

Employee Grievance Redressal Policy

1. Purpose:

To redress the genuine grievance/s faced by an employee in the Company, in a timely manner.

2. Objective:

To make available to the employees an easy and readily accessible redressal platform, for the prompt redressal of their Grievance/s in the Company. The Company will not tolerate any direct or indirect retaliation against employees who raise grievances and will take necessary action in case anyone is found to have engaged in any such retaliation.

3. Scope:

All employees on the rolls of the Company.

4. Definition of "Grievance"

Grievance is any discontent or dissatisfaction perceived by an employee as creating resentment in him/ her, arising out of and in the course of employment with the company, which the employee believes and feels to be unfair, unjust or inequitable."

5. Nature of Grievances

- Work culture related
- Team / Manager related issues
- Appraisal concerns
- Internal Job posting related issues
- Any other issue

6. Different stages for redressal of grievances

- A. FIRST LEVEL - Reporting Manager/ Skip level Manager
- B. SECOND LEVEL - HOD / HRBP / Regional HR

C. FINAL LEVEL - BU Head / CHRO / Employee Escalation helpline

employee.escalation@paytm.com

7. Ethics Helpline / Web portal

Toll free helpline number:

- Languages: English, Hindi, Marathi, Gujarati, Telugu, Kannada, Bengali and Tamil
- Telephone Number: 000 80005 02403
- Web portal
– <https://secure.ethicspoint.eu/domain/media/en/gui/108301/index.html>
- App Access - <https://paytm.navexone.eu>

Toll free channel and can be accessed 24 hours a day, seven days a week.

8. Exception:

The only exception to skip the first stage by the employee would be in cases where the grievance caused is as a result of the immediate reporting manager.