

Popular Vehicles and Services Ltd (PVSL)

Human Rights Policy

Purpose:

This policy aims to promote and uphold the principles of human rights within the workplace. PVSL is committed to providing a respectful, inclusive, and fair environment for all employees, customers, and visitors, ensuring the protection of their rights and dignity.

Scope:

This policy applies to all customers, contractors, employees, suppliers, and visitors at our premises

Key Principles:

- **Non-Discrimination and Equal Opportunity:** All individuals will be treated equally and fairly, regardless of race, gender, age, religion, sexual orientation, disability, nationality, or any other characteristic protected by law.
- **Harassment-Free Environment:** Committed to providing a workplace free from harassment, bullying, or any form of offensive behaviour. Any incidents will be addressed promptly and confidentially.
- **Health and Safety:** The dealership will maintain a safe and healthy work environment for all employees, free from any physical or emotional harm.
- **Child and Forced Labour:** Strictly prohibits the use of child or forced labour in any form.
- **Privacy and Confidentiality:** We respect the privacy rights of all employees and customers. Personal information will be kept confidential and only used for legitimate purposes in accordance with applicable privacy laws.

Reporting and Grievance Mechanism

1. Reporting Mechanism

The organization encourages employees to report any concerns, complaints, or grievances related to workplace issues, including but not limited to, discrimination, harassment, unethical behaviour, or violation of policies. All reports will be taken seriously and handled promptly, confidentially and impartially.

○ Access Channels for Reporting:

Employees can access various channels to report concerns, ensuring they can choose the method that is most comfortable for them:

- **Whistleblower:** A confidential, anonymous whistleblower line is available for employees to report concerns related to unethical practices or violations without fear of retaliation.
- **HR Department:** Employees can directly approach the HR team to report grievances or seek guidance on resolving workplace issues.
- **External Reporting Mechanisms:** Employees also have the option to approach external bodies such as government agencies if internal mechanisms do not resolve their issues or if they prefer an external oversight.

2. Internal Grievance Mechanism

The organization is committed to resolving grievances in a fair and transparent manner. The internal grievance process involves the following steps:

- **Filing a Complaint:** Employees may file a grievance with the HR department. The grievance should be submitted in writing, clearly outlining the issue, the individuals involved and any supporting evidence (if applicable).
- **Initial Acknowledgement:** Upon receiving the grievance, HR will acknowledge the receipt of the complaint within 48 hours.
- **Investigation:** A thorough, impartial investigation will be conducted to gather facts and evaluate the situation. The organization ensures that the investigation is fair and respects the rights and confidentiality of all parties involved.
- **Resolution and Outcome:** After the investigation, a resolution will be proposed and communicated to the employee, along with any actions or remedies being taken. This process will be completed within 15-30 working days depending on the complexity of the grievance.
- **Escalation:** If the employee is not satisfied with the resolution or feels the grievance has not been addressed adequately, they may escalate the issue to senior management or the Board of Directors for further review.

3. External Grievance Mechanism

Employees have the right to escalate unresolved grievances to external bodies if they are not satisfied with the outcome of the internal grievance process or if the issue involves serious legal or regulatory concerns:

- **External Regulatory Bodies:** In cases involving harassment, discrimination, or legal violations, employees may also seek assistance from relevant external regulatory agencies or ombudsman services (e.g., labour boards, etc.).

- **Third-Party Mediation:** If necessary, third-party mediation or arbitration may be used to resolve serious grievances, ensuring impartiality and fairness.

4. **Whistleblower Policy**

To support employees in reporting unethical behaviour or misconduct, the organization has established a **Whistleblower Policy**:

- **Confidential Reporting:** Employees can report serious concerns such as fraud, corruption, or violations of laws or policies without fear of retaliation. This can be done anonymously via the whistleblower hotline or other secure channels.
- **Protection from Retaliation:** The organization prohibits any form of retaliation or discrimination against employees who report concerns in good faith. Retaliation will result in disciplinary action.
- **Confidentiality:** All whistleblower reports will be treated with the utmost confidentiality. Investigations will be conducted discreetly to protect the identity of the whistleblower and maintain the integrity of the process.

5. **Remedial Process**

In the event of a substantiated grievance, the organization is committed to taking appropriate remedial actions to address the situation:

- **Corrective Actions:** If the grievance involves misconduct or a policy violation, corrective actions will be taken, which may include disciplinary measures, retraining, or changes in the workplace environment to prevent recurrence.
- **Support for Affected Employees:** The organization will provide support for employees who have been adversely affected by the grievance, including counselling services, relocation, or other appropriate interventions.
- **Continuous Monitoring:** Following the resolution of a grievance, the organization will monitor the situation to ensure that the issue is resolved and that no retaliation occurs. Any reoccurrence will be addressed swiftly.

6. **Monitoring and Reporting of Grievances**

To ensure transparency and continuous improvement, the HR department will track all grievances and report on trends, the effectiveness of the grievance process, and any remedial actions taken. Reports will be reviewed by senior management and, where appropriate, shared with the Board to ensure the organization remains accountable and committed to creating a safe and respectful work environment.

Governance and Accountability

1. Oversight by the Board

The governance of this policy shall be the responsibility of the **Board of Directors**, which will ensure its alignment with organizational goals, legal requirements and best practices. The Board will oversee the implementation, monitoring and evaluation of this policy, ensuring it is effectively adhered to across all levels of the organization.

2. Periodical Updation of Policy

This policy shall be reviewed at an interval that best suits the organization to ensure its continued relevance, effectiveness and compliance with evolving laws, regulations, and best practices. The Board will take responsibility for the timely review and approval of any amendments or updates to the policy, based on feedback, performance evaluations and external changes.

3. Training and Awareness

The organization commits to fostering a culture of governance and accountability through ongoing **training and awareness programs**. These programs will aim to educate all employees, leadership and all key stakeholders on the requirements of the policy, their respective responsibilities and the mechanisms of accountability.

Training sessions will be conducted as needed and will be tracked to ensure participation. The organization will also employ **various mediums** such as workshops, online modules and seminars to ensure that the information is accessible.

Public Commitment and Transparency:

Company shall periodically disclose its efforts to respect the human rights, sustainability and review the amendments and share with all stakeholders.

Implementation:

- All employees are responsible for adhering to the principles outlined in this policy.
- Any violations of this policy should be reported to Human Resource (HR) spoc or management spoc for immediate investigation.

Commitment:

PVSL is committed to respecting and promoting human rights across all levels of the organization, ensuring a fair, respectful, and safe environment for all.

Compliance:

All the stakeholders of PVSL must comply with this policy and participate in ensuring the purpose of the policy. This Policy will be reviewed regularly and make improvements as necessary.

Effective Date

This policy is effective immediately from 26th March 2025.

Approved by

Board of Directors