



Whistle-blower & Grievance Handling Policy

Effective Date: 01 April 2024

Approved By: Mr. Yongsung Kim, Managing Director

Review Cycle: Annual

1. Purpose

This policy establishes a transparent, confidential, and effective mechanism for employees, contractors, suppliers, and stakeholders to report grievances, unethical conduct, and human rights concerns. It ensures protection against retaliation and promotes a culture of integrity and accountability.

2. Scope

Applies to:

- All employees (permanent, contract, trainees)
- Suppliers and business partners
- External stakeholders

Covers:

- Human rights violations
- Harassment, discrimination
- Child labor, forced labor
- Health & safety violations
- Fraud, corruption, misconduct
- Environmental violations



3. Key Principles

- Confidentiality
- Non-retaliation
- Fair and impartial investigation
- Timely resolution
- Accessibility (including anonymous reporting)

4. Grievance Reporting Channels

Employees and stakeholders may report concerns through:

- Reporting Manager / Supervisor
- HR Department
- Compliance Team
- Email: complaints.ksh@saehani.com
- Confidential Hotline / Suggestion Box

Anonymous complaints are allowed and encouraged

5. Grievance Handling Procedure & Timelines

Step	Activity	Timeline
1	Acknowledgement of complaint	Within 3 working days
2	Preliminary review & classification	Within 7 working days
3	Detailed investigation	Within 15–30 days
4	Closure & communication to complainant	Within 30–45 days
5	Corrective action implementation	Within 60 days (if required)

6. Confidentiality & Data Protection

- Identity of the complainant will be kept strictly confidential



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Email: kshhr@saehani.com

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- Information shared only on a “need-to-know” basis
- Secure records maintained by HR/Compliance

7. Non-Retaliation Policy

- Strict prohibition of retaliation against whistleblowers
- Any retaliation will lead to **disciplinary action up to termination**
- Protection applies even if allegations are not proven, provided reported in good faith

8. Investigation Procedure

- Conducted by HR / Compliance / Independent Committee
- Fair, unbiased, and documented process
- Involves evidence collection, interviews, and root cause analysis
- Ensures **victim protection and dignity**

9. Appeal Mechanism

- Complainant or accused may appeal within **7 days of decision**
- Appeals reviewed by **Senior Management / Independent Panel**
- Final decision communicated within **15 days**

10. Accessibility & Language

- Policy will be available in:
 - English
 - Telugu / local language
 - Any other language required for foreign workers
- Awareness training will be conducted regularly



11. Effectiveness Evaluation (ESG Requirement)

The company will evaluate grievance mechanism effectiveness through:

- Number of grievances received vs resolved
- Average closure time
- Repeat complaints
- Employee awareness levels
- Feedback from complainants

Quarterly review by management

Annual reporting under ESG disclosures

12. Disciplinary Actions

Based on investigation findings:

- Warning / suspension
- Termination of employment
- Legal action (if applicable)
- Supplier contract termination (for third parties)

13. False Complaints

- Malicious or false complaints will attract disciplinary action
- Genuine complaints made in good faith are protected

14. Training & Awareness

- Mandatory training for all employees
- Special focus on:



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- Human rights
- Anti-harassment
- Ethical reporting

15. Record Keeping

- All grievances documented and retained for **minimum 5 years**
- Maintained securely for audit and compliance purposes

16. Review & Continuous Improvement

- Policy reviewed annually
- Updated based on:
 - Legal requirements
 - Audit findings
 - ESG best practices

Declaration

KSH Automotive Pvt. Ltd. is committed to providing a safe and ethical workplace where every individual can raise concerns without fear.

For KSH Automotive Pvt. Ltd.

Mr. Yongsung Kim

Managing Director



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