

## Frequently Asked Questions

Question	Answer
What should I do if I have a complaint?	<ul style="list-style-type: none"> <li>• Use any of the following channels for reporting the complaint               <ul style="list-style-type: none"> <li>○ Report it to your immediate supervisor/manager</li> <li>○ If not satisfied on the action taken, speak with your Human Resource Manager</li> <li>○ If still not satisfied on the action taken, use the reporting channels as mentioned in para 8 of this policy, with complete assurance on confidentiality of information</li> </ul> </li> </ul>
What is the need of whistle-blower helpline?	<ul style="list-style-type: none"> <li>• Whistle-blower helpline is a means for employees and other persons covered under this policy to confidentially and/or anonymously, report any unacceptable practice, any event of misconduct or any violation of its CoC/other policies or laws governing it</li> <li>• It is for use in a situation where a person does not feel comfortable using any of the usual channels of communication or protocols to raise a concern (e.g., immediate supervisor or a Human Resources), or where the person has reason to believe that using the typical communication and reporting channels has been, or would be, unsuccessful</li> </ul>
Is there any time limit for reporting a case?	<ul style="list-style-type: none"> <li>• There is no time limit for reporting the case</li> <li>• However, you are encouraged to report as soon as possible</li> </ul>
Is there any specific time in which I have to make calls?	<ul style="list-style-type: none"> <li>• The complaint can be made from 09.00 am to 05.00 pm on official working days</li> </ul>
How do I know the status of my complaint?	<ul style="list-style-type: none"> <li>• When you report a complaint, you will get a reference number. You can call up on the helpline or website and check the status of your complaint, by using the reference number provided to you</li> </ul>
How will my confidentiality be protected?	<ul style="list-style-type: none"> <li>• The information shared by whistle-blower will be available only to the concerned members of the investigation team and Ethics Committee</li> <li>• Whistle-blower's identity will be disclosed only in following circumstances:               <ul style="list-style-type: none"> <li>○ The whistle-blower agrees to be identified</li> <li>○ Identification is necessary to allow InterGlobe or law enforcement officials to investigate or respond effectively</li> <li>○ Identification is required by law</li> </ul> </li> </ul>
Is there any time limit for resolving the case?	<ul style="list-style-type: none"> <li>• In all probability attempt will be made to complete preliminary evaluation within 48 hours from receipt of complaint by the Preliminary Evaluation Team <b>(as mentioned in the policy)</b></li> <li>• Based on result of preliminary evaluation, further course of action</li> </ul>

	<p>will be decided by the PET</p> <ul style="list-style-type: none"><li>• Resolution of a case would depend on several factors like its nature, availability of information, among other things. Thus the time for resolution will vary from case to case</li></ul>
What should I do if someone reports a complaint to me?	<ul style="list-style-type: none"><li>• If the complaint is anonymous, please report it on the whistle-blowing website (<a href="https://ispeak.interglobe.com">https://ispeak.interglobe.com</a>)</li><li>• If the complainant is known and it cannot be resolved by you, please encourage the complainant to report through the whistle-blowing channels</li></ul>