VENTIVE HOSPITALITY LIMITED

(Formerly known as "Ventive Hospitality Private Limited" and "ICC Realty (India) Private Limited")

GRIEVANCE REDRESSAL POLICY – INTERNAL

Index

1. Introduction

At Ventive, we are committed to maintaining transparency, fairness, and respectful communication across all levels of the organisation. This Grievance Redressal Policy establishes a framework for employees, Key Management Personnel (KMP), Directors, shareholders, and investors to raise concerns about their interactions with the organisation. Our goal is to ensure that grievances are handled promptly, fairly, and in accordance with established guidelines, particularly those relating to conduct, judgment lapses, or actions by colleagues, supervisors, or the organisation as a whole.

a. Objective

The primary objective of this policy is to establish a clear, transparent, and systematic process for resolving grievances raised by employees, KMP, Directors, shareholders, and investors. The policy ensures that concerns are addressed in a timely and fair manner, promoting Ventive's core values of transparency, integrity, accountability, and respect for all stakeholders. By effectively addressing grievances, the policy aims to build trust within the organisation and strengthen the commitment to a healthy and inclusive work environment.

b. Scope

This policy applies to all employees, Key Management Personnel, Directors, shareholders, investors, contractors, and consultants associated with Ventive. It encourages open communication for resolving issues, prioritising informal discussions with immediate supervisors before resorting to formal grievance procedures. Shareholders, investors, and external stakeholders are encouraged to express their concerns through designated communication channels, ensuring all grievances are documented and addressed promptly.

2. Defined Terms

Terms	Description
Grievance	Any issue, concern, or complaint regarding workplace conditions, organisational behaviour, or perceived unfair treatment.
Grievant	An individual raising a grievance.
Grievance Committee	The designated body responsible for investigating and resolving grievances. Informal Resolution: Early-stage discussions aimed at resolving grievances amicably without formal proceedings.

3. Responsibility

- Supervisors and Managers: Responsible for addressing grievances at an early stage and facilitating informal resolution whenever possible. They must ensure that concerns are handled with sensitivity and escalate unresolved grievances to the appropriate authority.
- Grievance Committee: Tasked with investigating formal grievances, ensuring a fair and unbiased resolution process. The committee will document findings, recommend corrective measures, and maintain confidentiality throughout the grievance lifecycle.
- Human Resources: Accountable for implementing the grievance redressal policy, assisting employees through the process, and ensuring compliance with organisational and legal requirements. HR is also responsible for reviewing grievance trends and suggesting improvements.
- Employees, KMP, and Directors: Expected to communicate grievances promptly, participate in resolution processes in good faith, and adhere to the company's principles of mutual respect and transparency.

4. Guidelines

- Early Resolution: Employees and stakeholders are encouraged to raise their concerns as early as possible, ideally through informal discussions with immediate supervisors or managers. Early resolution helps to address issues promptly, minimising disruptions and maintaining a harmonious workplace. Informal resolution is preferred before initiating formal grievance procedures, wherever feasible.
- Confidentiality: All grievances will be treated with strict confidentiality to protect the dignity and privacy of the grievant and all parties involved. Information will only be shared on a need-to-know basis with those responsible for resolving the grievance. This ensures trust in the process and prevents fear of retaliation.
- Respect and Non-Discrimination: Ventive is committed to a grievance process that is fair, unbiased, and free from any form of discrimination or retaliation. All parties involved will be treated respectfully, and their concerns will be heard objectively. No individual will be disadvantaged for raising a grievance or participating in the resolution process.
- Transparency: The grievance process will be transparent, ensuring that all stakeholders are informed of the steps involved, timelines, and outcomes. Grievant will receive regular updates about the status of their complaints and will be provided with clear communication regarding the resolutions or decisions taken.

5. Compliance

Ventive's grievance redressal mechanisms strictly adhere to all applicable local and national legal frameworks, including labour laws and workplace regulations. The policy is reviewed periodically to ensure alignment with evolving legal requirements and industry best practices. Any deviations or instances of non-compliance will be addressed promptly, with corrective actions implemented to uphold transparency and accountability.

6. Grievance Redressal Mechanism

a. Raising a Grievance/Complaint

Employees, KMP, Directors, shareholders, or investors can report grievances through designated channels, such as:

- A dedicated email address – cs@ventivehospitality.com
- In-person reporting to the Human Resources Department or a supervisor.
- Submission to the Grievance Committee via official forms.

b. Responsibilities of the Grievance Committee

- Thoroughly investigate grievances, ensuring a fair and comprehensive review of facts and circumstances.
- Seek resolutions that balance the needs of the grievant and the organisation.
- Provide clear communication to the grievant regarding potential outcomes and limitations.
- Maintain detailed records of grievances and actions taken to resolve them.
- Follow up on actions taken to resolve the grievance.

7. Decision and Confidentiality

- The decisions made by the Grievance Committee are binding. However, the grievant retains the right to express dissatisfaction with the outcome within the grievance procedure.
- The Grievance Committee will provide a written decision to the grievant within 10 days of the conclusion of the grievance process.
- All members involved, including those maintaining records, must uphold strict confidentiality to ensure that all information shared during the grievance process is handled securely and discreetly.

8. Monitoring Procedure

Ventive is committed to continuously improving the grievance redressal process to maintain its effectiveness and alignment with organisational values and legal requirements. The following measures are implemented as part of the monitoring procedure:

- Regular Audits: Periodic audits of grievance records will be conducted by the Human Resources Department and the Grievance Committee to identify trends, recurring issues, or potential gaps in the resolution process.
- Feedback Mechanism: Anonymous and confidential feedback will be collected from employees, grievant, and stakeholders to evaluate the grievance-handling process and identify areas for improvement.
- Performance Metrics: Metrics such as grievance resolution time, the number of grievances resolved satisfactorily, and compliance with timelines will be tracked and reported to senior management.
- Reporting: Insights from the monitoring process will be shared with senior leadership to ensure accountability and to guide policy updates. Quarterly reports on grievance trends and resolution effectiveness will be maintained.
- Continuous Improvement: Based on the findings from audits and feedback, necessary changes will be made to enhance the grievance redressal mechanism. Regular training sessions will also be conducted to ensure that all stakeholders remain informed about updates in the process.