

Title: Grievance Redressal and Disciplinary Policy

Introduction:

At Simpplr, we strive to create a harmonious and productive work environment for all employees. We recognize that conflicts and issues may arise from time to time, which require an effective and fair resolution mechanism. This policy outlines the procedures for addressing and resolving employee grievances in a timely and impartial manner. Additionally, it sets forth the disciplinary actions that may be taken in cases of misconduct. This policy applies to all employees and is designed to ensure transparency, consistency, and fairness in the grievance and disciplinary process.

1. Purpose of the Policy:

The purpose of this policy is to establish a formal procedure for addressing employee grievances and managing disciplinary actions. It aims to provide a framework that promotes open communication, employee engagement, and fairness. By implementing this policy, we intend to create a workplace environment where conflicts are resolved promptly, maintaining employee morale, and fostering a culture of mutual respect.

2. Grievance Redressal Process:

2.1 Definition of Grievance:

A grievance is any formal or informal written or verbal complaint or concern raised by an employee regarding their employment, working conditions, or relationship with colleagues, supervisors, or management.

2.2 Informal Grievance Resolution:

We encourage employees to resolve grievances informally in the first instance by discussing the matter with their immediate supervisor or manager. The supervisor or manager shall make all efforts to resolve the grievance amicably within a reasonable timeframe.

2.3 Formal Grievance Procedure:

If the grievance cannot be resolved informally or the employee is not satisfied with the informal resolution, they have the right to submit a formal written grievance to their supervisor or Human Resources (HR) department. The formal grievance procedure includes the following steps:

2.3.1 Filing a Grievance:

The employee must submit a written grievance, stating the nature of the issue, individuals involved, relevant dates, and any supporting evidence. The HR department will acknowledge receipt of the grievance within a specified period and initiate an investigation.

2.3.2 Investigation:

- The HR department will conduct a thorough investigation, collecting all relevant information from the employee, witnesses, and any other individuals involved.

- The investigation shall be objective, confidential, and completed within a reasonable timeframe.
- The HR department may seek assistance from relevant parties, as appropriate, to facilitate a fair and comprehensive investigation.

2.3.3 Decision and Resolution:

- Upon completion of the investigation, the HR department will make a decision, taking into account all relevant evidence.
- The HR department will communicate the decision, in writing, to the employee, outlining the findings and any recommended action or resolution.
- Simpplr is committed to taking appropriate corrective action based on the severity and nature of the grievance and ensuring fair treatment for all parties involved.

3. Disciplinary Actions:

3.1 Purpose of Disciplinary Actions:

Disciplinary actions are measures taken to address employee misconduct and maintain a disciplined work environment. These actions are intended to correct behavior, reinforce company policies, and ensure consistency in applying consequences.

3.2 Disciplinary Procedure:

The disciplinary process at Simpplr follows a progressive approach, with disciplinary actions ranging from verbal warnings to termination, depending on the severity and recurrence of the misconduct. The following disciplinary actions may be taken:

- Verbal Warning
- Written Warning
- Suspension without pay
- Demotion
- Termination of employment

3.3 Fairness and Due Process:

Disciplinary actions will be carried out in a fair and unbiased manner, ensuring that employees are given a chance to present their case before any action is taken. The employee will be provided with a written notice outlining the reasons for the disciplinary action and the expected changes in behavior. In all cases, the principles of natural justice will be followed.

4. Confidentiality and Non-Retaliation:

Simpplr is committed to maintaining confidentiality throughout the grievance and disciplinary process. We will ensure that all parties involved respect the privacy of individuals and do not disclose any sensitive or personal information.

Moreover, Simpplr prohibits any form of retaliation against employees who raise grievances in good faith or participate in the grievance or disciplinary process. Retaliation against

whistleblowers, complainants, or witnesses will be treated as a separate violation of company policy.

5. Review of the Policy:

This policy shall be reviewed periodically by the HR department to ensure its effectiveness and compliance with changing legal requirements. Feedback from employees and management will be considered during the review process, and revisions will be made as necessary.

Conclusion:

The Grievance Redressal and Disciplinary Policy at Simpplr establishes a fair and transparent framework for addressing employee grievances and managing disciplinary actions. By adhering to this policy, we are committed to empowering employees, maintaining a positive work environment, and upholding the principles of fairness and due process.