



## Grievance Procedure Your Pay Ltd.

The following grievance procedure is available to an employee for the airing and resolution of any complaints or grievances in respect of any matter relating to employment by Your Pay Ltd.

### STEP 1

The employee must set out a written complaint to the Human Resources Department stating the basis of the complaint.

### STEP 2

The employee will be invited to attend a meeting to discuss the issue, which the employee should take all reasonable steps to attend. After the meeting the employee will be informed of any decision made, and offered the right to appeal.

### STEP 3

If the employee making the complaint does not consider the grievance to be solved, they have the right to appeal. This must be put in writing to the Managing Director, who will invite the employee to attend a meeting to discuss the appeal. The final decision must be communicated to the employee.

If you wish to lodge a grievance after your employment has ended, we can either go through stages 2 and 3 above, or we can agree to deal with matters on the basis of a written grievance and response (without a meeting). We can discuss which option is easiest at the time.

The employee has the right to be accompanied by a fellow employee or by a trade union official who has been certified by the trade union as being experienced and/or trained in acting as a companion in proceedings at all stages of the process. This fellow employee or certified trade union official will be treated as a witness and companion (not a representative) at any interview or meeting. The employee's companion will be given an opportunity to address the meeting on behalf of the employee and, in the case of a meeting, will be allowed to confer with the employee at suitable stages of the proceedings. The representative, however, cannot respond to questions posed to the employee on the employee's behalf.

Where the employee is required to attend a meeting and has exercised his/her right to be accompanied as set out above, the employee may, for reasons of non-availability of the chosen companion, postpone the arranged meeting date for a period of up to 5 further days provided a convenient date is offered to the Company within that additional 5 day period. The Company will require such a postponement request to be lodged in writing so that it can be filed appropriately for the record.