

# GRIEVANCE POLICY

**Business Function: Human Resources**

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**Company's Confidential:**

**Disclaimer:** This policy has to be adhered as a standard practice by the employees. This policy does not create an express or implied contract between SSIT and any of its employees located in India or any other designated locations where this policy is applicable. This policy may be modified at the discretion of the Company HR at any time, with or without notice of the employee. Nothing contained in this policy is intended to alter employees 'At – Will' employment relationship with the Company. SSIT reserves the right to terminate any employee at any time, with or without notice or procedure, for any reason deemed by the Company to be in the best interests of the Company when the policy is violated.

## **INTRODUCTION**

Grievances may be real or imagined, but in either case, it is essential that the grievance is brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem.

SIGMASOFT regards it important that all its employees will have sufficient knowledge of such procedure and easy access to it. To this effect SIGMASOFT has formulated a grievance procedure, which has as its main objective the speedy resolution of shop floor grievances and thereby eliminating possible and unnecessary causes of conflict.

## **OBJECTIVES**

- a) The Grievance Procedure is aimed at resolving work related grievances within SIGMASOFT as fairly and as swiftly as possible. Grievances are feelings of injustice or dissatisfaction affecting an employee.
- b) This Procedure is not used for appeals against disciplinary action. Such are to be carried out in accordance with Disciplinary and Appeal Procedure and Code.
- c) This Procedure is neither used for the resolution of collective grievances related to wages or salaries as these form part of the collective bargaining system.
- d) Employees may lodge grievances without fear of victimisation.
- e) Grievances should be resolved at the lowest possible level within SIGMASOFT.
- f) Employees lodging grievances have the right to be represented by fellow employee of his/her choice.
- g) Records will be kept of all statements and decisions.
- h) Any Union member acting as a witness has the right to be accompanied by a representative of his/her choice.

## **PROCEDURE AND GUIDELINES**

The Grievance Procedure will be implemented as follows:

### **Step 1 - Immediate Superior**

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## CERTIFICATE GRIEVANCE POLICY

1. Employee must discuss his grievance with his immediate superior or the latter's superior in the event of a grievance against an immediate superior.
2. The superior must endeavour to solve the problem within two (2) working days and inform the employee.
3. Should the employee not be satisfied with the outcome, he may proceed to Step 2.

### Step 2 - Department Manager

1. The employee should come forward with all relevant details. (See Appendix 9). He may be assisted by the Human Resources Officer in completing the form. The form is handed to the Department Manager.
2. The Department Manager shall endeavour to solve the problem within two (2) working days and inform the employee.
3. Should the employee not be satisfied with the outcome, he may proceed to step 3.

### Step 3 - Grievance Hearing

1. The matter is referred to the Chief Executive Officer by handing him all the required and relevant details and with any other further necessary written information.
2. The CEO shall convene a grievance hearing and attempt to resolve the matter within a period of ten (10) working days. His decision shall be final.

### Procedure to be followed by a Group of Employees

If a grievance to be raised affects not one employee, but a group then a spokesman for the Group, accompanied (if he so wishes) by a delegation of not more than ten (10) of the employees concerned, should proceed with Step 2 as for an individual grievance.

### Document History

Version	Amendment	Date of Amendment
V1.0	Policy Initiated	10-03-2023

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