

4.6-GRIEVANCE POLICY

The grievance policy is designed to provide a fair and consistent process for employees to voice and resolve their concerns or complaints related to workplace issues, including but not limited to, harassment, discrimination, unethical behaviour, or any violation of company policies.

This policy applies to all employees, including full-time, part-time, temporary, and contract workers. It covers grievances pertaining to actions or decisions within the company that affect work conditions, relationships, or the overall work environment.

Procedure:

- **Informal Resolution:** Employees are encouraged to initially address their concerns informally with their immediate supervisor, manager, or any other relevant party involved. They are urged to maintain open communication to find a resolution that satisfies all parties involved.
- **Formal Grievance:** If the issue remains unresolved, the employee may file a formal grievance. The grievance should be submitted in written form, including details of the incident or concern, relevant dates, names of witnesses (if any), and any evidence or supporting documentation.
- **Grievance Review:** Upon receipt of the formal grievance, the Human Resources department will conduct a thorough review. This stage involves gathering all necessary information, conducting interviews with involved parties and witnesses, and reviewing relevant policies and procedures.
- **Investigation:** Following the initial review, an investigation will be conducted to assess the validity of the grievance. The investigator may request additional information or documentation and will ensure that appropriate confidentiality measures are in place.
- **Resolution:** Based on the findings of the investigation, the company will take appropriate action to resolve the grievance, which may include disciplinary action, mediation, counselling, or any other suitable measures. The employee will be informed of the outcome in a timely manner.
- **Appeal Process:** If the employee is unsatisfied with the resolution, they may submit an appeal in writing within a designated time frame. The appeal will be reviewed by a designated appeals committee, comprised of unbiased representatives from various departments within the company.
- **Final Decision:** The appeals committee will conduct a thorough review of the appeal, considering all relevant information and ensuring compliance with company policies and legal requirements. The committee will communicate the final decision to the employee within a specified time frame, which will be binding and conclude the grievance process.

Confidentiality: All parties involved in the grievance process, including employees, witnesses, and investigators, are required to maintain strict confidentiality. Only individuals who need to know the details for the purpose of investigation and resolution will be provided with access to the information.

Non-Retaliation: The company strictly prohibits any retaliation against an employee who files a grievance, assists in an investigation, or participates in the resolution process. Any form of retaliation will be subject to disciplinary action, up to and including termination.

Signed:



Dated: 09/06/2025