

GRIEVANCE HANDLING POLICY AND PROCEDURES

1. Preamble

Effective grievance management is an important and an integral part of the Human Resource Management. If an individual's grievances are unattended and unresolved, they will become collective disputes. Hence, there is a necessity of providing a procedure for the redress of individual grievance. A grievance is a sign of the employee's discontent with job and its nature. Every employee has got certain aspirations or expectations, which he/she thinks, should be fulfilled by the Company.

2. Objective

The grievance procedure is designed to address complaints and disputes between the employee and the Company over working relationships, working conditions, employment practices or differences in interpretation of policies. The employees should believe that they have a legitimate grievance procedure, to address their grievance and receive redress.

3. Common Types of Grievance

3.1 Factual- The contract of employment indicates the norms referring the limits within which the employee expects the organization to fulfill his/her aspirations, needs or expectations. When their legitimate expectations or aspirations are not fulfilled the employee becomes dissatisfied with the job.

E.g. No due promotions, violations of Terms & Conditions of employment, non-implementation of company policies, unsafe working conditions, delays in increments, etc.,

3.2 Imaginary – when the contract of employment is not clear on certain expectations, aspirations or needs, the employee develops a perception of wrong information regarding the above, for which the Company is not obliged to honor. Such grievance can have a negative impact on the organization.

E.g. Job description, work assignment etc.

3.3 Disguised – Generally the Company considers the basic requirements of their employees. Psychological needs such as appreciation recognition, affection, power, achievement, etc. are ignored in this process. Therefore these disguised grievances too should be addressed by the Company.

E.g. Issues with superiors, colleagues, unfair, unjust, treatment, victimization, etc.

4. Procedure

4.1 Open Door Policy

BPPL Holdings PLC would maintain an open-door policy where grievance is concerned, by making a general invitation to all employees, to walk in at any time and speak over the grievances with the person/persons concerned.

1. Any employee may walk-in at any time and discuss about their grievances with their respective Head of Division / Manager, who should document the grievance in the Grievance Form (attached) and forward to Group Manager Human Resources irrespective of whether the matter is settled at his level or not.

2. On receiving the Grievance Form, Group Manager Human Resources will if the matter has not been settled have a discussion with the employee concerned and attempt to solve the issue, and make appropriate redress.
3. Where both parties the Head of Division / Manager and Group Manager Human Resources feels that the grievance requires the intervening of the CEO, the grievance will be forwarded verbally or in writing to the CEO by Group Manager Human Resources and the outcome will be informed accordingly.

4.2 Suggestions Box.

There are few locked boxes placed in the canteen, washrooms, restrooms and inside of some departments.

1. Employees have facility to write their grievances and put them into boxes, located as above. This also will be a confidential way to express their grievances to the management.
2. Before the meeting of the Grievance handling committee, the Chairman and the secretary of Grievance handling committee will open the suggestions boxes and take out all the suggestions/ complains/ concerns.
3. Those are discussed in the Grievance handling committee and taking necessary steps to resolve them.

4.3 Grievance Handling Committee.

Grievance Committee is a committee formed within the company by a group of representatives chosen from Workers, Staff and management to consider and remedy workers' grievances. A grievance is any dissatisfaction or feeling of injustice having connection with one's employment situation which is brought to the attention of this committee. The grievance committee is responsible for handling the common grievances pertaining to work/factory and find amicable solutions.

The committee will

- Conduct meetings as and when the requirement occurs.
However, even if no grievance is received, the committee will meet every other 3 months.
- Such meetings will be properly minutes and recorded.
- The Committee is responsible for ensuring that corrective measures are taken on issues arising at the meeting.

However, it should be noted that the Management reserves all the rights to change or reinstate the committee if the need arises.