

Grievance Policy and Procedures

1. Policy Statement

Keltech acknowledges that grievances will occur in the normal course of interaction in any workplace. The company also recognises the right of any employee to discuss any area of concern which they may have in relation to any aspect of their employment. To this end Keltech. strives to deal with all grievances raised without undue delay and at the earliest possible stage of the grievance procedure.

2. Purpose

- 2.1. To outline the procedure that an employee should follow when raising a grievance.
- 2.2. To ensure consistency and fairness when dealing with grievances in the workplace.

3. Scope

All employees of Keltech.

4. Responsibilities

It is the responsibility of all employees of Keltech to make themselves aware of the company's grievance policy and procedure.

5. General Principles

- 5.1. Any employee who has a grievance/complaint should, in the first instance, raise the matter with his or her immediate supervisor / manger.
- 5.2. If the immediate supervisor / manger consider that the matter can be dealt with on an informal basis, he/she should do so.
- 5.3. In the event that the employee's grievance concerns his/her immediate supervisor/manger, the grievance should be taken to the HR Coordinator or the General Manager.
- 5.4. If necessary, the Employer may request that the allegation or complaint be made in writing in order that any person accused of misbehaviour may have an opportunity to fully and fairly answer any such allegation or complaint.
- 5.5. An employee accused if misbehaviour shall have the opportunity to examine the details of any allegations, respond to them, and have the right to a fair and impartial determination of the issues concerned.
- 5.6. All grievances received will be treated confidentially and details of the grievance will not be circulated to employees or officers except those which are directly involved. If an employee is not satisfied with the outcome of the grievance procedure/investigation he/she may appeal the decision to Ray Breen - Managing Director.
- 5.7. Employees will not be penalised or victimised as a result of airing a grievance and if an employee feels that this is occurring he/she should report it immediately to HR Coordinator as it will be considered to be a serious infringement of Employer standards. However, an employee may be disciplined if grievances are made in bad faith or maliciously.