute resolution procedure.

The Company may, at its discretion, refuse to proceed with any dispute it considers improper under this policy. Disputes concerning any of the provisions of the employment agreement executed by the Employees shall be governed by the dispute resolution procedure, if any, as provided in the respective employment agreement and the same shall override the above dispute resolution process.

## Disciplinary Procedure

### Gross Misconduct:

The following in broad terms constitute gross misconduct:

- Acts which violate the Company's, core values.
- Willful insubordination or disobedience of any lawful and reasonable order of a superior or management.
- Abetting or inciting to go on strike.
- Absence without leave or habitual overstay on leave without sufficient or satisfactory explanation.
- Theft, fraud, dishonesty, destruction, defacement, or misuse in connection with the property or money of the Company or of others, including misappropriation of assets of the Company, suppliers or others with whom the Company has a business relationship.
- Misstatements and other irregularities in the maintenance of records, including the intentional misstatement of the result of operations.
- Habitual late attendance.
- Drunkenness, drug addiction, indecent behaviour including the use of abusive language and profanity, fighting with, threatening or abusing co-workers, customers, security guards or guests and the like.
- Habitual neglect of work or instructions given by the superior.
- Willful damage to the property of the Company.
- Disclosing of the Company's confidential information and/or trade secrets to any unauthorized person.
- Acts of immorality, gambling and the like.
- Quarrelling with other Employees; including being argumentative.
- Receiving personal gifts or loans from third parties which have a business relationship with the Company. Under no circumstances should personal gifts of money ever be accepted.
- Use of any Employee (including support staff) for personal work or to fulfil self-job responsibility.
- Misuse or abuse of Company-supplied property, such as stationery.
- Retaining official records including keys, equipment and the like before leaving the Company premises.
- Not informing and updating the Human Resource Department regarding membership of any society or committee any organisation or a trust or an institution or directorships in any other companies.

- Undertaking other employment while continuing in the service of the Company.

The above acts are in addition to those provided in the respective Employment Agreements, if any.

**Disciplinary Action:**

- An Employee alleged to have indulged in misconduct will be liable to disciplinary action and will be served with a charge sheet.
- Three (3) days will be granted to furnish a reply to the Charge sheet. Thereafter, should the disciplinary authority decide to proceed in the matter, a domestic enquiry will be initiated.
- The Employee who has received a Charge sheet may be represented by a person of his/her choice.
- The enquiry as far as possible will be conducted at the Company's premises. Other Employees are also expected to cooperate with such enquiries.
- The enquiry officer entrusted with this responsibility shall be an independent person. He/she will submit the report/findings at the conclusion of the domestic enquiry.
- Based on the findings of the enquiry officer the disciplinary authority will proceed to impose punishment.
- The appointing authority, if any, will act as the disciplinary authority in respect of all Employees. However, in the absence of such a person, the person duly authorized in this regard by the Human Resources Department shall be responsible.

**Deviation:**

Any deviation from this policy will have to be seconded by the General Manager of HR and approved by the MD.

**Contacts**

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