

## **1.0 Purpose**

The purpose of this procedure is to:

- Provide confidential and supportive framework for employees when needed or when faced with dynamic challenges.
- Provide an avenue to voice employee grievances.
- Recognize employee contributions through NCPL's Reward and Recognition Program through a fair and equitable process.

## **2.0 Responsibility**

The HR Director is responsible for providing staff with the needed support. The Director is responsible for implementation of the employee reward and recognition program in accordance with the procedures that follow.

## **3.0 Procedures**

### **3.1 Staff Welfare**

HR Director is the primary person to understand and clarify issues that are brought to the attention of HR Department, concerning staff, including underlying issues.

HR Director will then identify and explore options to address those issues.

Develop plans to approach issues and find constructive solutions.

### **3.2 Grievance Procedure**

The filing of a formal grievance should be done only if the Manager and if the employees are unable to resolve problems or complaints through informal discussions. The Human Resource Department is available to both parties to discuss the problems and make suggestion for resolutions.

Whenever possible, NCPL expects Managers and employees to resolve problems amicably and informally, since the processing of formal grievance may result in strained working relationships.

Formal Filing Procedures: A grievance is defined as a request by an employee for a review (appeal) of a decision made by a Manager. An employee wishing to file under this procedure shall proceed as follows:

➤ **Step 1:**

An employee, who has a complaint or question arising out of the terms or conditions of his/her employment, shall discuss the matter fully with his/her Manager within a reasonable period and the Manager will make a decision or give clarification within 2 working days.

➤ **Step 2:**

If the employee is not satisfied with the decision or answer to his/her question, the matter can be referred within the next 2 working days to the next higher level of management who will make a decision or give clarification within 5 working days.

➤ **Step 3:**

If the employee is not satisfied in step 2, the matter may be referred within the next 2 working days to the Grievance Committee which is made up of 3 members of Sr. Management, who will together make a decision or give clarification within ten (10) days.

### **3.3 Reward & Recognition Program**

Nominations are solicited for the following award categories:

- Staff Improvement.
- Going Above and Beyond.
- Customer Service Awards.

Nominations are received from staff and Managers.

Final acceptance of the candidate's rests with the Executive Team.

HR Manager arranges awards for recipients and coordinates a recognition event.