
	INTERNAL GRIEVANCE MECHANISM		Revision #: 2.1
			Effective Date: 01/04/2023
Prepared by: Emmanuel Tete Darko - Admin & HR Manager	Date: 01/04/2023		
Approved by: George Quarteng-Mensah - Managing Director	Date: 01/04/2023		
Document #: HRM - 6.5.4			

1.0 Preamble

Internal Grievances are concerns that are expressed by employees of the Company. They normally come as representing the concerns of a segment of the Labour Force. There are also internal grievances that may be individualistic, affecting only a particular employee, or group of employees as opposed to the generality of employees.

2.0 Scope


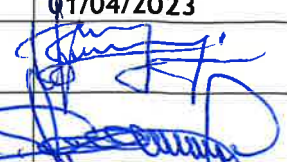
This policy applies to all PSG employees.

The Internal Grievance Procedure provides a systematic and orderly channel through which aggrieved and disadvantaged employees can seek settlement or solution in a timely, orderly and satisfactory manner.

3.0 Procedure

The mechanism for the receipt, registration, attention and resolution of internal grievances within the company are as spelt out under the procedure below:

- 3.1 The aggrieved employee shall first seek a timely redress through his/her immediate Superior, Foreman or Supervisor. The employee is expected to communicate his/her concern either in writing or verbally with the superior within 72 hours of the occurrence of the issue creating the grievance.
If the immediate Superior is the cause of the grievance, the aggrieved employee can also engage the superior directly in a respectable manner to attempt settling the differences.
- 3.2 If the Employee is not satisfied with the decision he/she receives in (3.1) above or he/she does not receive a timely answer, he/she shall refer the matter to the segment of staff body that he/she belongs to i.e. either the Junior Staff Local Union (JSLU) or the Senior Staff Local Union (SSLU) and the body will re-discuss the matter with the said Superior of the employee for settlement within three (3) days.
- 3.3 If the matter is not resolved in (3.2) above, the staff body shall seek redress with the Sectional/Departmental Head. After meeting with the employee and staff body, the Sectional/Departmental Head will re-discuss the matter with the said Superior of the employee, investigate the matter and communicate a solution or explanation either in writing or verbally within 5 working days.
- 3.4 If satisfaction is not received in (3.3) above, the matter shall be referred to the Admin/HR Manager or in his absence his designate for solution. The Administrative & HR Manager, Departmental/Sectional Head and a representative of the JSLU or SSLU shall deal with the matter within a period of one week (7 days) and it is expected that the matter should be resolved at this level.

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3.5 The complainant, if not satisfied with (3.4) above could petition the office of the Managing Director for redress.

The Managing Director would within 14 days acknowledge receipt, in writing, of the grievance and in the acknowledgement, give adequate timelines on when a final settlement on the issue would be communicated from his office to the aggrieved employee.

The timelines given depend on the nature and gravity of the grievance.

3.6 If the matter is still not resolved as in (3.5), the matter shall be dealt with in accordance with provisions of the Ghana Labour Act, 2003 (Act 651), Section 108 with a view to resolving it.

3.7 Another option is for the complainant to use RSPO complaint system.

4.0 Fixed-Term Contract Employee

4.1 If the employee is on a fixed-term contract (FTC) and he/she is not satisfied with the decision in (3.1), he/she has to seek redress with his/her Sectional/Departmental Head, who would investigate the matter and communicate settlement/solution to the employee either in writing or verbally within 5 working days.

4.2 If the fixed-term contract employee is not satisfied with the decision of the Sectional/Departmental Head as in 4.1, he/she has to seek redress in (3.4).

4.3 If the fixed-term contract employee is not satisfied with the decision in (4.2), he/she has to seek redress as in (3.5) before (3.6) or (3.7) if the need arises.

5.0 Local Managerial Staff

5.1 The Aggrieved Local Managerial Staff, whose immediate Superior is not the Managing Director (MD) can seek immediate redress with the MD, either directly or through the Admin/HR Manager or through an assembly of a selected team of three (3) Managers to engage the Managing Director (MD) on his/her behalf with a view to resolving the issue.

5.2 The Local Managerial Staff, whose immediate Superior is the Managing Director (MD), when aggrieved or dissatisfied with his/her Superior, can assemble a selected team of three (3) Managers to engage the MD on his/her behalf with the view to resolving the issue.

5.3 If the Local Managerial Staff is not satisfied with the decision in 5.1 or 5.2, he/she shall seek redress in (3.6) or (3.7) if need be.

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6.0 Expatriates

- 6.1 If the Expatriate, whose immediate superior is not the Managing Director (MD), is not satisfied with the superior, he/she will first seek redress with the Managing Director (MD).
- 6.2 If the Expatriate is not satisfied with the decision(s) of the MD as in (6.1), then he/she will seek redress with the Group Sectional Head.
- 6.3 If the Expatriate whose immediate superior is the Managing Director (MD), is not satisfied with his superior, he/she will seek redress with the Group Sectional Head.
- 6.4 If the Expatriate is not satisfied with the Group Sectional Head as in (6.2) and (6.3) above, he/she shall seek redress with the Group Chief Executive Officer through the Group Director of Administration.

The complainant shall have the right to remain anonymous or to be present at all levels if he/she so wishes and or accompanied by a representative or companion.

✦ Non-Retaliation. The Company and Union will ensure that there is no coercion, retaliation, intimidation, or harassment directed against any employee who makes a report or serves as a witness on behalf of another employee. If any employee feels that he or she has been retaliated against for making a report or participating in the investigation process, the alleged violation should be reported using the procedures above.


The Gender Committee and the placement of suggestion boxes at the various Sections/Estates/Departments are additional avenues for employees to let their grievances be heard and addressed.

The Heads of Section/Estate/Department should always log grievance received in the Grievance Book at the Offices of their respective Sections/Estates/Departments.

As much as possible, Grievances received at the offices of the various Sections/Estate/Department are expected to be logged on the Employees' Grievance Form after recording them in the Grievance Book for onward submission to the Head of Section/Estate/Department or to the Admin/HR Manager or both.

The boxes also address PSG's commitment to anonymity and confidentiality.

NB: PSG Limited, as a responsible corporate entity, offers equal opportunity to all employees.

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The name of the employee should be kept **CONFIDENTIAL** when the grievance concerned is being addressed in public.

PSG Employees' Grievance Form

Date of filing of Compliant	
Source (Oral / Written)	
Anonymous (Yes / No)	
Name of Complainant/ID Code	
Contact Information	
Age	
Department/Section/Estate	
Place of Residence	
Language	
Name of PSG Recipient	
Description of Complaint/Grievance	
	<i>use back side for further description</i>
Date of Incident (if applicable)	
Time Frame of Resolution	
Signature of Complainant	
Signature of Receiver	
Grievance No. in Grievance Log	

NB: