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## GRIEVANCE POLICY AND PROCEDURES

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### Purpose

The purpose of the Grievance Policy at Trendie is to provide a structured, transparent, and equitable process for employees to raise and resolve any workplace concerns. Trendie is committed to addressing all issues promptly, confidentially, and without any form of retaliation. This policy aims to foster a supportive work environment where employees feel comfortable voicing their concerns, knowing they will be heard and addressed fairly.

### Scope

This policy applies to all employees at Trendie, including full-time, part-time, temporary, and contract staff. It covers a wide range of workplace-related grievances, including but not limited to concerns about working conditions, interpersonal relationships with colleagues, discriminatory practices, harassment, management decisions, and violations of company policies or ethical standards.

### Grievance Principles

- **Confidentiality:**

All grievances will be managed with the utmost confidentiality. Information will be shared strictly on a need-to-know basis, ensuring that only individuals directly involved in the resolution process are informed.

- **Fairness:**

The grievance process will be conducted in a fair, unbiased, and impartial manner. All parties involved will have an equal opportunity to present their perspectives and evidence.

- **Timeliness:**

We are committed to resolving grievances in a timely manner to reduce any potential disruption or stress for the employees involved. Prompt action will be taken to investigate and address the issues raised.



- **No Retaliation:**

Employees who raise grievances in good faith will be protected from any form of retaliation or adverse consequences. Retaliation against any employee for filing a grievance is strictly prohibited and will result in disciplinary action.

## Grievance Procedures

- **Informal Resolution:**

- Employees are encouraged to seek informal resolution of grievances as a first step. This can involve discussing the concern directly with the person involved, if appropriate, or seeking guidance from their immediate manager or supervisor.
- Managers should facilitate an open and supportive environment, encouraging resolution through dialogue and mutual understanding.

- **Formal Grievance Submission:**

- If an informal resolution is not possible or the issue remains unresolved, the employee can submit a formal grievance in writing. The written grievance should be submitted to either the employee's manager or the Human Resources (HR) department.
- The written grievance must include a detailed description of the issue, the parties involved, any steps already taken to resolve the issue, and the desired outcome.

- **Acknowledgment of Grievance:**

- Upon receipt of the formal grievance, HR will acknowledge the complaint in writing within three (3) business days. The acknowledgment will outline the process that will be followed and an expected timeline for resolution.

- **Investigation Process:**

- HR or an appointed investigator will conduct a thorough and impartial investigation to gather all relevant information. This may include conducting interviews with the employee who filed the grievance, the individual(s) involved, and any witnesses.



- All parties involved will be required to cooperate fully with the investigation process and provide any requested information or documentation.
- During the investigation, the confidentiality of all individuals involved will be maintained as much as possible.
- **Resolution and Outcome:**
  - Upon completion of the investigation, a decision will be made regarding the grievance. The employee will be informed of the outcome in writing, including any actions that will be taken to resolve the issue.
  - If the grievance is upheld, appropriate remedial actions will be implemented, which may include mediation, disciplinary action, or changes to workplace practices.
- **Appeal Process:**
  - If the employee is not satisfied with the resolution, they may submit a written appeal to HR within ten (10) business days of receiving the outcome.
  - The appeal will be reviewed by a senior manager or an independent third party who was not involved in the original investigation. The decision made after the appeal review will be final.

## Responsibilities

- **Employees:**

Employees are responsible for raising grievances promptly and participating in the grievance process with honesty and integrity. They are also expected to respect the confidentiality of the process.

- **Managers:**

Managers are responsible for addressing grievances impartially and promptly, providing support to employees, and maintaining confidentiality throughout the process. They should also foster a work environment where employees feel safe to raise concerns.



- **HR Department:**

The HR department is responsible for overseeing the grievance process, conducting investigations in a fair and impartial manner, and ensuring grievances are resolved in line with this policy. HR will also provide training and guidance to managers and employees on how to handle grievances.

## **Compliance and Enforcement**

Trendie is committed to upholding this Grievance Policy and ensuring all grievances are managed with fairness and transparency. Any failure to comply with this policy may result in corrective action, which could include disciplinary measures for those who violate the principles outlined herein.

## **Review**

This policy will be reviewed annually to ensure its continued effectiveness and relevance to the evolving workplace environment. Any amendments to the policy will be communicated to all employees in a timely manner.

## **Documentation and Record-Keeping**

- All formal grievances, including the investigation process and outcomes, will be documented and securely stored in the employee's personnel file by the HR department.
- Records of grievances will be maintained in accordance with relevant privacy and data protection laws, ensuring the confidentiality of all parties involved.