

	<b>HR POLICY MANUAL</b>		
	<b>Grievances Procedure</b>	DOCUMENT No: HR 05	REF No: HR/2024/05

## Policy Statement

Uga Escapes (Private) Limited strongly believes that its employees are its biggest asset. With this in mind we also see the necessity to ensure that Uga has a system in place for addressing any grievances. This policy clearly highlights the various stages and timelines of the grievance process in order to ensure all grievances are address and resolved in an efficient and effective manner.

### 1. Definitions

**Grievance** – Refers a concern, problem, or informal or formal complaint that an employee has in regards to their work, the workplace, someone they work with or the management.

This can include but is not limited to the grievances raised in the following areas:

1. Pay and benefits.
2. Bullying.
3. Work conditions.
4. Workload.

### 2. Procedure

#### 2.1 Informal Stage

Prior to reporting a grievance, the employee has the right to approach the Human Resources Department to receive unofficial, informal and confidential advice. During this meeting, the Human Resources Department will listen to the employee and give suggestions to the employee on how to address the grievances.

#### 2.2 First Formal Stage

If the advice received from Human Resources does not solve the grievance, the employee is required to approach their Department Head. The employee will be able to completely state the grievance, which will be thoroughly and seriously discussed as well as documented. A copy of which must be sent to the HR department. The Department Head is required to solve the grievances within 7 working days and provide a feedback.

### **2.3 Second Formal Stage**

Upon expiry of 7 working days if grievances are not resolved or the employee is not happy with the outcome, the employee may bring the matter officially to the attention of the GM of the Resort / VP-Sales marketing /Head of Finance where applicable. A thorough investigation should be conducted with the best intention to find a solution or a course of action within 7 working days.

### **2.4 Final Stage**

If the grievances are not resolved at the Second formal stage or the employee is not happy with the outcome, this may be reported to the Group Head of HR who will escalate it to the Director / CEO.

Depending on the nature of grievance, strict confidentiality will be maintained in order to protect the employee's current or future career prospects.