

<b>Dept :</b> HR Department	<b>Revision Date</b>	16.02.2024
<b>Approved By :</b> CHRO	<b>Revision No.</b>	01

### Introduction:

It is essential that the grievance is brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem. Accordingly, MTL has formulated a grievance procedure, which has as its main objective is to expedite the resolution of grievances and thereby eliminating possible and unnecessary causes of conflict.

### Objectives:

- ✓ The Grievance Procedure is aimed at resolving work related grievances within MTL as fairly and as swiftly as possible.
- ✓ This Procedure is not used for appeals against disciplinary action. Such are to be carried out in accordance with Disciplinary and Appeal Procedure and Code.
- ✓ This Procedure is neither used for the resolution of collective grievances related to wages or salaries as these form part of the collective bargaining system.
- ✓ Employees may lodge grievances without fear of victimization.
- ✓ Grievances should be resolved at the lowest possible level within MTL.
- ✓ Employees lodging grievances have the right to be represented by fellow employee of his/her choice.

### Procedure and Guideline:

The Grievance Procedure will be implemented as follows:

#### Step 1 - Immediate Superior

- ✓ In step 1 the employee must discuss his grievance with his immediate superior or the latter's superior in the event of a grievance against an immediate superior.
- ✓ The superior must endeavor to solve the problem within two (2) working days and inform the employee.
- ✓ Should the employee not be satisfied with the outcome; he may proceed to Step 2.

#### Step 2 - Department Manager

- ✓ In step 2 the employee must discuss his grievance with his department manager in consultation with human resource officer.
- ✓ The Department Manager shall endeavor to solve the problem within two (2) working days and inform the employee.
- ✓ Should the employee not be satisfied with the outcome; he may proceed to step 3.

<b>Dept :</b> HR Department	<b>Revision Date</b>	16.02.2024
<b>Approved By :</b> CHRO	<b>Revision No.</b>	01

### Step 3 - Grievance Hearing

- ✓ The matter is referred to the Head of the plant / Head of the HR together with any other further relevant written information.
- ✓ The Head of the plant / Head of the HR shall convene a grievance hearing and attempt to resolve the matter within a period of ten (10) working days. Their decision shall be final.

- **Procedure to be followed by a Group of Employees**

If a grievance raised affects a group, then a spokesperson of the Group, accompanied by a delegation of not more than ten (10) of the concerned employees, should proceed with Step 2 as an individual grievance.

---