



ALL NATION SECURITY & INVESTIGATION SERVICES INC.

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EMPLOYEE GRIEVANCE POLICY

INTRODUCTION

This Grievance Policy aims to ensure that all communication channels are open and receptive, 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.

SCOPE OF APPLICATION

This policy and procedure shall apply to all employees of All Nation Security and Investigation Services, Inc. The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance as described in this policy in an effort to seek an equitable solution.

For the purposes of this Policy, a 'grievance' is defined as any type of problem, concern, or complaint related to work or the work environment. A grievance may be about an act, omission, situation, or decision that the Employee thinks to be unfair, discriminatory, or unjustified.

PURPOSE OF THE POLICY

The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization. This includes concerns from an employee about an action that has been taken and or an in-action, or a contemplated action in relation to them by a supervisor, another employee or from the Management.

GUIDING PRINCIPLES

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

- All employees should always try to resolve problems in the work place at the earliest possible opportunity and usually with the least possible formality.
- All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.

- All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- All employees should act consistently.

All Nation Security and Investigation Services, Inc. recognizes that a formal grievance procedure can be a stressful and upsetting experience for all employees involved. Hence, employees involved in the process are entitled to be treated calmly with respect while upholding confidentiality. All Nation will not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the company's Code of Employee Discipline.

GRIEVANCE COMMITTEE

The Grievance Committee will be headed by General Manager of All Nation Security and Investigation Services, Inc. and the group will also be composed by all the member of the Committee of Employee Discipline of the company.

GRIEVANCE PROCEDURES

Employees must be informed of their rights to lodge a grievance and where the applicable Grievance Application Form can be obtained. All grievances may be lodged with his/her direct superior, Agency designated Supervisor at the facility and/or the Personnel & Operations Department, if the employee feels more comfortable doing so. No employee may leave his/her normal place of work or engage in any grievance discussion without prior permission, and such permission shall not be unreasonably withheld.

If necessary, assistance must be offered by his superior in lodging such a grievance and completing the Grievance Application Form. The superior must consider the nature and type of the grievance lodged and based on this assessment make a decision as to the best grievance resolution procedure to follow. The mild grievance can be dealt with via the informal investigation route however a serious grievance and sensitive grievance requires a formal hearing.

The aggrieved employee's superior, or person with whom the grievance has been lodged must ensure the Grievance Application Form has been correctly completed and the grievance is clearly understood. The superior must then discuss the grievance and proposed corrective action with the employee in private. The decision on corrective action, if any, must be detailed on the Grievance Application Form.

The aggrieved employee or his witness must sign the Grievance Application Form. If the employee is dissatisfied with the decision, he/she may lodge an appeal within five (5) working days of the outcome being received. If the employee is satisfied with the decisions, the corrective action must be implemented and recorded on the form.

The Personnel & Operations Manager will be the one to conduct the grievance hearing. The employee must be notified of the grievance hearing in writing and ensure the aggrieved employee/s receive such notification at least two (2) working days before the Grievance Hearing so as to allow sufficient time to prepare.

ROLES AND RESPONSIBILITIES

The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy. In doing so, the Committee shall adhere to the following principles

- Take grievances seriously taking on board why the employee feels aggrieved, unhappy or dissatisfied,
- Investigate the facts and surrounding circumstances, and showing the employees that this been done thoroughly and sensitively,
- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues,
- Provide feedback to the employee about what can, and cannot be done to resolve the grievance,
- Take necessary follow-up action

RECORDS

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. The Human Resources department shall be the responsible unit that ensures the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions

DECISIONS

The decisions of the Committee shall be final. However, the Grievance Procedure should include an appeals mechanism whereby, a grievant can raise further dissatisfaction with a decision of the Committee. The Committee shall send to the grievant, a written statement of its decision within ten (10) days of completion of the process.

CONFIDENTIALITY

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

On behalf of the Company.



RUEL T. MORFE
General Manager

GRIEVANCE APPLICATION FORM

NAME OF AGGRIEVED EMPLOYEE: <i>(If this is a collective grievance, attach list of the name of all aggrieved employees)</i>	
JOB TITLE:	
DEPARTMENT:	
NAME OF SUPERIOR WITH WHOM THE GRIEVANCE HAS BEEN LODGED:	
REPRESENTATIVE'S NAME:	
DATE GRIEVANCE LODGE:	
NATURE OF GRIEVANCE: 	
SOLUTION / PROPOSED BY AGGRIEVED EMPLOYEE: 	
SIGNATURE OF AGGRIEVED EMPLOYEE: _____ <div style="text-align: right;">DATE: _____</div>	
<div style="text-align: center;">SIGNATURE OF SUPERIOR: _____ DATE: _____</div>	