



GRIEVANCE POLICY STATEMENT

PURPOSE

The main objective of the Grievance Policy is to prevent and resolve conflict in the workplace, to protect the interest of management and employees alike and to recognise the rights of an employee or employees to appeal and to be given a fair hearing against any measure which he/they may consider to be unjust. It provides a platform for legitimate employee frustrations regarding their dissatisfaction or feeling of injustice that arise out of the work situation and promotes a process that encourages a workplace free of unfair discrimination and harassment.

The policy aims to ensure that all communication channels are open and that all employees have an adequate opportunity to express their grievances. It further aims to ensure that grievances are resolved timeously and fairly by adopting a problem solving approach and implementing any appropriate corrective action necessary. By taking this structured approach the policy aims to promote a positive climate and labour relations.

PROCESS

Any employee who wishes to raise a grievance against a fellow employee(s) may do so by using the company's Grievance Procedure. Any such grievance shall be dealt with in a very serious light and as an urgent matter.

The Grievance Procedure defines a series of procedural steps which have to be adhered to by all relevant parties in order to bring the grievance to a speedy and appropriate conclusion.

COMMITMENT

Aspen is committed to providing proper channels to correct a situation and no employee shall be penalised or victimised in any way for having raised a valid grievance. All parties shall approach a grievance in a constructive manner and shall attempt to settle the issue(s).