

Reaching Across Borders (RAB) Grievance Procedure Policy

Effective Date: January 2022

Next Review Date: December 2025

Current Policy Owner: CEO and Board

For all RAB's corporate policies, please visit the website: <https://ReachingAcrossBorders.org/policies/>

Introduction

Reaching Across Borders (RAB) is aware that there may be times when employees need to file an official complaint about unjust treatment, harassment, or health and safety concerns in the workplace. This grievance procedure policy outlines the process for these instances to ensure all our employees are heard and treated equally.

Purpose

The purpose of this grievance procedure policy is to (a) explain the scope and definition of grievances, (b) outline the process for reporting and closing a grievance, (c) define the company's confidentiality measures, and (d) describe the disciplinary action steps for policy violations.

Scope

This policy is applicable to all RAB employees, including paid interns, volunteers, and seasonal, part-time, and permanent employees. A grievance can be filed against any RAB employee, including senior management and shareholders. RAB defines a "grievance" as a formal work-related complaint, issue, and/or objection made by an employee.

Grievance Procedure

Before filing an official grievance complaint, RAB asks that all employees review the policy that directly impacts their complaint. For example, if an employee files a sexual harassment complaint, he/she must consult the company's [PSEA](#) and the CEO.

RAB encourages employees to resolve minor disputes with the help of a Liaison Officer, Manager, or a human resource (HR) department representative. If the informal complaint is not *fairly and constructively* resolved within 5 work days, then employees may file a formal grievance.

Employees Can File Grievances When:

- They have been victims of workplace harassment.
- Their health and safety have been compromised.
- They've witnessed poor supervisor and/or management behavior.
- There are unjust changes made to the employment agreement.
- Policy guidelines are violated.
- There is a dispute between coworkers, suppliers, and/or management.



RAB recognizes that every case is different and this list is subject to change, depending on the definition filed in the Grievance Complaint Form.

Filing a Grievance

When filing a grievance, employees have the option of reporting their complaints using the company's official online portal or contacting the CEO. In both cases, employees will be required to complete and file a Grievance Complaint Form.

Once the complaint has been submitted to the CEO, employees have the right to attend meetings with a witness or union representative, appeal decisions, and depending on the severity of the complaint, refuse to attend work until the grievance is resolved.

When a grievance is filed against another employee, the accused also reserves the right to:

- View and request a copy of the official grievance complaint.
- Formally respond to the complaint after consulting his/her union representative and the HR department.
- Attend all formal meetings with a union representative or witness.
- Appeal the final decision.

Company Responsibilities

It is RAB's responsibility to:

- Accept and thoroughly investigate all Grievance Complaint Forms.
- Ensure that the grievance is resolved within 5 work days, depending on the severity of each case.
- Treat both the complainant and the accused fairly throughout the grievance process.
- Adhere to the no-retaliation policy when employees file a complaint against management.
- Organize mediation meetings with the appropriate parties.
- Practice a high level of confidentiality throughout the grievance process.
- Accept and investigate all appeals.
- Ensure that the final decision is implemented.
- Maintain accurate and comprehensive records of each grievance.

Confidentiality

RAB employees, including senior management and any representatives, are required to sign a confidentiality agreement that limits them from discussing the grievance before and after it has been resolved. The complainant and those that stand accused of a grievance are prohibited from discussing the matter with any other RAB employee.

Policy Violations

If an employee is found to have violated the grievance procedure policy, they will be subject to disciplinary action, up to and including termination. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination.

If an employee is unequivocally proven to have committed the grievance, he/she is being accused of, RAB will adhere to its **Disciplinary Action Policy** to ensure that the matter is resolved justly and according to company guidelines.



Our Corporate Policies

RAB's corporate policies, collectively, are listed on the organization's official website's **policy page**: <https://ReachingAcrossBorders.org/policies/> these include:

- Recruitment & Employment policy;
- Anti-Fraud, Bribery, Corruption, Money-Laundering, and Terrorism Financing policy;
- Child Safeguarding policy;
- Procurement policy;
- Prevention of Sexual Abuse and Exploitation policy;
- Grievance Procedure policy;
- Disciplinary Procedure policy;
- Conflict-of-Interest policy;
- Privacy policy;
- Code of Conduct policy; and
- Confidentiality Agreement.

All staff of RAB, including, volunteers, contractors, consultants, full-time as well as part-time and temporary employees are expected to have read and comply to these policies. This, of course, also includes the RAB management team and Board members.