

### **SAPO 005 -DISCIPLINE AND GRIEVANCE POLICY DISCIPLINE**

- In our facility no harsh or inhumane treatment is allowed.
- Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are prohibited in our facility.
- A code of behavior for managers, supervisors, and workers that forbids verbal and physical abuse and other inhumane disciplinary practices.
- Discipline is a performance improvement process and not punitive.
- Punitive fines and deductions from wages are prohibited
- It is committed to a process of progressive discipline and the disciplinary action will be as per the Disciplinary procedures.

#### Forming and facilitating a disciplinary committee responsible for:

- Evaluating the problem and deciding on the appropriate disciplinary action based on evidence presented.
- Participating in creating or revising rules and procedures.
- Maintaining and controlling Records relating to disciplinary actions
- Disciplinary rules that cover all issues of worker conduct & defined are:
- Consequences for violations of rules.
- Procedures for investigating violations of rules and taking corresponding disciplinary actions.
- A system of progressive discipline.
- Disciplinary actions against managers and supervisors who violate policies and procedures and the code of behavior.
- A way for workers to monitor the status of disciplinary actions.
- An appeals process for when workers disagree with a disciplinary action is allowed.
- The process must ensure that workers can choose be represented by a Work representative or fellow worker.

### **GRIEVANCE**

- It is committed to make sure that workers can report grievances and can do so without fear of penalty, dismissal, or reprisal of any kind.
- The grievances will be handled as per the Grievances Redressal procedures.
- Grievance handling committee composed of management and worker representatives is formed.
- It is ensured that grievance Redressal procedures are communicated to all employees.
- All records confidentially - relating to grievances are maintained and controlled
- Written reports on grievances filed by employees are analyzed and prepared.
- A confidential process for workers to report workplace grievances, including:
- Methods to ensure confidentiality and prevent retaliation against workers who raise concerns are ensured.

- Ways for workers to report a grievance against a supervisor to someone other than that supervisor or the supervisor's manager (within the same 'chain of command') is established.
- A process for management to investigate reported grievances, take action and communicate the results to workers.
- A way for workers to monitor the status of grievances is established
- An appeals process for when workers disagree with how a grievance is resolved.
- It is ensured that workers can choose to be represented by a Worker representative or fellow worker.

  
Director & COO

