



# HEXAGON

## **Employee Grievance Procedure**

**Revision: 1.1**

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Title: Employee Grievance Procedure

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# 1. Introduction

The purpose of the policy is to provide its employees with every opportunity to discuss any grievance and to seek information on matters affecting their employment.

## 2. Scope & Eligibility

This is applicable for all employees of HCCI. A grievance related to sexual harassment is addressed through the Prevention of sexual harassment at Workplace policy.

## 3. General Grievance Procedure

All parties involved in the grievance procedure will hold all information concerning an employee's grievance in strict confidence.

- ❖ Reporting Manager is the first level of raising any grievance. Reporting manager is to investigate the situation, attempt to resolve it, and close the loop with a plausible resolution within ten (10) working days of an employee bringing a grievance to the attention of reporting manager.
- ❖ If the employee's concern involves the immediate manager, the employee can discuss the problem first with the skip-level manager.
- ❖ The employee can reach out to HR Business Partner if he/ she feels the problem cannot be presented through the regular reporting hierarchy.
- ❖ If the employee is not satisfied with the initial decision, he/ she has the option to escalate it to the next level. An escalation against the initial decision should be documented over email, with possible reasons for disagreement. HR Head and General Manager, HCCI are the final level for escalating. Their decision remains binding for all parties involved.

## 4. Sexual Harassment

A grievance related to sexual harassment is addressed through the Prevention of sexual harassment at Workplace policy. Refer to IC policy.

Path: Hexaview > IC > IC Links > IC Policy

## 5. Policy Administration & Exceptions

The Human Resources Department and employee chain of management are responsible to oversee the administration of general grievance procedure. They jointly shall be responsible for ensuring that an employee's concern is addressed with plausible solutions until the employee is satisfied with the decision or until the escalation matrix is exhausted. Any employee who blatantly disregards the principles of morality, propriety, or safety resulting in non-compliance to Employment Terms is subject to disciplinary process and/or immediate dismissal without access to the general grievance procedure.

## 6. Revision History

Rev.	Rev. Date	Reason for Revision	Revised By	Approved By
1.0	12-Jul-2023	Updating to new policy format	Anant Gupta	Nousheen Khan