

GRIEVANCE REDRESSAL POLICY

Table of Contents

Approval & Revision History.....	Error! Bookmark not defined.
1. PURPOSE.....	Error! Bookmark not defined.
2. SCOPE	Error! Bookmark not defined.
3. REFERENCES.....	Error! Bookmark not defined.
4. DEFINITIONS.....	Error! Bookmark not defined.
5. Roles and Responsibilities	Error! Bookmark not defined.
6. POLICY PROVISIONS.....	Error! Bookmark not defined.
A. Environmental Responsibility	Error! Bookmark not defined.
B. Social Responsibility	Error! Bookmark not defined.
C. Governance & Ethical Business Practices	Error! Bookmark not defined.
D. Sustainable Procurement & Supply Chain Management	Error! Bookmark not defined.
7. MONITORING, EVALUATION & CONTINUOUS IMPROVEMENT	Error! Bookmark not defined.
8. KPIs & PERFORMANCE METRICS.....	Error! Bookmark not defined.
9. DOCUMENTATION & RECORD KEEPING	Error! Bookmark not defined.
10. DISTRIBUTION LIST.....	Error! Bookmark not defined.

1. PURPOSE

The purpose of this Grievance Redressal Policy is to provide a transparent, accessible, and effective mechanism for addressing concerns, complaints, or grievances raised by employees, contractors, or other stakeholders. Saksoft Ltd. is committed to fostering a respectful, inclusive, and responsive work environment where all individuals feel safe to voice concerns without fear of retaliation.

2. SCOPE

This policy applies to:

- All employees (permanent, temporary, contract, and trainees) of Saksoft Ltd. and its subsidiaries.
- Vendors, contractors, consultants, and other stakeholders engaged with Saksoft.
- Concerns related to workplace behavior, harassment, discrimination, ethical misconduct, violations of law or policy, and other work-related grievances.

3. REFERENCES

- SEBI BRSR Guidelines
- UN Guiding Principles on Business and Human Rights (UNGPs)
- GRI 102, 103, and 406 Standards
- POSH Act, 2013 (India)
- Saksoft Code of Conduct and Ethics

4. DEFINITIONS

Grievance: Any concern, complaint, or dissatisfaction related to workplace treatment, conditions, or ethical matters.

Complainant: An employee or stakeholder who raises a grievance.

Respondent: A person whose behavior or action is the subject of a complaint.

Remediation: Corrective actions taken to address, rectify, and prevent recurrence of harm.

5. ROLES & RESPONSIBILITIES

- **Complainant:** Submit complaints promptly, with factual details.
- **Supervisors/Managers:** Listen to concerns, attempt resolution at the first level, escalate if unresolved.
- **Human Resources:** Facilitate the process, ensure confidentiality, provide support.
- **Grievance Redressal Committee (GRC):** Investigate serious or unresolved complaints objectively.
- **POSH Committee:** Handle complaints specifically related to sexual harassment.

- **COO and Compliance Officer /Head HR:** Review escalated grievances, authorize final resolution.

6. POLICY PROVISIONS

Accessibility

Saksoft ensures that the grievance mechanism is accessible to all employees and relevant stakeholders regardless of their role, location, or language. Accessibility features include:

- **24/7 access** to grievance reporting via a designated email address, internal grievance portal, and printed instructions displayed on office noticeboards.
- Communication about the grievance mechanism is incorporated in onboarding programs, employee handbooks, and training sessions.
- Materials and reporting interfaces are available in multiple languages and adapted formats to cater to employees who may be linguistically or geographically disadvantaged or belong to vulnerable/minority groups.
- Assistance is made available for individuals who may be digitally illiterate, differently abled, or working remotely.

Reporting Channels

To facilitate ease of reporting and maintain integrity of the process, multiple formal and informal channels are available:

- Reports can be submitted directly to the **immediate supervisor, HR Business Partner (HRBP), or Department Head.**
- Formal written complaints may be emailed to **grievance@saksoft.com** or submitted via the **online grievance form** on the intranet.
- Anonymous submissions are accepted via a secure digital drop box or written submission to designated physical collection boxes.
- All grievances are registered and acknowledged with a case ID for tracking.

Non-Retaliation

Saksoft maintains a firm **zero-tolerance policy** toward retaliation:

- No employee or stakeholder who raises a complaint in good faith shall face any form of reprisal, including demotion, discrimination, harassment, or termination.
- Retaliation or attempts to discourage individuals from reporting will result in **disciplinary action**, up to and including termination.
- This commitment is communicated clearly in employee policies and reinforced in training sessions.

Confidentiality

Confidentiality is critical to maintaining trust in the grievance mechanism:

- All grievances and related documents are handled on a **strict need-to-know basis**. Only authorized personnel, including HR, the Grievance Redressal Committee, or POSH Committee (where applicable), have access.
- Grievance records are **digitally secured** and maintained in restricted-access folders or platforms.
- Investigations are conducted discreetly to protect the identity of the complainant, witnesses, and the respondent(s), unless disclosure is legally required.
- External disclosure of grievance-related information is prohibited unless required by regulatory authorities.

These provisions collectively aim to promote a fair, inclusive, and responsive environment for raising and addressing grievances at Saksoft.,

EVALUATION & CONTINUOUS IMPROVEMENT**

- Periodic review of unresolved complaints and closure timelines.
- Feedback collected post-resolution to assess effectiveness.
- Annual report to senior leadership summarizing key trends, gaps, and action plans.

8. KPIs & PERFORMANCE METRICS

- % resolved within 30 working days.
- % of employees trained on grievance mechanism annually.
- % of remediation actions completed and verified.

9. DOCUMENTATION & RECORD KEEPING

- All complaints, actions, and closure summaries maintained digitally for 5 years.
- Confidential access provided to internal auditors and HR leadership as needed.

10. DISTRIBUTION LIST

- All Saksoft employees (permanent, contract, interns)
- HR and Compliance Team
- Department Heads
- Board of Directors (for escalated or systemic concerns)