

DIPTAB VENTURES PRIVATE LIMITED



Grievance redressal and disciplinary policy

Note: The policy will be applied at the discretion of management. The management reserves the right to modify/change this policy as deems fit. Any change in the guidelines narrated below would be communicated to all employees.

1. Introduction

- 1.1 Discipline is a system designed to promote orderly conduct and cohesiveness in the organization.
- 1.2 A successful disciplinary system is dependent on the good judgment, understanding and consistent treatment of the parties involved in disciplinary action.
- 1.3 Diptab Ventures Pvt Ltd (hereinafter referred to as the “Company” or “Lets Transport”) aims to strengthen the Company’s commitment towards providing fair and equitable work opportunities to all employees

2. Purpose

- 2.1 This policy (the “Policy”) has been adopted to provide employees with an easily accessible mechanism for settlement of their individual grievances and is designed to provide an effective procedure for resolution of problems.
- 2.2 Company’s aim is to ingrain a disciplinary procedure that will afford consistent and equitable treatment to all employees.

3. Scope and Applicability

- 3.1 This Policy applies to all employees of the Company, irrespective of nature of their work-contract, work-type.

- 3.2 This Policy addresses grievance, being any sort of dissatisfaction, that needs to be addressed to enable employee to function efficiently and effectively within the Company.
- 3.3 A grievance is a sign of an employee's discontentment with his job or his relationship with his colleagues. Grievances mean individual grievance and includes all matters but excludes the following:
- i) Annual performance appraisal
 - ii) Grievance pertaining to, or arising out of, disciplinary action or appeal against such actions.
 - iii) Grievance arising out of termination/dismissal
 - iv) Performance improvement plan.
- 3.4 The grievance redressal procedure and disciplinary procedure are internal procedures and do not allow for any external representation.
- 3.5 The Company Disciplinary Procedure will be used only when necessary and as a last resort. Where possible, informal and/or formal counselling or other good management practice shall be used to resolve matters prior to any disciplinary action being taken.
- 3.6 An employee can discuss any part of this Policy with their line Manager. They can help clarify an employee's rights as well as give guidance and support where it may be needed.

4. Grievance Redressal Procedure

- 4.1 Employees may communicate their grievance in writing to their line managers addressing a copy to the HR manager. In case the grievance involves the line manager, then the employee can contact the line manager's manager, while simultaneously copying the HR manager.
- 4.2 Managers shall acknowledge the receipt and conduct formal meeting with the employee, post which the manager shall revert to the employee with a course of action/ solution within 15 working days from the date of receipt of grievance, after consulting the HR manager, if required.
- 4.3 In case an employee is not satisfied with the solution, the employee may choose to represent the same to the Grievance Redressal Committee.
- 4.4 The Grievance Redressal Committee shall consist of 1 member from the HR department and 2 Employees in Grade 9 and above from relevant department. The Grievance Redressal Committee will give their recommendation to the CEO/COO/CPO/HOD within 10 working days.

- 4.5 The CEO/COO/CPO/HOD will take a decision based on this recommendation and communicate their decision through the HR Head to the aggrieved employee within 15 working days from commencement of inquiry.
- 4.6 Grievances will be treated with utmost confidentiality and sensitivity.
- 4.7 HR Department shall maintain a record of all grievances referred to the Grievance Redressal Committee.

5. Disciplinary Procedure

5.1 Informal Procedure –

- 5.1.1 Verbal warning - An informal verbal warning is appropriate when it is necessary for the manager in charge to take action against an employee for any minor failing or minor misconduct. Although not part of the formal disciplinary procedure a record of an informal warning needs to be kept on the employee's personal file.
- 5.1.2 Counselling - Where improvement is required, the employee must be given clear guidelines as to what is expected in terms of improving shortcomings, the time scales for improvement, etc. by way of counselling.
- 5.1.3 The employee must also be told, where appropriate, that failure to improve may result in formal disciplinary action.

5.2 Formal Disciplinary Procedure

- 5.2.1 First Written Warning - is appropriate when a verbal warning has not been heeded and the misconduct is either repeated or performance has not improved as previously agreed.
- 5.2.2 Final written warning - If the offence is sufficiently serious or there is a failure to improve performance/ conduct during the currency of a warning, a final written warning may be given to the employee. It will warn that failure to improve may lead to action such as dismissal or other action as appropriate.
- 5.2.3 Dismissal or other action- If there is still a failure to improve or in case of gross misconduct, the final step in the procedure shall be dismissal. In such cases, the employee will be given an opportunity to meet with the line manager and HR Manager to respond to the allegations and provide necessary supporting evidence. Based on the decision to proceed by the Operations Head, the final disciplinary action along with the right to appeal will be communicated to the employee in writing. An employee

who wishes to appeal against a disciplinary decision must do so within five working days. The Grievance Redressal Committee will hear all appeals and will make commendation to the Operations Head.

5.3 Penalties that can be imposed

5.3.1 Disciplinary actions may be taken in the forms including, but are not limited to –

- i) Continue to keep on probation
- ii) Reprimand in writing to be placed on record in the personal file
- iii) Forfeiture of Annual Increment and / or variable pay or bonus or incentive
- iv) Suspension from work for a certain period
- v) Dismissal

5.4 Gross Misconduct

In case of gross misconduct, the employee shall be removed from employment without need to serve the termination notice period and no payment will be made in lieu of notice.

The list provided below is illustrative but not exhaustive, Company will exercise the authority in consultation with the Grievance Redressal Committee to determine gross misconduct depending on the circumstances of each case:

- Fraud,
- Deliberate falsification of records
- Embezzlement
- Theft
- Intimidation, harassment, threats or acts of violence
- Misuse or misappropriation of position or benefits
- Wilful damage to organization's assets
- Disparagement or defamation of the Organisation, its employees, partners or other stakeholders
- Taking or giving bribes or any other illegal gratification.

Approved By

CEO