



GRIEVANCE POLICY

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GRIEVANCE POLICY

1.1 Introduction

Grievances may be real or imagined, but in either case, it is essential that the grievance is brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem.

Pro-Interactive regards it important that all its employees will have sufficient knowledge of such procedure and easy access to it. To this effect Pro-Interactive has formulated a grievance procedure, which has as its main objective the speedy resolution of shop floor grievances and thereby eliminating possible and unnecessary causes of conflict.

1.2 Objectives

- a) The Grievance Procedure is aimed at resolving work related grievances within Pro-Interactive as fairly and as swiftly as possible. Grievances are feelings of injustice or dissatisfaction affecting an employee.
- b) This Procedure is not used for appeals against disciplinary action. Such are to be carried out in accordance with Disciplinary and Appeal Procedure and Code.
- c) This Procedure is neither used for the resolution of collective grievances related to wages or salaries as these form part of the collective bargaining system.
- d) Employees may lodge grievances without fear of victimisation.
- e) Grievances should be resolved at the lowest possible level within SBCGT.
- f) Employees lodging grievances have the right to be represented by fellow employee of his/her choice.
- g) Records will be kept of all statements and decisions.
- h) Any Union member acting as a witness has the right to be accompanied by a representative of his/her choice.

1.3 Procedure and Guideline for Employees or Contractual Workers

The Grievance Procedure will be implemented as follows:

Step 1 - Immediate Superior

1. In step 1 the employee must discuss his grievance with his immediate superior or the latter's superior in the event of a grievance against an immediate superior.
2. The superior must endeavor to solve the problem within two (2) working days and inform the employee.
3. Should the employee not be satisfied with the outcome, he may proceed to Step 2.

Step 2 - Department Manager

1. The employee completes a grievance form with all relevant details. (See Appendix 9). He may be assisted by the Human Resources Officer in completing the form. The form is handed to the Department Manager.
2. The Department Manager shall endeavor to solve the problem within two (2) working days and inform the employee.
3. Should the employee not be satisfied with the outcome, he may proceed to step 3.

Step 3 - Grievance Hearing

1. The matter is referred to the Chief Executive Officer by handing him the grievance form together with any other further relevant written information.
2. The CEO shall convene a grievance hearing and attempt to resolve the matter within a period of ten (10) working days. His decision shall be final.

Procedure to be followed by a Group of Employees

If a grievance to be raised affects not one employee, but a group then a spokesman for the Group, accompanied (if he so wishes) by a delegation of not more than ten (10) of the employees concerned, should proceed with Step 2 as for an individual grievance.

1.4 Procedure and Guideline for Third Party

The term "third parties" within the context of this policy does not refer to those that have a contractual relationship with, or are employed by Pro-Interactive, but more to individuals or communities that live and work in areas where Pro - Interactive may be operating. Third parties may be affected by Pro – Interactive's actions in the following ways (list not exhaustive):

- Verbal abuse, personal injury and death
- Infringement of human rights
- Damage to property and material or financial loss
- Excessive use of force and
- Environmental damage

In the event of an issue arising from a third party complaint Pro –Interactive will:

- Process complaints and grievances in an effective, appropriate, transparent and fair manner, with due consideration for confidentiality and the rule of law.
- Conduct an initial assessment and investigate further as needed.
- Identify the root causes, remedy the impacts and take disciplinary action where appropriate.
- Advise complainants of the outcome of investigations.
- Develop remedial training and implement procedures to reduce the likelihood of future similar complaints.
- Report complaints to the appropriate external authorities when the nature or severity of the complaint requires such action giving its full support to any external investigating authorities. Where a criminal act may have taken place Pro – Interactive’s legal advisors will consider taking the matter to the appropriate authorities, providing information, documents or support as necessary; and publish the Grievance policy on its website.

Procedure for Registering a Complaint

Those wishing to register a complaint should send an email to info@prointeractive.in giving as much information as possible of the circumstances surrounding Pro- Interactive’s alleged malpractice. Where third parties believe that their complaint has been handled inappropriately and prefer to seek independent redress, they are advised to refer the matter to an external body.

Investigation

On receipt of a third party complaint Pro- Interactive will nominate a member of its management team to act as the point of contact. The point of contact will outline to the complainant the stages in the resolution process, liaise with all relevant parties, provide progress updates and report on the outcome. If there is evidence that a criminal or serious disciplinary offence may have been committed, the matter will be referred immediately to Pro – Interactive’s legal advisors.

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