



Grievance Resolution Process

VERSION: 3.0
EFFECTIVE FROM: September 2025
DUE FOR REVIEW BY: September 2027 or earlier

1. Purpose:

One of Apraava Energy's (the company) core values is respect for people. We trust and respect our colleagues and encourage open and honest communication and strive to provide a safe, healthy and fulfilling work environment for our employees. This process provides a framework to support employees in resolving workplace grievances. The guidelines within this process have been created on the principles of natural justice and procedural fairness and support the organization's commitment to dealing with grievances promptly and resolving them satisfactorily.

2. Scope

- A grievance is an employee's complaint in relation to his / her issues at the work place.
- A grievance could be related to an employee's job, some unsatisfactory conditions at the workplace, including extended work place or non-fulfillment of some employment conditions

Any grievance related to sexual harassment at the workplace, will be dealt with in accordance with the Group Anti – Harassment policy and procedure for redressal laid out in the Company's guidelines for Respect for People: Gender Sensitization & Dignity at the Workplace.

3. Grievance Resolution Process

The Company is concerned with any situation that adversely affects the employment relationship and cause disharmony at the workplace. The Company is committed to correcting any condition or situation that may cause a grievance. This process has been provided to encourage employees to discuss grievances without prejudice or fear of retaliation. The Company would urge all concerned to engage in discussions under this process with an open mind and willingness to listen and appreciate each other's point of view. It is important not to lose sight of the objective of this process, which is to resolve grievances.

- All employees are encouraged to discuss and seek resolution to the grievance directly with the individual or department concerned.
- However, if the grievance is not satisfactorily resolved, then the employee should approach the immediate supervisor.
- If the problem is not satisfactorily resolved or if the grievance involves the immediate supervisor, the employee should send the grievance in writing to the next level keeping the location HR Senior copied.
- If the employee is still not satisfied after the grievance has been reviewed by all levels of management, the employee should send it to the Chief Human Resource Officer with a copy to the relevant Function Director. Chief Human Resource Officer will discuss the grievance with people concerned including the relevant function / asset head and the Managing Director, if required; and revert to the employee with the final decision.

If a grievance arises out of an organizational policy, the employee has to comply with the policy before seeking redressal of the grievance. This policy has been created to resolve grievances expeditiously at the lowest level and only when this is not possible should the grievance be raised and settled at higher levels.

4. Responsibilities of the supervisor

- Supervisors should prepare themselves to address the issue directly with the affected person(s) and get factual data as required.
- The supervisor should make available any assistance and handhold the process till its closure. It would also be useful for the supervisor to enquire what kind of assistance is required and expected from all parties involved (if there is more than one), and keep the dialogue open.
- Communicate to the affected employee a timeline to work through the process, and close the issue.

It may be appreciated that not all complaints can be resolved to everyone's satisfaction. However, in each case, the reason for the decision will be clearly explained to the employee. Also, Human Resources personnel are available, at any time, to discuss any complaint, problem, or concern that any employee may have.

These guidelines are not intended to discourage any employee from discussing any matter with any senior in the organization, including the Managing Director; but employees are encouraged to follow the steps laid out in this process.

Version Control

Version No.	Release Date	Changes
2.0	February 2019	No material change
3.0	September 2025	No material change