

	Triton Valves Limited	Employee Grievance Redressal Policy	Version : 02
	Mercara Road, Belavadi		Effective Date: 01.01.2024
	Mysore 570 018		Revision Date: 01.01.2024
		Policy No: TVL/HR Policy and procedure/2024/07	

1. Purpose

Triton Valves Limited is committed to fostering a workplace built on fairness, dignity, mutual respect, and equal opportunity. The Company recognizes that employees may occasionally have concerns or grievances relating to their employment, working conditions, workplace behavior, or any matter affecting their well-being.

The purpose of this Policy is to establish a transparent, confidential, impartial, and timely grievance redressal mechanism that enables employees to raise concerns without fear of retaliation and ensures that all grievances are addressed fairly and consistently in accordance with applicable laws and Company values.

2. Scope

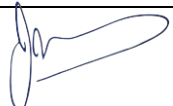
This Policy applies to:

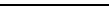
- Permanent employees
- Probationary employees
- Temporary employees
- Contract workers
- Apprentices
- Trainees
- Consultants working under Company supervision
- Any individual performing work on behalf of Triton Valves Limited

This Policy covers grievances relating to employment practices, workplace conduct, labour rights, human rights, discrimination, harassment, health and safety, wages, benefits, working conditions, and any other employment-related concerns.

3. Guiding Principles

The grievance management process shall be governed by the following principles:

	Prepared By	Approved By
Name	Praveen K S	Aditya M Gokarn
Signature		
Designation	AGM – HR & Admin	Chairman & Managing Director

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- Fairness and impartiality
- Confidentiality throughout the grievance process
- Respect for all individuals involved
- Protection against retaliation or victimization
- Timely investigation and resolution
- Equal opportunity to present facts
- Compliance with applicable labour laws and human rights standards
- Continuous improvement through periodic review and monitoring

4. Grievance Reporting Channels

Employees may report grievances through any of the following channels:

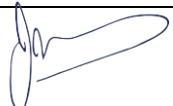
- Immediate Supervisor or Reporting Manager
- Human Resources Department
- Grievance Redressal Committee
- Official grievance email
- Suggestion or Complaint Box
- Ethics or Whistleblower Hotline (where applicable)

Anonymous complaints may also be considered if sufficient information is available to facilitate a fair investigation.

5. Grievance Handling Procedure

The Company shall process grievances through the following stages:

Stage	Activity	Timeline
Step 1	Submission of grievance	Day 0
Step 2	Acknowledgement	Within 2 working days

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Stage	Activity	Timeline
Step 3	Preliminary assessment and assignment of investigator	Within 5 working days
Step 4	Investigation and evidence collection	Within 15 working days
Step 5	Decision and corrective action	Within 5 working days after investigation
Step 6	Communication of outcome	Within 3 working days
Step 7	Closure of grievance	Within 30 working days
Step 8	Appeal (if applicable)	Within 10 working days
Step 9	Final appeal decision	Within 15 working days

Where additional time is required due to the complexity of the matter, the complainant shall be informed in writing, together with the revised timeline.

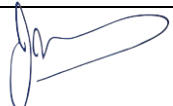
6. Confidentiality

The Company shall maintain strict confidentiality throughout the grievance process.

Information relating to grievances shall be accessible only to authorized personnel involved in the investigation and decision-making process.

The identity of complainants, respondents, witnesses, and supporting evidence shall be protected to the maximum extent permitted by law.

Any unauthorized disclosure of confidential information may result in disciplinary action.

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7. Investigation Procedure

Investigations shall be conducted in an objective, impartial, and professional manner.

The investigation process may include:

- Review of the complaint
- Collection of relevant documents and records
- Interviews with concerned parties and witnesses
- Examination of CCTV footage, emails, attendance records, or other evidence
- Workplace inspections where necessary
- Documentation of findings and recommendations

A written investigation report shall include:

- Nature of the grievance
- Summary of allegations
- Evidence reviewed
- Findings
- Conclusion
- Recommended corrective actions

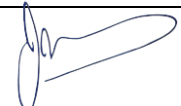
8. Protection Against Retaliation

No employee shall be subjected to retaliation, discrimination, intimidation, harassment, or adverse employment action for:

- Reporting a grievance in good faith
- Participating in an investigation
- Providing truthful information

Where necessary, the Company may implement protective measures, including temporary reporting changes, workplace reassignment, leave arrangements, or other appropriate safeguards.

Any act of retaliation shall constitute serious misconduct and may result in disciplinary action.

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9. Corrective and Disciplinary Actions

Following completion of the investigation, appropriate corrective measures may include:

- Coaching or counselling
- Verbal warning
- Written warning
- Mandatory training
- Performance improvement plan
- Suspension
- Demotion
- Termination of employment
- Legal action where required

All disciplinary actions shall be proportionate to the severity of the violation and comply with applicable laws.

10. Appeal Process

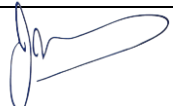
Any employee dissatisfied with the outcome of the grievance may submit a written appeal within ten (10) working days of receiving the decision.

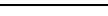
The appeal shall be reviewed independently by the Head of Human Resources or the designated Appeal Committee.

The final decision shall normally be communicated within fifteen (15) working days.

The decision of the Appeal Authority shall be final.

11. Record Management

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The Company shall maintain secure records relating to:

- Grievances received
- Investigation reports
- Corrective actions
- Appeals
- Closure reports
- Trend analysis

Records shall be retained in accordance with applicable legal requirements and Company document retention policies.

12. Monitoring and Continuous Improvement

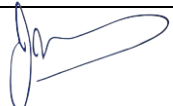
The effectiveness of the grievance mechanism shall be reviewed at least annually.

Key Performance Indicators (KPIs) include:

- Number of grievances received
- Resolution rate
- Average resolution time
- Percentage resolved within prescribed timelines
- Number of appeals
- Recurrence of similar grievances
- Employee satisfaction levels
- Cases involving retaliation
- Effectiveness of corrective actions

Management shall periodically review grievance trends to identify systemic issues and implement preventive improvements.

13. Roles and Responsibilities

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Employees

- Report concerns promptly and honestly.
- Cooperate during investigations.
- Maintain confidentiality.

Managers

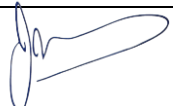
- Address concerns fairly and promptly.
- Escalate grievances where necessary.
- Protect confidentiality and prevent retaliation.

Human Resources

- Administer the grievance process.
- Coordinate investigations.
- Maintain grievance records.
- Monitor compliance with this Policy.

Grievance Redressal Committee

- Ensure impartial review.
- Recommend corrective actions.
- Monitor implementation and policy effectiveness.

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