



IDG Group DMCC

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# GRIEVANCE POLICY

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## GRIEVANCE POLICY

### 1. Scope

The following guidance sets out the procedure by which an employee can formally report a concern about their treatment - a grievance - regarding any condition of their employment. The procedure sets out the procedure by which this grievance is heard by the management of the Company.

In the event an employee wishes to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of the grievance.

This Grievance Policy does not cover disciplinary action taken by the company against an employee.

### 2. IDG's commitment

IDG is utterly committed to honesty and integrity, and the highest standards of ethical behaviour.

IDG is committed to fair, objective and balanced treatment of all its personnel without favour or preference.

### 3. Standards of Conduct, Discipline and Performance

IDG expects its employees and sub-contractors to meet basic standards of conduct and discipline, as well as standards of performance in the role against which they are employed. It is against these standards that IDG will review this aspect of overall performance. The standards required of IDG employees are defined within the Employee Handbook, and within an individual's contract which also details the job performance standards required. In short, the standards are:

- You are expected to carry out instructions in accordance with your employment contract.
- You should not undertake any activity, which is not covered by the company's insurance policy
- You should know relevant local laws and the rules of the Company's client.
- You must ensure you know and understand the operational orders, guard orders, fire orders, stand-to and contingency plans, SOPs, rules for the use of force (RUF) and other orders and instructions relevant to your place of work.





- You should tell, by the quickest possible means, your team commander, Project manager, a Company Director or Manager if you have an admin, welfare or operational problem, giving full and accurate details.

## 4. The Grievance Procedure

### 4.1. Stage 1 – Line Manager Review

An employee who has a grievance should raise the matter with his line manager immediately either verbally or in writing (e.g. for a Guard the Supervisor).

If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their line manager's superior (e.g. for a Guard the Project Manager or Country manager).

If the manager is unable to resolve the matter at that time then a formal written grievance should be submitted. The manager should then respond within 2 working days (i.e. the manager's normal working days). If this is not sufficient, an extended period of time can be allowed if agreed upon by both parties. The response will give a full written explanation of the manager's decision and who to appeal to if still aggrieved.

### 4.2. Stage 2 - Line Manager's Supervisor

In most instances IDG would expect the managers' decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal must be in writing and must be made within ten working days of the original response to the employee's grievance. It is to be sent to the manager next in line (i.e. the line manager's superior)

This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing within 7 days.

Where the 'next in line' manager at this stage is the Director with responsibility for the employees function, then the grievance should immediately progress to stage 3.

### 4.3. Stage 3 – IDG Human Resources Manager

If the employee remains aggrieved there will be a final level of appeal to IDG's HR Manager. This appeal must be made in writing and should enclose a copy of the written grievance. Any employee wishing to make an appeal at this level must submit their written appeal within ten working days of receipt of the Stage 2 response.





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This Director will arrange and hear the appeal with another management representative and respond formally with a full explanation within 20 working days.

Where a grievance is raised against a senior manager (Director, Country Manager, Deputy Country Manager, or equivalent) then the grievance will be heard by the Managing Director.

There is no further right of appeal. Where however **both** parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

## 5. Mediation

IDG believes that internal mediation in the event of a grievance can be a helpful alternative to a formal grievance procedure. Mediation is not part of IDG's formal grievance procedure. However if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced. IDG will offer internal mediation to any employee who wishes to address a reported grievance, and may in exceptional circumstances identify an external mediator.

Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

