



PRESCO PLC

Complaints and Grievance Procedures

PRESKO is committed to developing and maintaining an effective, timely, fair and equitable grievance handling procedure which is easily accessible to all complaints or parties.

Purpose

This procedure is designed to address grievances that may arise through the operations of PRESCO In respect to its employees and it is aimed to:

- Develop a culture that views grievances as an opportunity to improve the organization and how it works;
- Set in place a grievance handling procedure that is employee focused and helps the company to prevent grievances from recurring;
- Ensure that all grievances are documented, resolve promptly, objectively and with sensitivity and in complete confidentiality.
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against or victimized.
- Ensure that there is a consistent response to grievances.

A grievance can be defined as an employee's expression of dissatisfaction with any aspect of the company's services and activities, including both interpretation and administration of employee's work and may cover areas such as but not limited to:

Disagreement regarding the interpretation of aspects of employee's Collective Agreement.

- Disagreement regarding the implementation of aspects of contractor's agreement/ conditions of service.
- Disagreements regarding the implementation of statutory regulations.
- Disagreement regarding the strategic direction of the Company.
- Disagreement regarding certain operations of the Company.

These grievance procedures are designed to ensure that the company responds effectively to individual or group of employees' cases of dissatisfaction to ensure cordial relationship among all parties.

Procedures (Internal)

All internal disputes shall be subjected to the grievance handling procedures stipulated on the employee's Conditions of Employment.

Employees who have any grievance or problem pertaining to the interception or administration of his/her work shall follow the following procedures:

1. Employee must seek timely redress from his/her immediate superior or line manager.
2. If not satisfied with redress he/she should immediate refer the issue to the Local Branch Union who will seek redress with the immediate superior or line manager.
3. If the issue is not resolved, the Local Branch Union shall refer the case to the appropriate Department Head of the Company immediately.
4. If agreement is not reached, the complaint should be put in writing and referred to the Human Resource Unit for settlement depending on the gravity of displeasure.
5. If agreement is not reached, the Human Resource Unit shall refer the complaint to the Managing Director/Chief Operating Officer.



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6. At all levels of the settlement procedure, the complainant shall have the right to be present if he/she wishes so.
7. Failure to reach an agreement shall necessitate the issue to be referred to the Ministry of Employment Labour and Productivity in line with the Trade Disputes Act.

A handwritten signature in blue ink, appearing to read "Felix Nwabuko".

Felix Nwabuko
Managing Director
May 30th 2016