

Grievance Redressal Guidelines

INTRODUCTION

NLSL is committed to providing a fair, safe and productive work environment where grievances, if any, are dealt sensitively and expeditiously.

A grievance process provides employees with a constructive way to voice their concerns so they could be addressed before they become a distraction at the workplace; either physical or virtual.

For the purposes of this Policy, a 'Grievance' is defined as any type of problem, concern, or complaint related to work or the work environment. A grievance may be about, but not limited to, an act, omission, situation, or decision that the employee feels is unfair, discriminatory, or unjustified. This policy must be read and understood in conjunction with other related policies or documents such as the Terms and Conditions of Employment, Code of Conduct, Policy against Sexual Harassment, Disciplinary Policy etc.

In interest of this policy a 'Workplace' is any place of operation for the employees of the organization under official purposes. The workplace may either be the registered office of the organization, employees' home, or current location, in case the employee is working via virtual mode, or any other location where official transactions are being carried out. Any grievance arising at the 'Workplace' shall be covered under this policy.

Definitions

- 2.1. "Workplace" - means "any place visited by the employee arising out of or during the course of employment, including transportation provided by the company for undertaking such a journey."
- 2.2. The workplace includes:
 - 2.2.1. All offices or other premises where the Company's business is conducted.
 - 2.2.2. All company-related activities performed at any other site away from the Company's premises.
 - 2.2.3. Any social, business or other functions where the conduct or comments may have an adverse impact on the workplace or workplace relations.
- 2.3. "Company" means NIIT Learning Systems Limited (NLSL) and all its subsidiaries.
- 2.4. "Employee" means a person employed at a workplace for any work on Regular, Temporary, ad-hoc or daily wages basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name.

OBJECTIVE

The purpose of this policy is to provide guidelines to employees who might have experienced a grievance and wish to submit a formal complaint. An essential part of developing that environment is ensuring that employees are encouraged to come forward with their grievances in the knowledge that the organization will take appropriate action to address those grievances.



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SCOPE

This policy applies to all such persons who may be associated with and working for NLSL, whether at NLSL's premises or otherwise, including but not limited to; NLSL's employees, Consultants, Retainers, Trainees etc. (hereafter referred as employees).

This Grievance Policy shall not be available to contest any considered organization decision based on existing policy or other disciplinary measure.

An employee may raise a complaint under this policy, regarding any matter related to their employment. This can include, but not limited to, the following:

- Roles and responsibilities.
- Terms and conditions of employment.
- Working conditions and environment.
- Departmental procedures, leave, rewards etc.
- Any instance of workplace harassment by any employee or employer.

PROCEDURE

A. Informal Stage

Formal grievance procedure may be stressful hence an informal approach to grievance resolution may be adopted by speaking with the concerned employee(s) and resolving the issue along with any member of the Grievance Redressal Committee (GRC).

B. Formal Stage

An employee may also commence the formal process, by outlining their grievance in writing, with the nature of grievance and the grievance with complete details. This may be routed through the Manager/Business HR or posted at email id *GrievanceCell@niit.com* which is accessible by an authorized representative from the Leadership team of HR.

Once the Complaint is submitted, the Manager (or the concerned) will acknowledge the receipt of the complaint and proceed with the Complaint and Investigation Process, starting by submitting the grievance to the members of the GRC.

The Respondent will be given details of the complaint and the opportunity to respond within a reasonable time frame. Member of the GRC may have a discussion with both parties to resolve the complaint at the workplace level.

The investigation shall be completed in a timely manner. All nominated parties are expected to participate and make themselves available for the investigation processes. Witnesses may be identified in strict confidence.

For records, towards each grievance received, the following will be recorded and maintained:

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions

Employee(s) found guilty of making false or malicious claims and statements will be reprimanded. This may also lead to termination of employment.



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Stage wise process to file a formal grievance is shared below:

Stage 1:

- An aggrieved employee may in the first instance meet his immediate Manager/second level Manager and discuss the grievance.
- In case aggrieved employee is not satisfied, employee can then present his/her grievance in writing to the concerned Business HR Leader/Function Heads within 15 days from the date on which the act of grievance or complaint arose or came to his notice.
- The concerned Business HR Leader/Function Heads after making necessary enquires will reply to the aggrieved employee within 10 days.

Stage 2:

- In case the employee is not satisfied with the decision communicated to him at Stage-I or fails to receive the reply within stipulated period, he/she may submit his grievance in the prescribed format using Form-II, given in Annexure B, within a period of 15 days from the final response of Stage 1 to the Head of Department for the consideration.
- The aggrieved employee who has filed a Stage-II grievance may be allowed to present his/her case in person if s/he so desires at this stage. Hearing at this stage shall be between the members of the GRC and the aggrieved employee.
- Employee shall be replied to within three weeks of receipt of the grievance at Stage-II.

Stage 3:

If the closure of Stage 2 is not conclusive, Stage 3 may be opted. At this stage, the grievance will be investigated by an additional committee constituted by the respective Senior Management and Chief People Officer.

GRIEVANCE REDRESSAL COMMITTEE

With a commitment to ensure secure and constructive environment, NLSL has constituted a Grievance Redressal Committee (GRC). The GRC is designed to inquire, assist, and resolve formal grievances filed by an employee and be a part of the resolution process of informal discussions.

The members of the committee will include respective Business HR Leaders and business/ Function heads. Employee must feel free to raise a complaint as and with any member as deemed necessary, with valid justification.

CONFIDENTIALITY

All involved parties and any other employee questioned in relation to the case in discussion, are bound by confidentiality and are to hold in confidence; all documentation and information exchanged in the process.



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