

## Grievance & Whistleblower Policy

### 1. Purpose

WOORYOUNG is committed to maintaining the highest standards of integrity, transparency, accountability, and ethical behavior. This policy is designed to:

- Provide employees and stakeholders a safe channel to report workplace grievances and unethical or illegal conduct.
- Outline a systematic process for handling complaints.
- Ensure all complaints are resolved fairly, confidentially, and without retaliation.

### 2. Objectives

- Establish clear procedures for raising concerns and grievances.
- Promote an environment of open communication.
- Provide protection to individuals who report concerns in good faith.
- Prevent and address any form of retaliation or victimization.

### 3. Scope This policy applies to:

- All employees (permanent, probationary, trainees, interns)
- Directors and officers
- Consultants, vendors, suppliers, service providers, and contractors
- Customers or any third-party stakeholders associated with WOORYOUNG

### 4. Definitions

- **Grievance:** A concern or complaint raised by an individual regarding workplace treatment, discrimination, harassment, safety, compensation, promotion, or any perceived unfairness.
- **Whistleblower:** Any individual who voluntarily discloses information about wrongdoing including fraud, corruption, violation of company policy, or any action against the public interest.
- **Respondent:** A person against whom a complaint is made.

- **Retaliation:** Any adverse action taken against a complainant or whistleblower for raising a concern, including termination, demotion, harassment, or discrimination.

## 5. Guiding Principles

- **Confidentiality:** Identity of the complainant/whistleblower is protected to the extent feasible.
- **Non-Retaliation:** Individuals reporting in good faith will not face retaliation.
- **Impartiality:** Investigations will be conducted impartially with due respect to all parties.
- **Timeliness:** Complaints shall be resolved in a timely manner.

## 6. Grievance Redressal Procedure

### 6.1. Filing a Grievance

- Grievances must be submitted in writing (email, letter, or form) to:
  - Immediate supervisor/manager, or
  - Human Resources Department, or
  - Designated **Grievance Officer** appointed by WOORYOUNG
- Grievances should include:
  - Name and contact of the complainant
  - Detailed description of the issue
  - Names of involved persons (if any)
  - Evidence or witnesses (if any)

### 6.2. Acknowledgment

- The grievance will be acknowledged within **3 business days** by HR or the Grievance Officer.

### 6.3. Preliminary Review

- A preliminary review will determine whether the issue falls under this policy and whether a full investigation is warranted.

## 6.4. Investigation Process

- An impartial **Internal Grievance Committee (IGC)** will be appointed, consisting of HR, one senior management representative, and one neutral employee.
- Both the complainant and respondent will be interviewed.
- Confidentiality will be maintained during the proceedings.

## 6.5. Resolution

- Investigation and resolution will be completed within **15 business days**.
- A detailed report will be prepared and shared with management.
- Corrective actions may include mediation, training, warning, or disciplinary action up to termination.

## 6.6. Appeal Mechanism

- If unsatisfied, the complainant can appeal to the **Managing Director or Board Ethics Committee** within **7 days** of resolution.
- The final decision will be communicated within **10 business days**.

## 7. Whistle-blower Procedure

### 7.1. What Can Be Reported

- Financial irregularities or fraud
- Bribery or corruption
- Breach of company policies or codes of conduct
- Violation of laws or regulations
- Abuse of authority
- Threats to health, safety, or the environment

### 7.2. How to Report

Reports can be made through any of the following confidential channels:

- **Email:** chennaiwooyoung@gmail.com
- **Whistleblower Box:** Located at all site offices

Whistleblowers may choose to remain anonymous, though providing identity may help in a more effective investigation.

### 7.3. Review and Acknowledgment

- The **Ethics & Compliance Committee (ECC)** will acknowledge the complaint within **5 business days**.
- If the matter falls under whistleblower policy, an investigation will be initiated.

### 7.4. Investigation Process

- A dedicated investigation team (may include internal or third-party experts) will handle the case.
- The process will be documented and include interviews, evidence gathering, and analysis.
- The investigation will be completed within **30 working days** (extensions possible for complex cases).

### 7.5. Reporting & Action

- Findings will be submitted to the Board Ethics Committee.
- Corrective or disciplinary action, legal reporting, or process changes may be undertaken based on the findings.
- The whistleblower will be notified of the outcome, where feasible.

## 8. Protection Against Retaliation

WOORYOUNG strictly prohibits any form of retaliation, harassment, or victimization against individuals reporting in good faith. Disciplinary action, including termination, will be taken against anyone found guilty of such acts.

## 9. False or Malicious Complaints

While this policy supports genuine concerns, any misuse through false or malicious reporting will be treated as a serious offense and may lead to disciplinary action.

## 10. Record Keeping

- All grievances and whistleblower complaints will be logged and tracked.
- Records will be maintained securely for a minimum of **7 years**.

## 11. Training & Awareness

- Regular training sessions will be conducted to educate employees about grievance and whistleblower rights and procedures.
- Posters, intranet updates, and policy manuals will be used to create awareness.

## 12. Policy Review

This policy will be reviewed annually by the **HR Department** and **Compliance Committee** to ensure it remains relevant, effective, and legally compliant.

## 13. Annexure

### 1. Report Form

<b>Prepared By</b>	<b>Approved by</b>
<b>Asst. Manager HR &amp; Logistics</b>	<b>General Manager</b>



**Annexure: 1 – Report Form**

Date investigation started:	
Date finished:	
Name of Investigator/Designation	
Name of employee/Designation raising the Grievance	
Details of the grievance raised	
Details of the investigation conducted (people interviewed, documents reviewed) [Attach all relevant documents]	
Key findings of fact	



Redressal Suggest And Outcome	
Other	
Signature of investigator	
Date	