



5.0 PRINCIPLES

It is important that a grievance be raised as soon as possible.

First Step

An employee who has a grievance may approach his/her immediate manager within one week of such grievance having arisen and explain the nature and circumstances of his grievance to the Supervisor.

If, in the opinion of the employee, the grievance has not been resolved, the employee and the Supervisor, must fill in a grievance form. One copy of the grievance form shall be given to the employee, one copy shall be kept by the Supervisor and one copy shall be placed on the employee's personnel file.

Second Step

The second step will become operative when:

The employee is dissatisfied with a decision taken in the first step; or the grievance is against his Department Head/ Manager/ Supervisor.

The employee concerned must approach the HR Manager with a completed grievance form as soon as possible after the first step has failed or the grievance has arisen.

The HR Manager must obtain such information as he/ she deems necessary and take a decision. The HR Manager must inform the employee of the decision taken.

The employee and the HR Manager shall complete a grievance form. One copy shall be given to the employee, one copy to the Department Head and one copy shall be placed on record.

Third Step

The third step may become operative when:

The employee is dissatisfied with a decision taken in the second step, the grievance is against the HR Manager/ Department Head.

As soon as possible, but not later than one week after the second step has failed or the grievance has arisen, the employee involved can approach the Business Unit Head with the completed grievance form and request that the third step be followed.

The Business Unit Head shall as soon as possible investigate the activities relating to the nature and progress of the grievance and may contact the HR Manager and request that the third step be followed



1.0 PURPOSE

The grievance procedure is the formal channel of communication between Management and its employees by which employees with grievances against the Company or one of its employees can be investigated and resolved. It is the only formal way of bringing grievances of individual employees to the notice of Management.

2.0 SCOPE

This procedure is available to an employee who feels wronged by an action of the Company or one of its employees with regard to his/her own working conditions, conditions of service, or personal principles.

The grievance procedure is not available for matters dealt with or which are going to be dealt with by means of the disciplinary code.

This procedure applies to all staff employees of Union Iron and Steel Company LLC

3.0 DEFINITIONS

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|-----|--------------------|
| UIS | Union Iron & Steel |
| BU | Business Unit |
| HR | Human Resources |
| HOD | Head of Department |

4.0 RESPONSIBILITIES

4.0.1 Head of the Department

4.0.2 HR Manager



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UNION IRON & STEEL

Union Iron and Steel

Human Resources

Grievance Policy

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The Department Head shall obtain such information as he/ she deems necessary as soon as possible after the Human Resources Manager has contacted him/her. The GD must hear the employee concerned as well as the Department Head/Supervisor and/ or any other persons involved. The GD shall as soon as possible, after the investigation report has been completed, take a decision in consultation with the Business Unit Head/HR Department.


One copy shall be given to the employee, one copy shall be given to the Department Head, and one copy shall be placed on record.

6.0 STANDARD FORMS

6.1 **UIS-HRA-FM-30** Grievance Form 00

7.0 NOTES

None

| | Name | Title | Signature | Date |
|-------------|-------------|------------------------------------|---|------|
| Issued by | Bindu Wahid | Sr Manager – HR and Administration |  | |
| Approved by | Musa Sourì | Chief Executive Officer |  | |