

Grievance Procedure

The grievance procedure is intended as the tool by which members of staff can express their dissatisfaction to the employer with regards to the handling of their employee rights within the organization. The Grievance procedure allows the aggrieved employee to be heard directly by the management of the Haris Enterprise and aims to resolve the dispute internally. This is done by keeping the ambit of discussion between the aggrieved employee and the line manager as much as possible, however it is recognized that there may be times when a more formal platform is required and the aggrieved employee may choose the right to be represented by a member of the Trade Union, a professional organization, a staff association or a colleague/friend to ensure transparency.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

THE SCOPE

- 1) The Grievance Procedure is applicable to all employees of HE including the CEO and Board of Directors.
- 2) The Grievance Procedure is applicable to all work related issues; any step from the employer or colleagues that the employee feels has impacted his/her rights or has violated the sanctity of the Organization's code of conduct.
- 3) Issues pertaining to salaries, incentives and promotions
- 4) Issues pertaining to application of Pension Scheme

THIRD PARTY GRIEVANCES

HE has a policy to address grievances of any member of the civil society who is not an employee of HE but has been adversely impacted by the actions of a HE employee or the procedures of the Company and wants to be redressed. The aggrieved member may file their grievance through the following channels:

- 1) Emails
- 2) Letter to Management sent through Postal Service
- 3) Letter to Management dropped in directly at HE Head Office
- 4) Call the HE 24/7 Hotline

CONFIDENTIALITY

The Management considers the confidentiality of the grievance and the aggrieved party sacrosanct and only employees directly involved with the process will be privy to information. No information will be shared without the consent of the person who filed the grievance.

NON RETALIATION

HE strongly advocates that anyone who believes they have a legitimate grievance against HE employees or HE processes has the right to file a grievance without fear of retaliation. There will be no intimidation or retaliation towards the aggrieved party and if the Management finds evidence of such a behavior, then disciplinary action will be taken against the transgressor(s).

STEPS FOR RESOLVING THE GRIEVANCE

Stage 1:

An employee with a grievance raises the matter with his manager immediately either verbally or in writing.

If the matter concerns the employees immediate manager then the aggrieved party talks to the superior

If the manager is unable to resolve the matter at that time then a formal written grievance form is to be submitted (see appendix 1)

The manager must respond within 2 working days (i.e managers normal working days) to the grievance unless an extended time is agreed upon by both parties.

The response will give a full written explanation of the managers decision and who to appeal to if still aggrieved.

Stage 2:

H.E Management hears the manager's decision and takes it to be final . The matter is deemed close.

However, if the aggrieved employee remains dissatisfied with the decision, he/she can file an appeal against the decision of the manager concerned within 10 working days (Appendix 2). The appeal must contain the original grievance form as well.

This manager will attempt to resolve the grievance once again. A formal response and full explanation will be given in writing as will the name of the person to whom they can appeal if still aggrieved, within 7 working days.

Stage 3:

If the employee remains aggrieved there will be a final level of appeal to the Director responsible for the employees function.

This appeal must be made in writing (see Appendix 3), enclosing a copy of the original formal grievance form to the director within ten working days if receipt of the stage 2 response.

The director will arrange and hear the appeal with another management representative and respond formally with a full explanation within 20 working days.

Where a grievance is raised against a Director then the grievance will be heard by Chief Executive.

There is no further right to appeal. Where however both parties agree that there could be merit in referring the matter to a third party for advise, concilation or arbitration then arrangements will be made to find a mutually acceptable third party

Appendix - 1

To:

From:

Dept.:

Date:

Immediate Superior:

Dear

I wish to take a formal grievance out against:

In line with the Haris Enterprises Grievance Procedure. The details of my grievance are shown below:

Yours sincerely,

(Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)

Appendix - 2

To

From

Dept

Date

Immediate Superior

Dear

On (within 10 days of the response to the initial formal grievance) my grievance against was heard by

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Haris Enterprises Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

Appendix - 3

To (Director)

From:

Dept:

Date:

Immediate Superior:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Haris Enterprises Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Director should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)