**Grievance Mechanism for Employees of Prezlab**

**Purpose**  
The purpose of this grievance mechanism is to provide all employees with a clear and accessible process to raise, assess, investigate, and resolve grievances. For the purpose of this procedure, a **grievance** refers to any issue or problem that employees may encounter during their employment. Grievances may range from serious concerns to interpersonal conflicts.

Prezlab is committed to addressing grievances promptly, confidentially, and without retaliation or discrimination against employees who raise concerns.

**Scope and Accessibility**  
The grievance mechanism applies to all workers, including contracted employees, and is designed to be inclusive of all different groups.

**Grievance Resolution Process**

**Step 1: Informal Resolution**

Employees are encouraged to attempt informal resolution wherever possible

* Workers should first discuss their grievance with their **line manager/colleague**, as resolving issues close to their source often leads to faster and more effective outcomes
* If a resolution cannot be reached informally, employees may seek assistance from the **HR Manager (or higher)**, who can facilitate an informal meeting or discussion

**Step 2: Formal Grievance**

If the grievance is serious or cannot be resolved informally, employees may submit a formal complaint:

* **In writing** to: **resolution@prezlab.com**
* Complaints should remain factual, clear, and professional in tone
* Contracted workers may submit grievances to their respective employer/company

**Step 3: Grievance Hearing**

Upon receiving formal grievance, the **HR Department** will:

* Assign a designated **Grievance Manager** to handle the case
* Arrange a **grievance meeting** with the employee within **one week** of receiving the complaint
* The employee may be accompanied by a colleague or trade union representative upon request
* Following the meeting, the Grievance Manager will provide the employee with a written decision within **one week**, signed by both parties to confirm acknowledgment

**Step 4: Appeal Process**

If the employee is dissatisfied with the decision, they may appeal:

1. Notify the Grievance Manager of their intent to appeal
2. An **appeal meeting** will be scheduled within **one week** of the appeal request
3. The grievance will be escalated to the **Grievance Committee**, comprising the **Chief Creative Officer** and the **Chief Executive Officer**
4. The committee will review unresolved grievances and propose all reasonable solutions

**Final Recourse:**  
If the grievance remains unresolved after the appeal process, employees can discuss with the Grievance committee the possibility to pursue other recourses

**Commitment to Fairness**  
Prezlab treats all grievances with utmost seriousness and ensures a transparent, fair, and impartial process to protect the well-being and rights of its employees