

1.34. Grievance Policy

Context

Jazz is committed to fostering a safe and professional workplace promoting teamwork, diversity, inclusivity, transparency, and trust that translates fair and respectful treatment for all employees.

Grievances cover complaint(s) by an employee emerging from a feeling of dissatisfaction, unfair, unjust, or bias treatment on matters relating to their work, work environment and/ or the work conditions.

Complaint shall be treated as grievances if the nature lies within the specific scope defined below.

1.34.1. Scope and Application

The policy aims to provide guidelines and process for Jazz employees to cater to grievances pertaining to all employment related matters, and to help address concerns in a fair, transparent, and constructive manner, including but not limited to the scope outlined below:

- Unfavorable work environment and conditions
- Nature of supervision
- Performance review and feedback process challenges
- Internal transfers, job rotation and/or relocation
- Career progression, growth, learning and/or recognition
- Salary review, benefits, and promotion related concerns
- Recruitment, assessment, and/or selection issues
- Workplace relationships/Workplace experience
- Discrimination/Bullying/Harassment/D&I matters

1.34.2. Process

Grievance handling at Jazz focuses on fairness, procedural transparency, and prompt action to resolve any unfavorable situations that are unproductive for healthy work environment.

You can follow the below mentioned steps in case of any challenges experienced in the working environment.

- 1.34.2.1. In an event where you feel you may not have been treated fairly; you can raise the matter to your line manager.
- 1.34.2.2. At the same time if your grievance is against your line manager, you can raise it to one level up/HOD.

1.34.2.3. Line manager/HOD will initiate discussion with yourself and clarify details of complaint/grievance.

1.34.2.4. Line/HOD shall intimate respective HR Business partner regarding matter and is responsible for promptly mediating & resolve any concerns raised along with remedial actions within fifteen (15) working days.

1.34.2.5. In case, you are not comfortable in reporting matter to your line/HOD, you may reach out to Jazz Chief People Officer(CPO) directly.

1.34.2.5-1.34.2.6. You can raise your concern through the Compliance portal on People Hub. When logging your concern, you are to ensure that “Resolve – Employee Grievance (Pakistan)” is selected from the given categories. Based on your choice of addressee (Line / HOD / CPO), your query will be routed to the concerned person.

1.34.2.6-1.34.2.7. In the event the matter cannot be mediated/resolved, the issue will be assigned to independent investigator and entered in case management system. The matter will be investigated as per the investigation management policy. The investigation disciplinary committee (IDC) charter gives the right of appeal within 14 working days of notification of IDC decision.

Useful Notes

- It is ensured that your grievance is kept confidential, assessed impartially and no victimization or adversities are faced by you because of raising concerns.
- In events where the complaint/grievance is raised by a female employee, fair female representation will be ensured in grievance resolution process.
- Being a responsible professional, we expect that your concerns are raised in good faith. Jazz has zero tolerance for retaliation against any employee reporting a grievance or misconduct in good faith. However, misuse of this channel may result in disciplinary action. Further, you are required to maintain confidentiality at all levels.
- As part of the Jazz ways of work and its commitment to create a conducive work environment, it is expected from all the employees to alert the respective HRBP/Line Manager/Compliance of any possible incidents that are non-conducive to the work environment.