

Omnivore Complaints Redressal Mechanism

Introduction: Omnivore has established a Grievance Redressal Mechanism (GRM), which includes:

- **General Complaints** concerning internal or external grievances related to Omnivore's practices or portfolio companies.
- **Whistleblower Complaints** addressing unethical behaviors or practices.
- **Prevention of Sexual Harassment (PoSH) Complaints** in compliance with India's legal requirements.

This mechanism provides a formal channel for addressing grievances from stakeholders, including employees, clients, or external parties, ensuring transparency and accountability.

How to File a Complaint: Complaints can be submitted through various channels to ensure accessibility for all stakeholders:

- **Email:** General complaints can be sent to complaints@omnivore.vc, and PoSH-related grievances to posh@omnivore.vc. This ensures that complaints are received and addressed promptly.
- **Postal Address:** Grievances can also be submitted in writing to the Grievance Redressal Team at Omnivore's office, offering an option for formal communication through mail.

(Complaints Mechanism Team Omnivore 2nd Floor, Art Guild House, Phoenix Market City, Kurla West, Mumbai 400070)

- **Hotline:** For immediate concerns, a 24x7 hotline (**080-69412604**) is available, ensuring that grievances can be reported at any time, especially for urgent matters or those requiring confidentiality.

Types of Complaints Covered:

- **General Grievances:** Any grievances related to Omnivore or its portfolio companies can be registered here. This includes issues that affect stakeholders, such as operational impacts, business practices, negative environmental or social impact or any other concerns arising from the company's activities or investments.
- **PoSH Grievances:** Complaints related to workplace sexual harassment are handled by Omnivore's Internal Complaints Committee (ICC), which includes both internal members and external experts to ensure impartiality and adherence to the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**.
- **Whistleblower Complaints:** These involve reporting unethical or corrupt practices either within Omnivore or within portfolio companies. Complaints can be submitted anonymously, and such cases are handled by Omnivore's dedicated Whistleblower Committee.

Procedure: Once a complaint is received, the following steps are followed to ensure a transparent and effective process:

- **Acknowledgment:** The complainant will receive an acknowledgment of the complaint within 5 working days, confirming that it has been received and is under review.

- **Preliminary Review:** The GRM team will conduct a preliminary review within 30 working days to determine if the complaint is admissible and what steps are necessary to resolve it. This review will include discussions with the complainant and other stakeholders to understand the situation.
- **Resolution Process:** Depending on the findings, the GRM team will either pursue a **dispute resolution** process, aiming for a mutually acceptable outcome, or a **compliance review**, ensuring that Omnivore or its portfolio companies adhere to internal policies and international standards. If necessary, a **Supplemental Corrective Action Plan (SCAP)** will be implemented to address any identified issues, particularly those related to environmental and social performance.

Anonymous Complaints: Omnivore accepts anonymous complaints as long as they pass a preliminary screening for frivolousness. Complainants are encouraged to provide sufficient details for investigation, even if they choose not to disclose their identity. This feature allows for greater inclusivity and encourages individuals to report sensitive issues without fear of personal exposure.

Rights of Complainants: Complainants are entitled to:

- **Confidentiality:** They may request that their identity or specific details remain confidential, ensuring protection from retaliation or negative consequences.
- **Freedom from Retribution:** Complainants can file grievances without fear of backlash, promoting an open and safe reporting environment.
- **Fee-Free Process:** The GRM is accessible without any costs to the complainant, ensuring that financial barriers do not prevent reporting.

Confidentiality and Timelines: Omnivore guarantees confidentiality for those who request it. The timeline for resolving complaints is transparent, with clearly defined stages:

- **Acknowledgment** within 5 working days,
- **Preliminary assessment** within 30 working days,
- **Resolution timeline** discussed after the preliminary review, ensuring all parties are informed of progress.

Record Keeping: Omnivore will keep detailed records of all complaints, including the dates they were received, the issues raised, and the responses provided. This ensures transparency and helps improve the company's processes through lessons learned from past complaints.

How are these Requirements Applied to Portfolio Investments? Omnivore expects its portfolio companies to establish similar grievance redressal systems. Portfolio companies, particularly those with direct consumer or farmer interaction, are required to have grievance mechanisms that are aligned with Omnivore's own policies, especially for PoSH and Whistleblower concerns. Omnivore works closely with its portfolio companies to ensure compliance with environmental, social, and governance standards, supporting them in resolving grievances that may arise.
