

## Abstract of Grievance Redressal Policy

LTIMindtree ('the Company') recognises the right of individuals to express their concern about work related issues and has an official avenue to resolve genuine grievances and complaints in a fair and timely manner. LTIMindtree recognizes its employees' right to report their problems, concerns or grievances regarding any aspect of their employment, education, training or other activities, which are within the Organization's control, and their right to expect a timely and satisfactory response.

The Grievance Redressal Policy ('the Policy') is designed to provide a mechanism that encourages the workforce to report their grievances and thereby improve the managerial, administrative procedures and practices and in detection of specific problem areas. This Policy is applicable to all on-roll employees of the Company. This policy is applicable to address individual concerns and not group concerns.

A grievance is a dispute or a problem about any act, behaviour, omission, situation or decision, which an employee thinks, is unfair and unjust, and is related to work. Some examples would include harassment or other issues to do with the environment, performance, reviews, safety issues, opportunities, etc.

Cases related to Whistle blower Policy and Prevention of Sexual Harassment Policy are not under the scope of this Policy but will be dealt with respective Policies. Examples: Work and Employment, Career Progression/Promotion, Performance Management, Learning & Development, Diversity & Inclusion.

The Human Resource department will be tracking each grievance escalated by the employee by ensuring it is closed within the stipulated time frame, depending upon the nature/implication of the grievance.

Grievance must be made in writing to your reporting manager or Business Partner Human Resource ('BP HR'). Upon receipt of a concern by the reporting manager either from the employee directly or through BP HR, the reporting manager shall study the matter and take it further for resolution.

Resolution provided to the grievance raised should be to explain any misunderstanding, make people aware of the inappropriate nature of their behaviour and to prevent the behaviour occurring again. If the complaint is proven not to have occurred and is in fact a frivolous or reckless complaint similar outcomes may be pursued.

Informal Way of Addressing the Grievance: In case, both the concerned reporting manager and the BP HR are convinced that the grievance can be resolved at a preliminary level itself, by conveying to the employee the related facts or clarifications, then it can be processed accordingly either in writing or orally within 30 days from the date of grievance raised. However, if the employee is unhappy about the procedure followed or with the resolution itself, it should be proceeded in a formal manner mentioned below.

**Formal Procedure:** Upon receiving the grievance in writing by the reporting manager or Business Partner Human Resource ('BP HR'), the BP HR shall initiate a meeting of the reporting manager and the concerned employee to handle the grievance. The BP HR after analysing the nature of the grievance, shall decide the need for the presence of any other related person during the meeting.

In this meeting, the employee will be encouraged to present the grievance in detail, if required by the superior. After listening to the employee, a proper explanation / clarification should be provided to the employee. Minutes of Meeting will be prepared by BP HR/reporting manager about the discussions and actionable identified, if any, during the course of the meeting.

The purpose of this meeting shall be to achieve a formal resolution of the grievance. If consensus cannot be reached, then the matter shall be referred to the next superior in consultation with BP HR.

**Reference to the Next Level of Hierarchy:** In case the immediate superior/BP HR could not resolve the matter at their level the case will be further referred to the next concerned higher superior for his/her perusal and a formal meeting will be arranged between him/her and the concerned employee.

**Reference to the BU Head:** In the next level of the grievance referring, which is to the BU Head, who after getting the information from the both the parties, shall take a final decision and will be conveyed to the employee. In case, the BU head feels that the matter needs to be further referred to Leadership Team, he/she can do so accordingly.

**Documentation of the Grievance:** All documentations related to the incident shall be retained by BP HR and to be filed in the personal folder of the concerned employee.

## **About LTIMindtree**

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>