



VOICE- Valuing an Open, Inclusive Culture for Employees (Grievance Redressal Procedure)

Context

We at Sterling are on a continuous endeavor to “Build Best Teams”. We recognize that hope and aspirations of the people who serve the organization are synonymous with life at work and outside of work. As an organization that aims to deliver excellence through its diverse pool of employees it is critical that we foster an inclusive, positive and productive work environment that enables open & two way communication, upholds respect and dignity at all times and minimizes performance and workplace morale inhibiting issues.

Towards achieving the above mentioned goals, it is important to establish a well-defined employee grievance redressal process, which will have; **Objectivity** in outlook, **Consistency & Promptness** in process management and **Balance & Maturity** in actions, as the cornerstones.

At Sterling we believe that every employee has the right to raise their genuine concerns / grievances without inhibition or fear. It shall be the endeavor of the Management to give a fair hearing to such grievances, act upon it based on facts and findings and ensure a safe, productive and dignified work environment for the employees at all times.

The organization provides multiple avenues for resolution of grievances and concerns. HODs / Managers are expected to address concerns raised with due respect, sensitivity and objectivity. Managerial behavior shall, at all times, be consistent with the threshold guidelines listed under **Annexure 1** of this policy.

Depending on the comfort level of the concerned employee, one may choose to raise concerns and grievances through;

1. **Established common forums** such as Open Houses, Departmental Meetings, and One on One with the Manager.

Or,

2. Through **VOICE**, a formal individual grievance redressal process, as defined hereafter; (**VOICE** is acronym for **Valuing an Open, Inclusive Culture for Employees**)

Objective

To define the process for raising and addressing individual employee grievances, should an employee choose to seek redressal through the processes laid out under **VOICE**.

Scope

- All Employees.
- All Contingency staff shall raise grievances through their agency and HR representative will facilitate its resolution.
- Grievances arising out of outcomes of disciplinary proceedings/actions will not come under the scope of VOICE.

Definition

Grievance means any individual concern that comes in the way of performance, productivity and emotional well-being of employees at work place.

It may relate to any of the below.

a) Working Conditions

- i) Factors affecting health & safety
- ii) Infrastructural facilities
- iii) Work schedules/ Work load

b) Treatment at workplace

- i) Discrimination / Favoritism
- ii) Retaliation
- iii) Inter personal relationship with manager/colleagues
- iv) Obstruction through non-inclusion or deprivation of information

c) Harassment

- i) Bullying
- ii) Any act undermining individual respect and dignity
- iii) Sexual Harassment

(Refer policy on Sexual Harassment at workplace (Prevention, Prohibition and Redressal) in HR Connect)

Process

1.0 The aggrieved employee shall raise the grievance through mail as per the following Matrix:

- Cluster HR Manager & Vice – President Head (for resort)
- Regional Manager & HR Head for membership
- HOD & Corporate HR (for Corporate)

(Contact details of the above mentioned is available in the **Annexure III**)

1.1. This process shall not extend beyond 2 weeks from the date the grievance was raised.

2.0 Escalation Process

2.1 This process shall be applicable only if resolution through the above process fails or is not satisfactory.

2.2 The aggrieved employee shall raise the grievance to voiceit@sterlingholidays.com through the VOICE Form (available with the HR/HRMS portal, Refer Annexure II) within 2 weeks of failure to resolve through conciliation. All communications to this email id will be kept strictly confidential.

2.3 Review Committee will be neutral parties will not include the Manager, Skip Level Manager or any other member of the impacted employees department.

2.4 CHRO shall enquire in consultation with the appropriate stakeholders within 2 working days from the day the VOICE form was submitted.

2.5 The CHRO with the review committee shall enquire and submit its findings/recommendations to the Managing Director taking cognizance of the feasibility issues from a company policy /statutory compliance standpoint within 2 weeks of its appointment.

2.6 The recommendation will be communicated to the aggrieved employee within 2 working days of receipt of the report.

2.7 If the aggrieved employee is not satisfied with the resolution he/she shall appeal in writing to the Managing Director within 3 working days from the date of receipt of the official communication from the HR representative about the management decision.

2.8 The Managing Director will review as appropriate within 2 weeks. The decision of the Managing Director is final and binding and the same will be communicated to the employee by the HR representative.

3.0 Miscellaneous Provisions

3.1. Towards fostering meaningful inter-personal relationships and to ensure speedy redressal every grievance shall go through the conciliation stage first.

3.2. During the course of the enquiry proceedings by the review committee the aggrieved employee may request that he/she be accompanied by a colleague/coworker if required.

3.3. During the pendency of the **VOICE process** or within 90 days after the closure of the proceedings no change in working conditions/role shall be affected without the expressed consent of the concerned employee.

3.4. HR representative will document the VOICE process and a copy of all documents shall be filed in HRMS/personal file.

3.5. Principles of natural justice shall be upheld throughout the process.

Annexure I

Basic Guidelines for Managers

- Manager behavior shall be as per our guiding principles of ***Respect and Results***; Individual dignity cannot be compromised for results.
- Managers shall strive to earn the trust and confidence of the team.
- Every employee shall be open to feedback, listen actively & view it as pointers for improvement.
- Managers shall ensure they take a fair & unbiased stand.
- Managers shall strive to be empathetic and sensitive to employee diversity.
- Managers should be humble enough to apologize where need be.
- As far as possible mistakes should be treated as learning opportunities.
- Managers should take efforts to Coach/Mentor their subordinates.

Annexure II

VOICE Form

Part - A

Section I: Details of the Aggrieved Employee (Mandatory Field)

Name: _____ Emp ID: _____ Department: _____

Designation: _____ Reporting Manager Name: _____

Section II: Nature of grievance (Mandatory Field)

Working Conditions

- Factors affecting health & safety
- Infrastructural facilities
- Work schedules/work load
- Others (Please specify) _____

Treatment at workplace

- Discrimination /Favoritism
- Retaliation
- Inter – personal Relationship with manager/colleagues
- Obstruction through non-inclusion or deprivation of information
- Others _____

Harassment

- Bullying
- Any act undermining individual respect and dignity
- Others (Please Specify) _____

Section III: Details of the employee against whom the grievance has been lodged

(Applicable only if the grievance is against an individual employee)

Name Department

Designation

Section IV: Description of the grievance*

Please give a detailed account of the issue.

Signature of the Employee: _____

Date: _____

VOICE Form

Part – B

(To be filled by the HR Representative and get sign off from the aggrieved employee.)

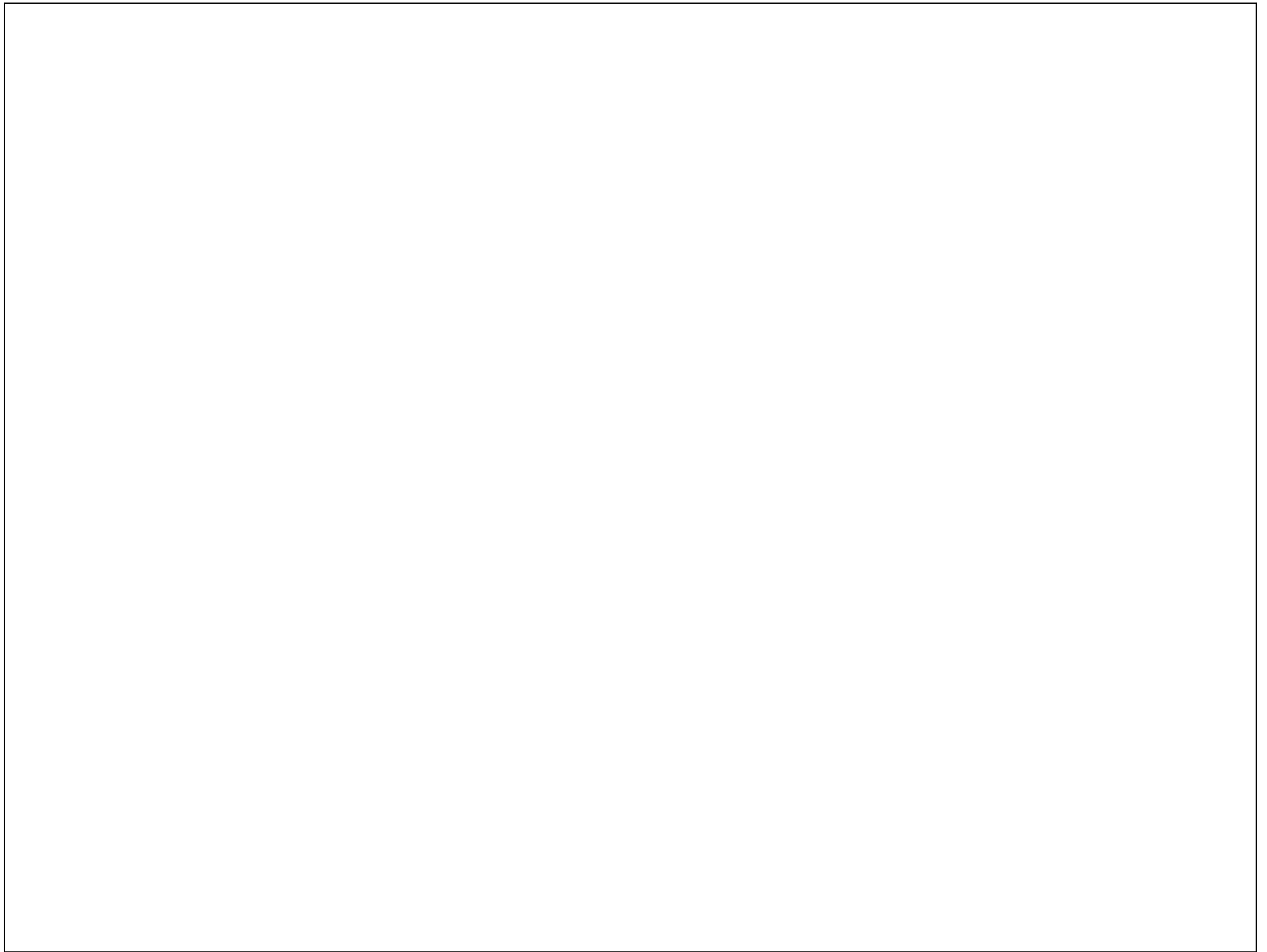
Section I: Resolution of the grievance*

Did the employee feel that the grievance was resolved satisfactorily? Yes No

Describe the outcome of the VOICE proceedings.

Signature of the Employee: _____

Date: _____



Annexure III
Vice President HR, Resort Vice President (Resort Operations),
Cluster HR Manager
(Customer Experience Management)

Cluster	Location	VP HR	RVP (RESORT OPERATIONS)	Cluster HR	
North & East	Sterling Manali	Suprabhat Banerjee 7710039795 suprabhat.b@sterlingholidays.com	Vipin Singhal 9987310704 vipin.singhal@sterlingholidays.com	Ranjana Bisht (North) 8979647460 ranjana.bisht@sterlingholidays.com Piyush Shishir Dhar Dwivedi (East) 9609027022 piyush.shishir@sterlingholidays.com	
	Sterling Kufri				
	Sterling Mussoorie				
	Sterling Corbett				
	Sterling Nainital				
	Sterling Puri				
	Sterling Kanha				
	Sterling Darjeeling				
West	Sterling Goa - Varca		Suprabhat Banerjee 7710039795 suprabhat.b@sterlingholidays.com	Rakesh Rawat 9915655001 rakesh.rawat@sterlingholidays.com	Manish Jain (West) 9502258122 manish.j@sterlingholidays.com
	Sterling Lonavala				
	Sterling Mount Abu				
	Sterling Nature Trails Durshet				
	Sterling Nature Trails Sajan				
	Sterling Nature Trails Kundalika				
South	Sterling Ooty – Fern Hill*		Suprabhat Banerjee 7710039795 suprabhat.b@sterlingholidays.com	Dileep Nair R 9846911112 dileep.nair@sterlingholidays.com	Nimesh Gopinath (South 1) 9061056561 nimesh.gopinath@sterlingholidays.com Herald Robins (South 2) * 8125980176 herald.robins@sterlingholidays.com
	Sterling Ooty – Elk Hill*				
	Sterling Yercaud				
	Sterling Kodai – Lake*				
	Sterling Kodai – Valley*				
	Sterling Anaikatti*				
	Sterling Munnar				
	Sterling Wayanad				
	Sterling Lake Palace Alleppey				



Vice President Customer Acquisition
& Assistant Vice President HR
(Customer Acquisition)

Zone	Location		Contact No	Mail Id
North	Delhi Lucknow	Shiburaj S J	9962588870	shiburaj.sj@sterlingholidays.com
East	Kolkata			
West	Indore			
South	Chennai Coimbatore Bangalore			

HR Head	Contact No	Mail Id
Aarhi Chandramohan	9500079937	aarhi.c@sterlingholidays.com

Functional HODs & Corporate HR

Name	Function	Phone No	Mail Id
Anupam Dutta	Customer Acquisition	9620291171	anupam.dutta@sterlingholidays.com
Krishnakumar L	Finance & Accounts	9884018100	krishnakumar.l@sterlingholidays.com
Vijay Choudhary	Information Systems	9829820288	vijay.choudhary@sterlingholidays.com
Harinath M	Marketing	9840714244	harinath.m@sterlingholidays.com
Thabitha David	Human Resources & Administration	8940116611	thabitha.david@sterlingholidays.com
Sanjay Ramugrah Singh	Customer Experience Creation - Projects	9953025476	sanjay.singh@sterlingholidays.com
Ramesh Shanmugam	Legal	9940173155	ramesh.shanmugam@sterlingholidays.com
Badrikant G	Customer Lifecycle Management	9500048923	badrikant.g@sterlingholidays.com
Surej Hassan	Customer Engagement & Revenue Management	9940066543	surej.hassan@sterlingholidays.com

Corporate HR	Contact No	Mail Id
Dr. Aman Jain	9008866556	aman.jain@sterlingholidays.com