



Union Iron and Steel

Human Resources

Grievance Policy

Document Ref.

UIS-HRA-POL-01

Rev. No

1

Rev. Date

10-Mar-22

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PURPOSE:

Union Iron and Steel Company is committed to maintaining a positive and productive work environment. The purpose of this Grievance Policy is to provide a fair and transparent mechanism for employees to address and resolve workplace concerns or conflicts promptly , effectively, and unbiased.

SCOPE:

1. Definition of Grievances:

This policy applies to all grievances raised by Internal stake holders(employees)/ External stake holders (suppliers ,contractors, customers/Clients)of Union Iron and Steel Co LLC. Grievances are defined as concerns or complaints related to employment conditions, workplace relationships, harassment, discrimination, or any other matter that affects an individual's terms and conditions of employment within the organization or contracts and agreements with contractors , vendors, suppliers and clients or customers.

2. Applicability:

This policy covers all Stake holders of Union Iron and Steel Co LLC regardless of their position or tenure within the organization. It is designed to provide a fair and transparent process for resolving grievances and promoting a positive work environment.

3. Submission of Grievances:

Employees are encouraged to bring their grievances to the attention of their immediate supervisor or [appropriate department/individual]. If the grievance involves the immediate supervisor, employees should escalate the matter to the next level of management or HOD . In cases where employees are uncomfortable reporting grievances through their chain of command, they may contact Human Resource department representative directly . Form- Grievance/Suggestion Form UCC/SC-HRM/FM/02B.

4. Confidentiality:

The organization is committed to maintaining the confidentiality of the grievance process. Information related to grievances will be shared on a need-to-know basis to ensure the privacy of all parties involved.

5. Investigation Procedures:

Upon receiving a grievance, the organization will initiate a thorough and impartial investigation. An appointed investigator, independent of the parties involved, will conduct interviews, review relevant documentation, and gather information necessary for a fair and objective assessment.

6. Timelines:

The organization is dedicated to resolving grievances in a timely manner. The investigation and resolution process will be conducted promptly, and parties involved will be informed of the progress at key milestones.

7. Appeals Process:

Individuals dissatisfied with the outcome of the initial grievance resolution may appeal the decision by submitting a written appeal to the appropriate authority. The appeal will be reviewed by designated authority to ensure a fair and impartial assessment.



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8. Communication:

Regular communication will be maintained with the parties involved to update them on the status and resolution of the grievance. Open and transparent communication is essential to building trust in the process.

9. Protection Against Retaliation:

Union Iron and Steel prohibits retaliation against individuals who raise grievances in good faith. Any form of retaliation is a violation of this policy and will be subject to disciplinary action.

10. Record-Keeping:

Records related to grievances, including investigation findings, actions taken, and resolutions, will be maintained confidentially and securely in accordance with applicable laws and regulations.

11. Training:

Union Iron and Steel Co. LLC is committed to providing training programs to educate employees/management/HR about the grievance policy, ensuring awareness of the procedures and promoting a respectful and inclusive workplace.

12. Continuous Improvement:

This policy will be periodically reviewed and updated to ensure its effectiveness. Feedback from the grievance process will be considered to make necessary improvements.

DEFINITIONS:

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

RESPONSIBILITIES:

- Chief Executive Officer
- Senior HR Operations Manager-Admin & HR

PRINCIPLES:

Formation of Grievance Committee. It is important that a grievance be raised as soon as possible.

The grievance committee should include CEO and all process owners .



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Internal Stakeholders:

An employee who has a grievance or suggestions 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 Department Head/Supervisor. The grievance shall be documented on the Grievance Form which can be obtained in the grievance box located at the administration building or the one located at the factory.

One copy of the grievance form shall be given to the employee, one copy shall be kept by the Department Head/ Supervisor and one copy shall be placed on the employee's personnel file.

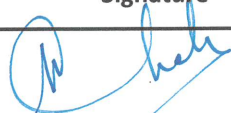
The grievance shall be addressed during the committee meeting which shall be held once every week during the review meeting. The committee shall as soon as possible investigate the activities relating to the nature and progress of the grievance and shall come up with amicable outcome to the mutual satisfaction of the both the parties involved. In case of any interface with other stakeholder which requires in depth investigation the process shall fall over to the second week . The company however resolves to settle all grievances within maximum two sessions however there may be a deviation if it involves external stake holders E.g. Govt Regulatory bodies .

External Stakeholders:

The external stake holder grievances and suggestions shall be addressed by the committee every week . The scope of external grievances shall include all complaints and suggestions received through mail, post or survey conducted by the concerned department.

As soon as possible, but not later than two weeks the complaints shall be resolved in most cases. In cases which has interface with external bodies e.g. Govt bodies , the issue shall be resolved following the law of the land. The CEO shall obtain such information as he/ she deems necessary as soon as possible after the Human Resources Manager has contacted him/her. The CEO must hear the employee concerned as well as the Site/ Department Head/Manager and/ or any other persons involved. The CEO shall as soon as possible, after the investigation report has been completed, take a decision in consultation with the Human Resources manager.

The CEO shall complete a grievance form. 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.

	Name	Designation	Signature
Issued by	Bindu Wahid	Senior HR Operations Manager-Admin & HR	
Approved by	Musa Souri	Chief Executive Officer	