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### PURPOSE

OEC aims to provide fair treatment for all employees at work. Where employee grievances arise, we try to achieve resolutions that are acceptable and reasonable to all staff.

The first option in all cases is to manage the issue informally, yet promptly. However, OEC recognizes that in some circumstances, formal procedures will have to be adopted. We also understand that the grievance procedure can be difficult for those directly involved, and provide appropriate support mechanisms for all applicants throughout the process.

This policy document sets out the principles that should guide all employee grievance proceedings, both informal and formal.

### SCOPE

The principles set out in this policy document apply to all employees currently engaged (Temp / permanent / Staffing) or associated with OEC.

### RESPONSIBILITY

Employees

Reporting Manager / Head of Department

Grievance Manager

### Rules & Guidelines

Employee issues and / or grievances relating to their employment, except where covered by other specific policy documents.

Formal procedures for investigating and reviewing complaints about Dissatisfaction with alleged discrimination, unfair treatment, work schedules, Timings , wages , Leave, work environments , bullying, harassment and any other issues.

It does not cover:

Specific formal procedures provided in other policy areas, namely:

- Disciplinary
- Performance review
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A right of appeal is available in each of these areas, and the relevant policy document should be consulted.

### Principles applying to grievance procedures

1. Grievance Manager (Ms. Archana Kasi) can act as a facilitator and advisor in both

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formal and informal procedures. Issues should be resolved quickly and, where possible, informally.

2. OEC and its employees will act consistently in observing this policy; Investigations will be conducted in a fair and objective way, with the sole aim of establishing the facts.
3. Designated managers (Ms. Archana Kasi) involved in grievance procedures will be impartial, and where appropriate, will be drawn from other parts of the organization. Abuses of the grievance procedure may lead to disciplinary action.

### **FORMATS / EXHIBITS**

Grievance procedure – Process Chart

#### **Effective Date:**

This policy will be effective from 1st April 2015.

#### **Violation:**

The company expects total compliance of this policy. Violation, if any, will be viewed seriously and may invite appropriate action.

#### **Policy Owner:**

HR would be responsible for maintaining and carrying out subsequent modifications.

#### **Revision of Policy:**

Management reserves the right to revise this policy at any time and in any manner without notice. Any change or revision will be available with the Management and will be communicated appropriately.

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### Grievance procedure – Process Chart

