



Contract Mining | Mining & Construction Equipment

<b>HUMAN RESOURCES POLICY</b>	
<b>POLICY TITLE – GRIEVANCE PROCEDURE</b>	
<b>CUSTODIAN: HUMAN RESOURCES DEPARTMENT</b>	
<b>POLICY VERSION: 001</b>	<b>DATE: MARCH 2021</b>

**1.0 Procedure Brief / Purpose**

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.

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. The following procedure will be used in settling all grievances;

**2.0 Steps in A Grievance Procedure**

- a. 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.
- b. 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 endeavour to resolve the matter within 72 hours.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. If the issue is still unresolved, the Union shall request a meeting of the Standing Negotiating Committee - RIL to resolve the issue.
- h. 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).

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