

Global 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.

3. Definitions

Sl. No.	Defined Term	Definition
1	Applicable Law(s)	All applicable laws in all countries where Firstsource has its presence and/ or is conducting business from.
2	Client	Means the entity to whom Firstsource provides good and / or services.
3	Stakeholder	employees, communities, investors, shareholders, clients, vendors, and value chain partners of Firstsource Solutions Limited and its subsidiaries.
4	Misleading Advertisements	An advertisement in any form of mass media (including but not limited to print media, commercials, websites, social media) which is misleading, has false or deceptive information, if information has been concealed or left out, and also covers all kinds of false claims made to customers by the seller of goods and/ or services.
5	Restrictive Trade Practices	A trade practice which has the effect of preventing, distorting or restricting competition and includes practices which tend to obstruct the flow of capital or resources into the stream of production and agreements between parties that are not considered to be in public interest.
6	Unfair Trade Practices	Any fraudulent, dishonest trade practice or business practice which is prohibited by a statute. The practices include without limitation, the use of various deceptive, fraudulent, or unethical methods to obtain business, gain an advantage, or turn a profit by misrepresentation, false advertising or misrepresentation of goods and/ or services, deceptive pricing, non-compliance with Applicable Laws and all engaging in trade practices which are not considered to be in public interest.
7	Vendor/s	All individual proprietary concerns, companies, firms, non-profit organizations, agents and representatives with whom Firstsource has a contractual relationship for procurement of goods and/ or services either for itself or for provision of services to its customers / Clients
8	Complainant	A person who makes a complaint under the scope of this Policy

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 advertisements and information, delivery of essential services, unfair and restrictive trade practices, 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 employees can choose to share their grievance by approaching their immediate supervisor or concerned POC/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 may seek advice from the Human Resource Department (“HR”) on the way forward with the complaint. The employee can also raise the grievance through the Grievance Redressal System application (“FirstConnect”) at <https://firstconnect.firstsource.com/firstConnect/GRSLogin.aspx> or by writing to grs@firstsource.com.

Depending on the category of grievance the complaint is directed to the respective department for the resolution. A ticket is auto assigned and the employee receives communication at every step of the process. There are two levels of escalation matrix built in the system and if the employee is not satisfied with the resolution provided, they can further appeal through the grievance redressal system.

4.2 Other Stakeholders

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

Depending on the category of grievance, there are ownership matrix defined for the various stakeholder group in the system. On receipt of the grievance, the convener forwards it to the specified point of contact for Redressal to ensure closure of the grievance

5. Investigation Process

Firstsource will ensure that grievances are addressed in accordance with applicable laws and Firstsource policies. The complainant will receive communication from 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 & Non Retaliation

Firstsource is committed to ensuring that no one suffers detrimental treatment for reporting grievance. The complainant 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 complainant 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 the complainant 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

8. Reporting and Transparency

Firstsource reports its grievances through various annual reports as a part of disclosures.