



# HUMAN RESOURCES POLICY

## ROCKSURE INTERNATIONAL LTD

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<b>POLICY NAME</b>	GRIEVANCE PROCEDURE			<b>POLICY NO.</b>	001
<b>EFFECTIVE DATE</b>	MARCH 2021	<b>DATE OF LAST REVISION</b>		<b>VERSION NO.</b>	
<b>ADMINISTRATOR RESPONSIBLE</b>	HUMAN RESOURCES DEPARTMENT		<b>CONTACT INFORMATION</b>		
<b>APPLIES TO</b> Apply group names to define applicable areas of staff.					
GROUP 1		GROUP 2		GROUP 3	
GROUP 4		GROUP 5		GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR

### ITEM 1.0 APPROVAL AND REVIEW

N/A

### ITEM 2.0 ADDITIONAL NOTES

### ITEM 3.0 SCOPE

Describe to what and to whom this policy applies.

#### ITEM 4.0 POLICY STATEMENT

Describe the policy and the reason for the policy.

4.1 Rocksure International Limited (RIL) supports the grievance procedure concepts and in reference to the Collective Agreement between company and the Ghana Mine Workers Union, will encourage employees to adhere to it.

4.2 The process is designed to give employees a fair and objective system to raise concerns relating to a safe working environment without the fear of any negative consequences.

#### ITEM 5.0 TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

TERM	DEFINITION

#### ITEM 6.0 POLICY SECTIONS

Policy intro:

#### ITEM 6.1 STEPS IN A GRIEVANCE PROCEDURE

6.1.1 Where an employee is dissatisfied with any decision by the Company on any matter affecting his terms of employment and condition of work and he wishes to register his grievance he shall, in the first place, report his grievance or the causes of his dissatisfaction direct to his supervisor and his Union Representative. The supervisor and the Shop Steward / Union Representative shall investigate and deal with the matter within 24 hours.

6.1.2 Where the employee is still dissatisfied with the outcome of his / her grievance he / she shall refer it to his Head of Department who will endeavor to resolve the matter within 72 hours.

6.1.3 The Head of Department shall invite the employee and his / her supervisor together with the representative of the Human Resource Department and the employee's Shop Steward / Executive Member and go into the case.

6.1.4 In the event the employee is still dissatisfied with the outcome of his / her grievance he / she shall submit the grievance to the Project / General Manager. The Project / General Manager shall invite the employee, the Branch Union Secretary, the employee's head of department and the head of the Human Resource Department to go into the case.

- 6.1.5 The Project / General Manager shall deal with the matter within a period of one week and it is expected that the matter should be resolved at this level.
- 6.1.6 If the employee is still dissatisfied with the decision at this level the Branch Secretary may refer the issue to the General Secretary who may arrange to meet the Director, General Operations to resolve the issue.
- 6.1.7 If the issue is still unresolved, the Union shall request a meeting of the Standing Negotiating Committee - RIL to resolve the issue.
- 6.1.8 If the issue can still not be resolved at this stage the matter may be dealt with in accordance with Labour Act 2003 Act (651).

## ITEM 7.0 EXCEPTIONS

Describe exceptions here.

N/A

## ITEM 8.0 RELATED POLICIES AND OTHER REFERENCES

## ITEM 9.0 ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
9.1 Human Resources (HR) Manager	<ul style="list-style-type: none"> <li>9.1.1 The HR Manager will take the lead in developing and updating the Grievance Procedure policy, ensuring that it outlines clear steps for employees to raise and resolve grievances.</li> <li>9.1.2 Will communicate the policy to all employees during onboarding and ensure it is accessible to everyone through company resources.</li> <li>9.1.3 The HR Manager will conduct training sessions to educate employees and managers on the grievance process, ensuring everyone understands their roles and responsibilities.</li> <li>9.1.4 Will emphasize the importance of maintaining confidentiality throughout the grievance process and ensure that employee privacy is respected.</li> <li>9.1.5 Will provide guidance to employees on how to properly raise a grievance and what to expect during the process.</li> </ul>
9.2 Line Managers and Supervisors	<ul style="list-style-type: none"> <li>9.2.1 Line manager will maintain an open-door policy, encouraging employees to discuss their concerns and grievances directly with them in the first instance.</li> <li>9.2.2 Will be responsible for attempting to resolve grievances at an informal level whenever possible, addressing concerns promptly and fairly.</li> <li>9.2.3 If the grievance cannot be resolved informally, line managers escalate it to the HR department for formal handling.</li> </ul>

9.3 PIU Manager	<p>9.3.1 The PIU Manager will ensure that the Grievance Procedure policy aligns with legal requirements and industry standards.</p> <p>9.3.1 Will monitor the grievance process to ensure that it adheres to the established policy and ethical guidelines.</p> <p>9.3.2 The PIU Manager will report on the number and types of grievances to senior management as part of broader PIU reporting.</p>
9.4 Safety Manager/Representative	If grievances involve health and safety concerns, the Safety Manager will investigate and address those specific aspects.
9.5 Project Managers	If a grievance affects project work or team dynamics, project manager will collaborate with HR to minimize project disruptions.
9.6 Directors and Senior Management	<p>9.6.1 Directors and senior management will support the grievance process and ensure that resources are allocated for its effective implementation.</p> <p>9.6.2 Will review the resolution of significant grievances to ensure that they are handled fairly and appropriately.</p>
9.7 Employees	All employees will adhere to the Grievance Procedure policy when raising concerns or conflicts, and they will participate honestly and openly in the process.

**ITEM 10.0 CONTACTS**

List contacts in the table.

SUBJECT	CONTACT		PHONE	EMAIL