

GRIEVANCE HANDLING POLICY

1. Purpose

TechnoSphere India Private Limited is committed to providing a fair, transparent, and effective process for addressing employee grievances. This Policy aims to ensure that all employment-related complaints are addressed promptly and equitably, fostering a positive work environment based on trust and respect.

2. Scope

This Policy applies to all employees of TechnoSphere India Private Limited and covers all types of employment-related grievances including but not limited to working conditions, workplace behavior, discrimination, harassment, wage issues, and other matters affecting employees' work life.

3. Policy Statement

- The Company encourages employees to raise grievances without fear of retaliation or victimization.
- All grievances will be heard and investigated fairly, impartially, and confidentially.
- The grievance redressal process will follow defined timelines to ensure timely resolution.
- Employees dissatisfied with the outcome have access to appeal or escalation channels.

4. Grievance Redressal Process

Step 1: Informal Resolution

- Employees are encouraged to discuss their concerns with their immediate supervisor or manager to seek an informal resolution.

Step 2: Formal Grievance Submission

- If the issue is unresolved, the employee may submit a written grievance to the Human Resources department or designated Grievance Officer.

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CIN: CIN123456789

- The grievance should include relevant details such as date, nature of grievance, parties involved, and any supporting evidence.

Step 3: Acknowledgment

- The grievance will be acknowledged in writing within five working days of receipt.

Step 4: Investigation

- A thorough and confidential investigation will be conducted by an impartial officer or committee.
- Interviews and collection of evidence will be conducted as needed.

Step 5: Resolution and Communication

- The outcome and proposed resolution will be communicated in writing to the complainant within 30 working days from receipt of the grievance.
- Appropriate corrective or disciplinary action will be taken if warranted.

Step 6: Appeal

- If the complainant is not satisfied with the resolution, they may appeal to a higher authority such as the Head of HR or Managing Director within 15 days of receiving the resolution.
- The appeal will be reviewed and a final decision communicated within 15 days.

5. Confidentiality and Non-Retaliation

- All grievance-related information will be kept confidential to the extent possible.
- No employee shall face retaliation, harassment, or discrimination for lodging a grievance or participating in an investigation.

6. Record Keeping

- All grievance records, investigation reports, and communications will be securely maintained and accessible only to authorized personnel.

7. Training and Communication

- Training on this Policy and grievance handling procedures will be provided to all employees and managers.

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- The Policy will be communicated through onboarding programs, employee handbooks, and internal portals.

8. Policy Review

This Policy shall be reviewed annually or as needed to comply with regulatory requirements and improve effectiveness.

Approved by: Board of Directors

Effective Date: Jan 2025

Review Date: Jan 2025