



ISO 9001:2015 certified company

# Himalayan Safety Solution Nepal Pvt. Limited

Regd.: - 185079/074/75

Vat No.: - 606765116

## Grievance and Complaint Policy

Himalayan Safety Solution Nepal Pvt. Ltd. is committed to maintaining a **fair, transparent, and professional environment** where all employees, contractors, clients, vendors, and stakeholders can raise grievances or complaints without fear of retaliation.

### Objectives:

- Provide a **clear and structured process** for reporting grievances.
- Ensure **fair, impartial, and confidential handling** of all complaints.
- Promote **timely resolution** and continual improvement.
- Comply with **national laws, industry regulations, and internal policies**.

### Procedure:

1. **Raising a Complaint:** Report verbally or in writing to a Team lead, HR, or compliance officer; anonymous reporting allowed.
2. **Acknowledgment:** All complaints acknowledged within **working days**.
3. **Investigation:** Conducted **confidentially and impartially**, gathering all relevant information.
4. **Resolution:** Corrective or preventive actions implemented; complainant informed.
5. **Escalation:** Unresolved grievances can be escalated to senior management.

### Responsibilities:

- **Management:** Ensure compliance and implement corrective actions.
- **Employees & Stakeholders:** Report concerns honestly and cooperate.
- **HR/Compliance Officer:** Facilitate, document, and maintain confidentiality.

### Confidentiality & Protection:

All complaints are **confidential**, and no retaliation will occur against anyone raising a genuine concern in good faith.



**Deepak Lamichhane**  
Managing Director

**Date:** 15<sup>th</sup> august 2025

**Kathmandu, Nepal**

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