



Grievance Handling The Carmen Copper Corporation Way



Preservation of Industrial Peace

- Economic
 - ✓ Compensation and benefits
- Working Conditions
 - ✓ Health and safety
- Working Relations
 - ✓ Harassment and discrimination
- Employee Discipline
 - ✓ Violations of company policies

Formulate a Grievance Procedure

- ✓ Involve the union in policy-making
- ✓ Consider process improvement of the current process
- ✓ Strike the balance of management prerogatives and workers' rights

Communicate the Grievance Procedure

- ✓ Discuss during HR induction prior to deployment of new hires
- ✓ Conduct re-orientation during departmental visits
- ✓ Re-publish or re-posting in bulletin boards
- ✓ Hold regular labor-management meetings

Provide avenues to air grievances



Train line managers in handling grievances

- ✓ Equip line managers with the tools to effectively handle grievances
- ✓ Clothe them with the authority to make sound judgement

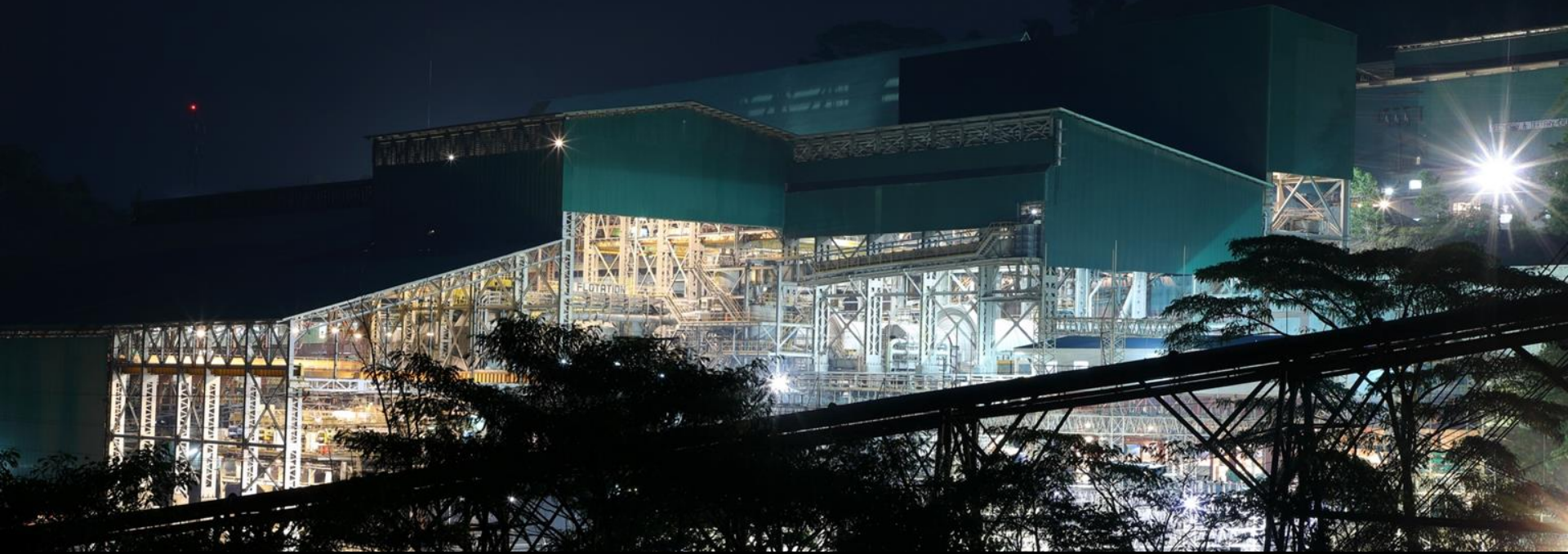
Take prompt action of grievances

- ✓ Take appropriate action after consideration of all the facts
- ✓ Endeavor to resolve grievances at the first instance
- ✓ Observe due process in disciplinary cases
- ✓ Decide disciplinary cases with impartiality and fairness

Execute and follow through action items

- ✓ Communicate decisions promptly
- ✓ Execute and follow up decisions earnestly
- ✓ Provide timely feedback and monitor action items

- ✓ Formulate a Grievance Procedure
- ✓ Communicate the Grievance Procedure
- ✓ Provide avenues to air grievances
- ✓ Train line managers in handling grievances
- ✓ Take prompt action of grievances
- ✓ Execute and follow through actions items



**Peace is not the absence of conflict,
it is the ability to handle conflict
by peaceful means.**

----- Ronald Reagan