



## **GRIEVANCE POLICY**

Category:	<b>Grievance</b>	Policy Number:	<b>LOYZ/POL/HR/004</b>
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Approved By:	CEO	Policy Owner:	HR

## **INTRODUCTION**

At Loyz Group, our employees, third-party affiliations such as contractors and individuals outside of the company and who do not have any business dealings with the organisation are encouraged to raise work-related issues, they feel unhappy about with the aim of a quick resolution. As a company that values its employees, provisions have been made for practical assistance to address employee complaints and grievances.

The term grievance can be described as a severe dissatisfaction or complaint raised by staff or third-party affiliations such as contractors, which may relate to their employment conditions, their professional situation, their professional relations, their working environment, or any action that the company has taken or intends to take about the staff.

## **AIM**

The purpose of this policy is to maintain a positive work environment with respect and responsibility towards each other.



## **SCOPE**

This policy applies to all employees, third-party affiliations of Loyz Group (including contract, temporary staff and other business stakeholders), individuals outside of the company and who do not have any business dealings with the organization. This policy will be reviewed when necessary and always reflect our legal obligations and business needs.

Employees, third-party affiliations and individuals outside of the company with no business dealings with the organization can file grievances when:

- They have been victims of workplace or business relations harassment.
- Their health and safety have been compromised.
- They have witnessed poor supervisor and/or management behaviour.
- Policy or agreement guidelines are violated.
- There is a dispute between co-workers, management, third-party affiliations, and individuals outside of the company with no business dealings with the organization.

Loyz Group also recognizes that every case is different, and this list is subject to change.

## **POLICY Informal Resolution**

Regular and effective communication between employees, and other third-party affiliations reduces the likelihood of misunderstanding and conflict. Loyz Group expects and encourages employees, and other third-party affiliations to communicate openly and regularly so that potential issues are addressed at the lowest level possible. Employees, and other third-party affiliations are encouraged to avail themselves of training opportunities on matters of communication, equity and inclusion, performance management, and other human resources topics to enhance their interpersonal skills.

Before initiating Step 1 of the grievance process, the aggrieved is advised to make at least one attempt to resolve the issue informally, if possible. Facilitation assistance for this informal resolution is available through HR. It is important to note that informal processes are not appropriate if the



underlying allegations are related to sex discrimination involving violence, intimidation, a hostile atmosphere, or other violent actions.

### **Formal Resolution**

In the case where employees, third-party affiliation, and individuals outside of the company with no business dealings with the organization have a grievance or complaint, the company will endeavour to resolve each stage as quickly as reasonably possible, considering the need to investigate any grievance objectively and fairly. To begin the process of formally raising a complaint, the aggrieved employees, third-party affiliations, and individuals outside of the company with no business dealings with the organization will take the following steps:

- Prepare a written statement setting out the nature of the grievance or complaint through the Human Resources Department or Corporate Services Desk.
- The written statement must include the policy provision that the grievant believes to have been violated, the circumstances that are negatively impacting the grievant, the names of identifiable persons involved, dates and any information that should be considered for a fair resolution.
- When a grievance is filed against an employee or third party, the accused also reserves the right to view and request a copy of the official grievance complaint, formally respond to the complaint through the HR department, attend all formal meetings with a representative or witness, and appeal the final decision.

### **Company Responsibilities.**

- Accept and thoroughly investigate all Grievance Complaint Forms.



- Ensure that the grievance is resolved within ten working (10) days, depending on the severity of each case.
- Treat all parties fairly throughout the grievance process.
- Adhere to a non-retaliation and receptive manner when employees file a complaint against management.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

### **Confidentiality**

Loyz Group employees, third-party affiliations, and individuals outside of the company with no business dealings with the organization are required to sign a Confidentiality Agreement that limits them from discussing the grievance before and after it has been resolved. All parties are prohibited from discussing the matter with any other employee or individual. Suppose an employee, other third-party affiliations and individuals outside of the company with no business dealings with the organization is found to have violated the grievance procedure policy. In that case, they will be subject to disciplinary action, up to and including termination of employment or contract. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination. If an employee, third-party affiliations and individuals outside of the company with no business dealings with the organization is proven to have committed the grievance, he/she is being accused of, Loyz Group will adhere to its Disciplinary Action Policy to ensure that the matter is resolved justly and according to company guidelines.

A handwritten signature in black ink, appearing to read 'Bassey Adie'.

**Bassey Adie**  
**Managing Director**  
**May 2022**