



GRIEVANCE POLICY

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1. Purpose

The purpose of this Grievance Policy is to ensure that all employees of Threyas have access to a transparent, fair, and confidential process for raising and resolving workplace-related grievances, concerns, or complaints. This policy aims to maintain a positive work environment by addressing issues promptly, fairly, and without fear of retaliation.

2. Scope

This policy applies to all employees, interns, trainees, contractual staff, and service providers engaged with Threyas at any location or function. It covers grievances related to:

- Workplace practices and environment
- Unfair treatment or discrimination
- Salary, benefits, or promotion issues
- Harassment, bullying, or unethical behavior
- Health and safety concerns
- Misconduct or violation of company policies

3. Policy Statement

Threyas is committed to:

- Providing employees with a safe and respectful platform to express concerns.
- Resolving grievances in a timely, transparent, and impartial manner.
- Protecting the confidentiality and dignity of all parties involved.
- Ensuring there is no retaliation against any employee who raises a genuine grievance in good faith.

4. Reporting Channels

Employees may report grievances through the following channels:

1. Direct Reporting – to the immediate supervisor, HR, or department head.
2. Grievance Committee – through a formal written or email submission.
3. Anonymous Reporting Option – through the grievance drop box or anonymous email (grievance@threyas.com).
4. Emergency Hotline – +91-XXXXXXXXXX (for urgent ethical or harassment-related grievances).

Each grievance will be acknowledged and recorded in the Grievance Register for tracking and resolution.

5. Confidentiality

All grievances will be handled with strict confidentiality.

- The identity of the complainant will not be disclosed to anyone not directly involved in the investigation or resolution.
- Information will only be shared on a need-to-know basis to maintain fairness and transparency.
- Breach of confidentiality by any individual involved in the process shall be treated as a serious disciplinary offence.

6. Anti-Retaliation Commitment

Threyas strictly prohibits any form of retaliation or victimization against employees who raise a grievance in good faith.

- Retaliation includes termination, demotion, intimidation, harassment, or discrimination.
- Any such retaliatory action will lead to disciplinary action, which may include suspension, demotion, or termination of the responsible person.

7. Investigation and Resolution

1. Acknowledgment – All grievances will be acknowledged within 3 working days.

2. Investigation – The HR/Grievance Committee will investigate impartially, maintaining fairness to both complainant and respondent.

3. Resolution Timeline (TAT):

- Minor grievances: Within 15 working days.
- Complex grievances: Within 30 working days.

4. Communication – Outcome of investigation and corrective action will be communicated in writing to the complainant.

8. Disciplinary Action

If a grievance investigation finds evidence of misconduct, policy violation, or unethical behavior, appropriate disciplinary action will be taken, including but not limited to:

- Verbal/Written Warning
- Suspension from duty



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- Salary deduction for losses caused (if applicable)
- Demotion or transfer
- Termination of employment

False or malicious grievances raised intentionally may also result in disciplinary action.

9. Anonymous Grievances

Threya's recognizes that some employees may prefer to remain anonymous.

- Anonymous grievances will also be investigated, provided sufficient details are available to substantiate the issue.
- Lack of identifying information will not invalidate the grievance, but may limit the scope of investigation.

10. Review and Escalation

If an employee is unsatisfied with the grievance resolution, they may escalate the matter to:

1. HR Head / Grievance Committee Chairperson, or
2. Managing Director / Ethics Committee (for serious issues).

All escalations will be reviewed and closed within 7 working days of submission.

11. Record Keeping

- All grievance records, investigation reports, and resolutions shall be maintained for a minimum of five (5) years.
- The HR Department shall maintain the Grievance Register and track closure timelines.

12. Continuous Improvement

- Grievance data will be analyzed quarterly to identify recurring issues and process improvements.
- The HR & Compliance Team will conduct awareness sessions for employees on grievance redressal and ethical behavior.

13. Policy Review

This policy shall be reviewed annually or earlier, if required, due to legal or organizational changes.

