

What is FairVoice?

FairVoice is a platform to empower you to **report wrongdoings or concerns related to your workplace or company's activities**. You may be personally affected by these issues, or just be aware of them.

FairVoice is here for a reason – to ensure fairness, safety, and accountability in your workplace. Companies and their suppliers are to provide a complaints platform or 'grievance mechanism' for workers like you to voice their concerns as a part of business requirements and regulatory compliance. This is part of making sure everyone's rights are respected and that the workplace is free from malpractices or harm, and creating a safe and productive workplace.



What Types of Issues Can I Report through FairVoice?

You should report issues at the workplace related to:

- **Human Rights Violations:** These involve actions that infringe upon people's basic rights and dignity, such as unfair treatment, discrimination, or forced labour.
- **Environmental Violations:** These refer to harmful actions that damage the environment, like pollution and improper waste disposal which could affect the health of workers and surrounding communities.
- **Corruption:** Corruption involves the misuse of power for personal gain, including bribery, embezzlement, and dishonest practices that undermine fairness and integrity.



What are Human Rights Violations?

Human Rights Violations at the workplace may include:

- **Child Labour:** If you see children being made to work when they should be in school, it's a violation of their right to education and proper development.
- **Forced Labour:** If you know of people being forced to work against their will, it's a severe violation of their basic human rights.
- **Discrimination:** If someone is being treated unfairly because of their origin, social status, caste, community, gender, or other reasons, it's a violation of their right to equality.
- **Health & Safety Issues:** If your workplace isn't providing proper safety measures, like protective gear or a safe working environment, it's a violation of your right to a safe workplace.
- **Harassment:** If someone experiences serious discomfort or hostility in the form of threats or unwanted behaviours, infringing upon your dignity and rights.
- **Delayed Payment:** Being denied or consistently delayed payment for work done is a violation of your right to fair and timely compensation.



What are **Environmental** Violations?

Environmental Violations at the workplace may include:

- **Pollution:** If you notice that your workplace is releasing harmful chemicals into the air, water, or soil, and it's affecting the health of people and the surrounding environment, you can report it.
- **Waste Mismanagement:** If your company is not managing waste properly, like dumping trash or hazardous materials where they shouldn't, it can be harmful to the environment and public health.
- **Unsafe Disposal:** If you see your workplace disposing of waste in ways that could be harmful, like dumping chemicals in rivers or oceans, it's something to report.
- **Improper Use of Chemicals:** If your company is using harmful chemicals that can cause pollution or endanger the health of people and wildlife, it's something that should be reported.



What is **Corruption**?

Forms of Corruption at the workplace may include:

- **Bribery:** If you're aware of people giving or taking money or gifts to get unfair advantages, it's a form of corruption that should be reported.
- **Embezzlement:** If you know of money meant for important things being secretly taken for personal gain, it's a type of corruption.
- **Misuse of Power:** If someone in authority is using their position to benefit themselves instead of the company or the people they're supposed to serve, it's a corrupt practice.
- **Fraud:** If you're aware of deception or manipulation to gain an unfair advantage, such as manipulating records or data, it's a corrupt act.
- **Extortion:** If someone is forcing others to do something against their will by using threats or blackmail, it's an act of corruption.



Could I get into trouble for reporting issues?

No.

FairVoice is handled by unbiased external parties and is developed to protect you from retaliation.

Your safety is our priority. Your personal information and identity will remain confidential until you say otherwise. Here's how we ensure your protection:

- **Reporting Anonymously:** You can report without giving your name. FairVoice has secure ways to report – hotline, webpage, and mailbox.
- **Keeping Your Identity Secret:** We won't tell anyone who you are, unless you agree, or the law requires it. We use codes, not names.
- **Access Controls:** Only people directly involved in investigating can see your information. It is stored securely online.
- **Neutral Process:** Everyone involved is neutral and fair. FairVoice is managed by a third party, making sure your information stays private.
- **Non-Retaliation Policy:** FairVoice aims to protect your rights and prevent retaliation against reporters.



Where and how can I submit a grievance?

Reporting is easy:

- Use our Webpage: www.fairvoice.in to submit your grievance, attach any evidence, and receive regular updates.
- Call our toll-free Hotline **1800-1212268 (available in English, Hindi, and Tamil)**
- Email us at info@fairvoice.in

Please refer to the **Technical Guide** for more information on how to report your grievance



What happens **after** I submit my grievance?



Receive Case

- FairVoice generates a unique Case ID for your complaint.
- Case details are documented, and a case manager is assigned.



Evaluate Complaint

- Your grievance is acknowledged within seven days.
- More information might be requested from you*
- If the case is suspended due to lack of evidence or scope, the reason for this will be communicated to you.



Investigation

- The complaint and evidence are reviewed by a third-party.
- If required, interviews may be conducted with those involved.



Steps to Resolve

- FairVoice makes recommendations to your company on how to resolve the issue.
- An Investigation Report is shared providing the facts and how to take action.
- We will engage with you about your satisfaction with the process and the outcome.

**Remember, it is best to provide a valid contact, even anonymously. This way, we can keep you updated and gather further information if needed. Please keep checking the communication channel to allow a timely and successful resolution of the concern raised.*

Your voice matters. Report with FairVoice for a fair and responsible workplace.



What types of issues are not covered through FairVoice?

FairVoice focuses on serious concerns related to corruption, human rights violations, or environmental harm and does not cover personal conflicts or general day-to-day complaints and queries:

- Personal Disputes: General conflicts/disagreements at work that do not involve grave violation of human rights.
- Administrative matters like routine leave approvals or logistical challenges.
- Queries about performance appraisals, promotions, or job transfers.

Please note that these issues are best resolved by directly contacting your manager/supervisor

