

GRIEVANCE POLICY & PROCEDURE (ALAMAYA/QMS/GR/POLICY & PRO)

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This policy covers Alamaya Consultancy Limited Mauritius and Alamaya Consultancy Limited Kenya.



MD Signature:

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SCOPE

This Policy covers Alamaya's stance on grievances in the workplace. It is the intent of Alamaya to provide a productive and harmonious work environment.

PURPOSE OF GRIEVANCE PROCEDURE

- The purpose of the grievance procedure is to allow personnel to bring to the attention of management of the Company any dissatisfaction or feeling of injustice which may exist in respect of the workplace. The Company will attempt to resolve the grievance in a manner, which is acceptable to the personnel concerned and the Company;
- A grievance pertains to any dissatisfaction with regard to matters, which are directly related to the engagement relationship, which exists between the Company and the personnel concerned;
- This grievance policy and procedure shall not be used to negotiate new or changes to conditions of engagement.

APPLICABILITY

This policy is applicable to all personnel. In the event of a conflict between any provision of this policy and applicable law, applicable law shall apply, and the effected provision shall have no force and effect. The Policy may be amended or modified by the Company at any time.

POLICY

It is the policy of the Company that:

- Any personnel who lodges a grievance, will not be prejudiced in his/her engagement with the Company;
- All grievances should be resolved at the earliest possible stage and as expeditiously as is practically possible at the point where the grievance originated;
- It is line management's responsibility to ensure that the grievance procedure is adhered to;
- Personnel shall be entitled to be assisted by a colleague in the grievance procedure;
- If the grievance concerns a group of personnel, the group will select 2 members to act on its behalf.

PROCEDURAL STAGES

The following participants will be involved at the following stages of the procedure:

- Stage 1: Immediate Direct Report of the aggrieved personnel;
- Stage 2: Direct Report of the person who considered the grievance at the first stage/hearing.

Procedure for Stage 1

The personnel concerned should approach his/her/their immediate Direct Report and verbally convey the grievance.

- The grievance should be resolved as soon as practically possible but, in any event, addressed within 3 working days from the time subsequent to it being raised with the Direct Report;
- If the grievance is not resolved or addressed within the period stated above, personnel may proceed to the next stage.

Procedure for Stage 2

- The aggrieved personnel should request a meeting with the Direct Report of his/her /their immediate superior, indicating the nature of the grievance in a grievance form;
- The responsible person to whom the grievance is directed shall address the grievances as soon as is practically possible but, in any event, not later than 10 working days after being notified of the grievance;
- The responsible person to whom the grievance is directed may address the grievance in writing or request that a grievance meeting be held. At such a meeting, the following persons may be present: the personnel concerned, the personnel's representative and such witnesses as may be necessary;
- The person presiding over the grievance hearing/meeting shall attempt to resolve the grievance within 10 working days from the date of the grievance meeting;
- This is the final stage in the grievance procedure. The decision of the responsible person to whom the grievance is directed will be final;
- If the grievance remains unresolved after this stage, personnel may invoke procedures provided for by local legislation or the common law. The aggrieved personnel may only resort to an external dispute resolution mechanism if the Company has failed to resolve the grievance.