

# Grievance Redressal Policy

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## 1. Objective

The Grievance Redressal Policy (“**the Policy**”) aims to provide a mechanism for all employees and other stakeholders of Firstsource Solutions Limited and its subsidiaries (“**the Company**”) to raise a grievance, with an assurance that the grievance raised is dealt with objectively, fairly, and in a timely manner.

## 2. Scope

This Policy applies to all the employees, communities, investors, shareholders, clients, vendors, and value chain partners of Firstsource Solutions Limited and its subsidiaries. This Policy should be read in conjunction with the Grievance Redressal Process for Complaints on Misleading Advertisements, Delivery of Essential Services, Unfair and Restrictive Trade Practices Policy. Link- <https://www.firstsource.com/wp-content/uploads/2023/02/Process-Docment-Grievance-Redressal-for-Misleading-Advertisement-Delivery-of-Essential-Services-Restrictive-UnfairTrade-Pract.pdf>

## 3. Definition of Grievance

Grievances are concerns, problems, or complaints raised by either an employee or any other stakeholders. It may include concerns about their work conditions, health and safety at the workplace, harassment, pay and benefits, misleading information, recovery of dues, lack of equal opportunity or any other issues. The above-mentioned examples of complaints or concerns are indicative and not exhaustive.

Whistleblowing, complaints regarding sexual harassment, ethics, bribery, gifts, and entertainment will be dealt with as per the respective policy guidelines of Firstsource.

## 4. Approaches to Grievance Redressal

### 4.1 Employees

The aggrieved employee should try to resolve the matter by directly approaching the immediate supervisor or concerned SPOC/department. If the complaint is against the reporting manager or if the employee does not wish to discuss the concerns with the reporting manager, they should seek advice from the Human Resource Department (“**HR**”) on the way forward with the complaint.

If the matter is not resolved the immediate supervisor or concerned SPOC/department, then the employee raise the grievance through the Grievance Redressal System application (“**FirstConnect**”) on the Firstsource intranet <https://firstconnect.firstsource.com/firstConnect/GRSLogin.aspx>

The employees should provide the complete details related to the grievance and choose the correct category of grievance while raising it on the tool to facilitate quick resolution. The aggrieved employee can also attach relevant documents on the tool.

## 4.2 Other Stakeholders

Our other stakeholders including communities, investors, shareholders, clients, vendors, value chain partners, employees and ex-employees have the option of writing to [grs@firstsource.com](mailto:grs@firstsource.com) in case of any grievance. They can also submit grievance via our website link <https://www.firstsource.com/contact/>

On receipt of the grievance, the convener will forward it to the specified point of contact for redressal depending on the category of grievance.

## 5. Investigation Process

Firstsource will ensure that grievances are addressed in accordance with applicable laws and Firstsource policies. The aggrieved stakeholder will receive communication from [grs@firstsource.com](mailto:grs@firstsource.com). Turn-around time (TAT) for closure of a grievance will vary depending on the severity and complexity of the grievance raised. The estimated time frame for the resolution is approximately fifteen (15) working days from the day of receiving the complaint unless the grievance owner requests for an extension in the timeline depending on the complexity of the grievance. In this case, an extension can be provided for another 15 days. All cases will be tracked for closure and reported by the convener.

## 6. Confidentiality

Firstsource is committed to ensuring that no one suffers detrimental treatment for reporting grievance. The aggrieved person can report concerns in confidence and without fear of retribution. Appropriate action will be taken against the individuals proven to be involved in any attempted retribution. The aggrieved person can choose to be anonymous, and their identity shall not be disclosed by Firstsource, except to those persons who are directly involved in the investigation concerning the grievance.

## 7. Appeal

If an aggrieved person is of the opinion that their Grievance has not been satisfactorily addressed by Firstsource within a reasonable time, they can write to [whistleblowing@firstsource.com](mailto:whistleblowing@firstsource.com)

## 8. Review

This Policy shall be reviewed annually or when significant changes are proposed.