

الشركة السعودية للاستثمارية لإعادة التدوير

Saudi Investment Recycling Company

سياسات عمليات الموارد البشرية

Grievance Policies

Date (13. April 2023)

## Grievance

### 1. Non – Performance Grievance

1. It is the responsibility of all Direct Managers to foster an atmosphere of open communication where every day work related grievances are resolved promptly and in a confidential manner.
2. Most work-related issues and grievances are normally resolved without the need to follow a formal procedure. However, for serious cases, a more formal procedure is necessary.
3. Should an employee have a grievance case he should first talk to his/her Direct Manager Who Will, if possible, attempt to resolve the matter fairly, consistently, and objectively.
4. If the grievance case was not resolved by the Manager of the Direct Manager, the employee may submit a formal grievance, through the self-service system or by sending an email to the HR Operations function outlining the reason for raising the grievance, the date at which the case occurred, and any solutions he may suggest resolving this grievance.
5. Formal grievance should be submitted right after the grievance has occurred, and no later than 10 working days after the event has occurred.
6. The HR Operations function Will then set a hearing with the employee within 5 working days of receiving the grievance. The employee may bring a work colleague from within the Company to the hearing session with the HR Operations function for support.
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8. The hearing should establish the facts Of the situation and find a way to resolve the problem. The HR Operations function should investigate the situation prior to the hearing date with the employee and identify potential evidence if any, to share With the at the meeting.
9. Meeting notes Will be taken during all communications at all stages of the formal grievance procedure which in turn will be shared with the Following

the hearing, the HR Operations function will seek to reach a fair solution to the grievance. The employee should receive a response, through email, within five (5) working days from the date of the hearing.

10. Should it not be possible for the HR Operations function to respond within five (5) working days, the employee will be given an explanation for the delay and informed of when a response can be expected.

11. The full documentation relating to the grievance including the letter communicating the placed in the employee's records.

## 2. Performance Grievance

1. The grievance related to appraisal to be dealt in accordance with Performance Management Policy & Procedures.

## 3. Appealing the outcome

1. If the employee is not satisfied with the resolution of the initial grievance raised, he/she may submit an appeal through an email to the HR Operations function within 3 working days of the decision from the initial resolution in order to appeal the outcome.
2. The HR Manager will formulate a Grievance Committee within 5 working days, to hear and discuss the facts and circumstances pertaining to the initial grievance; this Grievance committee shall consist of representatives the Concerned Department, the Legal Department, HR department.
3. Following the appeal. the Grievance Committee Will seek to reach a fair resolution to the appeal within 3 working days of the hearing. The shared by the Grievance Committee Will be considered final and the grievance process shall end here.
4. During the grievance hearing. the following guidelines must be followed:
  - The meeting should be held in private and should not be Interrupted.
  - Detailed meeting notes Will be taken.
  - Full confidentiality must be maintained during the hearing
  - The employee be given a chance to explain his case before any evidence is brought forward and conflicting points of view must also be heard.
  - Statements from other employees Will before the hearing.

5. Should it not be possible for the Grievance Committee to respond within 3 working days, the employee will be given an explanation for the delay and informed of when a response can be expected.
6. The full document-at Ion relating to the employee appeal and the letter the Grievance Committee's decision Will be placed in the employee's records.

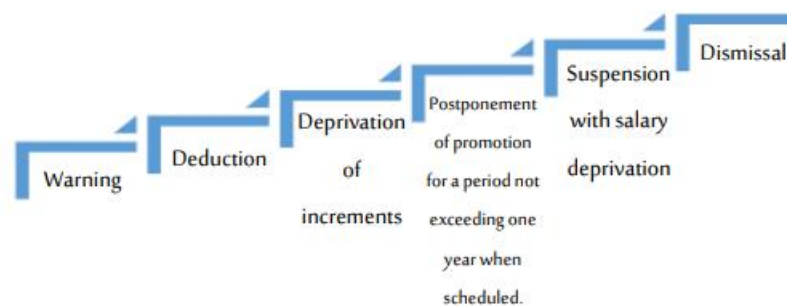
#### 4. General Guidelines of Disciplinary Action

1. The Saudi labor law disciplinary action table will be the main reference
2. The disciplinary action will emphasize corrective action, rather than punishing the offender.
3. The penalty imposed on the employee shall be proportionate to the type and extent of the offence committed.
4. No more than one penalty may be imposed on the employee for a single offence.
5. No penalty may be imposed on an employee until after he has been notified in writing of the offence attributed to him and given the chance to explain the circumstances under which it took place and present his defense and have his witness heard unless the offense is based on article (71) of Saudi Labor Law.
6. An employee may not be accused of any offense discovered after the elapse of more than 30 days, nor shall he be subjected to a disciplinary penalty after the elapse of more than 30 days from conclusion of the investigation and establishment of the employee's guilt.
7. Similarly, no penalty may be imposed on the employee until after the Company is fully convinced that he actually committed an act that justified imposing such a penalty. The Company shall record all such steps taken in a report covering the above procedures and place such report in the employee's file.
8. In all cases, the employee shall have the right to object in accordance with the grievance policies.
9. Without prejudice to the provisions of the Saudi Labor Law, an employee may not be penalized for an offence he committed outside the place of work unless it is directly related to the work, the Company or one of his or her colleagues.
10. If the employee not repeat a similar offence either in his or in his works performance during the following six months of the first offence ruling, subsequent offence shall be considered as first offence.

11. All disciplinary actions and warning letters should be properly documented and filed IPI the concerned employee's file by the HR Operations function.

## 5. Disciplinary actions

1. In the event of an employee committing a violation or misconduct of company rules, then corrective disciplinary action may be taken depending on the nature and seriousness of the violation or misconduct and the implicated consequences.
2. The Disciplinary Actions process will follow the below outlined flow of actions:



## 6. Verbal warning

1. In the event of first instance of any violation, the Direct Manager will be responsible to meet with the employee to discuss the behavioral or performance problem
2. It is the Direct Manager's responsibility to explain to the employee the reason Why the rule has been violated, the specific changes required, offer assistance and express confidence that the employee will correct the problem and accordingly Inform the employee that no further action Will be required.
3. The verbal warning issued not be noted on an employee's file. however, the Direct Manager should keep a record of the meeting.

## 7. Written warning

1. Should the problem persist, it IS the Direct Manager's responsibility to approach the employee again to discuss the problem, The HR Operations function will prepare the 1st warning letter documenting their appropriate behavior or performance and the corrective action required. The warning letter will be signed by the HR Manager or the Operations Team Leader.
2. Should the problem persist, the HR Operations function will prepare the 2nd warning letter. to be issued to the employee. The warning letter Will be signed by the Manager or the HR Operations Team Leader.
3. The employee is required to acknowledge the written warning Of which a copy is submitted to the employee and the original warning letter is required to be sent to the IHR Operations function and filed in the file.
4. In the interests of fairness and transparency, the following should be included in written warnings:
  - Facts and evidence that support the warning.
  - An explanation for the warning.
  - The required behavioral standards clearly stated
  - An adequate, correct and fair record of the disciplinary process followed.
5. The extent to which the above components are elaborated upon or formalized depends on the nature of the breach Of standards and the type of warning being given.