

ASSGI-HR-P061 Employee Grievance Policy

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PURPOSE

The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related policies of the Organization. This includes concerns from an employee about an action that has been taken and/or an in-action, or a contemplated action in relation to them by a supervisor, another employee, from the Management or client of Amalgamated Security Services Guyana Inc. (ASSGI).

This policy should be read in conjunction with other related Policy Documents such as the Code of Conduct or Policy on Workplace Harassment. Any additional related policies passed by the Organization will automatically become conjunct to this Policy.

SCOPE

The policy is designed to create an avenue for an employee to raise a grievance and to get fair, consistent and focused attention and feedback within a timeframe that the organization deems reasonable. It further incorporates a systematic approach to record keeping, trending and management of risks associated with employee treatment, employee satisfaction and employee retention. ASSGI operates a separate Whistleblowing Policy to enable employees to report illegal activities, wrongdoing or malpractice. If an employee feels that he/she is being victimized for an act of whistleblowing, they may raise the matter under this policy.

APPROACH

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance as described in this policy to seek an equitable solution. For the purposes of this Policy, a ‘grievance’ is defined as any type of problem, concern, or complaint related to work or the work environment. A grievance may be about an act, omission, situation, or decision that the employee thinks to be unfair, discriminatory, or unjustified. The Policy will not cover matters of Employment that has a separate appeal process through other established Policies and procedures of the ASSGI.

This Grievance Policy shall not be available to contest dismissal, demotion, suspension or other disciplinary measure. If a grievance is filed and a disciplinary action has begun for the same or related issue, no further action shall be taken with the grievance procedures while such disciplinary action is pending.

GUIDING PRINCIPLES

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly.

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- All employees should always try to resolve problems in the workplace at the earliest possible opportunity and usually with the least possible formality.
- All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.
- All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- All employees should act consistently.

ASSGI recognizes that a formal grievance procedure can be a stressful and upsetting experience for all employees involved. Hence, employees involved in the process are entitled to be treated calmly with respect while upholding confidentiality. ASSGI will not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the disciplinary Policies of ASSGI. ASSGI also recognizes the diverse needs of the services provided as well as that of the workforce. Hence this Policy is aimed to provide a common platform that ensures the processes implemented under this Policy do not place any employee at a disadvantage over others.

TIME LIMITATIONS

This Policy applies to grievances filed once the Policy comes into effect. No grievance shall be heard unless it has been filed under the process of lodging within seven (7) calendar days after the act or the condition giving rise to the grievance.

GRIEVANCE POLICY

Protocols/work instructions for lodging and managing grievances shall complement this Policy. The Human Resources Department shall develop such procedures in consultation with the General Manager/designate, the Person/Department assigned and the Employee Care Control Center.

ROLES AND RESPONSIBILITIES

The Employee Care Control Center shall be responsible for receiving and logging all grievances raised by employees.

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- In so doing, the Employee Care Control Center shall adhere to the following principles:
Record all incoming grievances (Written, Employee Care Electronic Help Desk, Telephone, Telecare Hotline, E-mail)
- Establish that attempts were made to resolve the grievance informally with a Supervisor
- Assign the grievance to the respective person or department for attention/resolution in keeping with established guidelines
- Monitor the employee grievance electronic log for timely action by a respective person or department
- Raise Corrective Action Requests for non-compliance to established procedures in responding to Employee Grievance
- Prepare and submit a monthly report on statistics and trends in employee grievance

The Person/Department assigned the Grievance shall be responsible to ensure that the grievance is dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy.

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- Take grievances seriously considering why the employee feels aggrieved, unhappy or dissatisfied
- Investigate the facts and surrounding circumstances, showing the employees that this has been done thoroughly and sensitively
- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the employee's colleagues
- Provide feedback to the employee about what can and cannot be done to resolve the grievance
- Take necessary follow-up action

The HR Coordinator or assigned representative shall be responsible to review statistics and trends in Employee Grievances.

In so doing, the HR Coordinator or representative shall take the necessary action to:

- reduce the impact on employee satisfaction whether through new or amended policies and procedures or,
- meet with persons who may be contributing to employee grievance or,

- address systemic failures that create employee grievance

The Leadership Team shall be responsible to review the action taken by the Human Resource Department to ensure that such action was sufficient to reduce risks associated with staff retention and employee morale and, take any action necessary to reduce associated risks that may have a negative impact on business and customer service.

RECORDS

The Person/Department should ensure that the following minimal set of records is kept for matters attended by the Person/Department. The Human Resources Department shall be the responsible department that ensures the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- The action was taken with reasons for it to be taken
- A written statement of the decisions

DECISIONS

The decisions of the Person/Department shall be final. However, the Grievance Procedure should include an appeals mechanism whereby, a grievant can raise further dissatisfaction with a decision of the Person/Department. The Person/Department shall send to the grievant, a written statement of its decision within three (3) days of completion of the process.

CONFIDENTIALITY

The Person/Department for record-keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.