



Myanma Awba Group

WORKERS' GRIEVANCE POLICY



1. Purpose

The objective is to ensure that appropriate complaint procedures are in place for the fair effective and expeditious handling of workers' complaint alleging breach of the requirements of company policies and national labour law.

2.0 Scope

It covers labour cases and disciplinary actions filed by the worker against the claims to employer or superior or vice-versa.

3.0 Responsibilities

Head of HR is the final repository of all record concerning worker's complaint for legal action. Also, represents the company by virtue of a Special Power of Attorney executed by Managing Director of Myanmar Awba Group. Head of HR will investigate and recommend whether to pursue the cases for settlement. The Chairman / MD approve and/or disapproves the recommendation or in accordance with labour law and company policies.

4.0 PROCEDURES

4.1 The Labour Union

The company shall form the Labor Union at factory and the labor Union will act as a counselor for worker's grievance and shall provide the complainant with impartial advice on their complaint and assist them to use on grievance procedure properly while keeping the complaint on confidential basis.

The labor Union shall act as moderator to reconcile the matter of complaint between the worker who lodged the complaint and responsible person of the company in accordance with the applicable labor law.



4.2 Cases for filing complaints

The case of filing complaints are as follows but not limited to:

- Breach of standards on hours of work or rest
- Breach of standard on labour working conditions
- Inappropriate management of health, safety and accident prevention
- Delayed payment of wages
- Breach of employer's liability arising from the employment agreement
- Discrimination between superior/inferiors and different ethnic group, and matter of sexual harassment
- Other matter of difficulties at workplace
- Matters of well-being

4.3 Complaint Filing Procedure

The pre-joining employees are explained the complaint procedure during the induction briefing and A [complete set of Complaint procedure](#) provided by Group HR Department is handed to the joining employee. The Complaint Procedure includes the following information:

- 1) Contact information of the Head of the Labour Union designated by the employer for handling worker's grievance
 - a) Contact person
 - b) Telephone number
 - c) Email address
- 2) The worker/staff with a complaint shall have ability to have the matter addressed by bringing to attention of the proper authority as provided below;
 - a) Immediate Superior
 - b) Group HR Department
 - c) Labour Union
- 3) The worker shall have right to be accompanied or represented by Members of Labour Union during the complaint procedure and not be victimized.



- 4) Complaint shall be sought to be resolved at the lowest level possible; and only when the matter cannot be resolved to the satisfaction of both parties, shall it be elevated to the next level.
- 5) Notwithstanding above, the worker shall have the right to complain directly to the Group HR Department and where they consider it necessary, or to the Complaint Handling Officer of Township Labour Office.
- 6) In accordance with applicable Labour Law, the worker shall have 14 days from the date of the alleged occurrence of the labour grievance (complaint) to bring the matter to the labour's superior officer, and the head of Group HR department, each of whom has a further step 7 days to bring about a solution to the grievance (complaint).
- 7) If the Head of Department is unable to resolve the matter, the worker shall have 7 days to bring it through the Group HR to the management team. However, if the complaint may be to the prejudice of the worker may complain directly to the labour union.
- 8) The company and the worker concerned shall have a period of 14 days to bring about conciliation.
- 9) If after 14 days, the matter has not been conciliated, then either party shall have further 14 days to bring the matter for mediation to the Labour Union. The company shall give the reason to worker and plan for handling complaints and time limit of handling complaints shall be extended by the consent of employee concerned.
- 10) If the complaint cannot be resolved through mediation or conciliation, then either party shall have up to 30 days to serve a notice of demand for arbitration in accordance with the labour law, the result of which shall be duly reported to the Township Labour Office. Legal action cannot be taken until the Company and/or the relevant labour union has tried to settle the dispute.
- 11) All complaints and the decision on them should be recorded and a copy provided to the worker concerned.



Appendix Report of Worker's Complaint

Employee's name		Department	
Summary of Complaint			
Summary of Action by Head of Department within 7 days			
Raised Date:		HOD:	
Completed Date:		Applicant:	
If complaint is not completed, 2 nd action by Head of HR Department- within 7 days			
Raised Date:		HR GM:	
Completed Date:		Applicant:	
If complaint is not completed, 3 rd action by Labour Union- within 14 days			
Raised Date:		Head of Labour Union:	
Completed Date:		Applicant:	
Date of Notification, If not completed – 7days			
Attachments			