



GRIEVANCE PROCEDURE

At Barberyn Ayurveda Resorts we consider our staff to be our biggest asset, and we acknowledge the need to maintain company standards for all employees. We are committed to maintaining a positive and inclusive work environment that upholds the standards and principles of Barberyn's work ethos, respecting the rights and dignity of our employees.

GRIEVANCE PROCEDURE

For any employee who has a concern or issue about their work, their workplace, or someone they work with, the Grievance Procedure is there to guide them fairly and without prejudice as they address their concerns.

PROCESS

I.1 Informal Stage

- I. Prior to reporting a grievance, an employee may approach and request confidential informal advice from HR or an appointed employee welfare team member on how to address the grievance.

I.2 Formal Stage – Step 1

- I. Should the advice received during the informal stage not rectify the grievance, then the employee is required to bring the grievance to their department head where it will be thoroughly discussed and documented. In addition, the grievance can be directly emailed to asanga@barberyresorts.com. The department head is required to rectify the grievance within 7 working (short time duration) days, and provide feedback.

I.3 Formal Stage – Step 2

- I. In the event the grievance is not resolved in the above mentioned 7 working days (short time duration) by the department head, or the employee is unhappy with the outcome, then the employee may officially or directly walk in to the CEO / Director's office for a solution.

I.4 Formal Stage – Step 3

- I. In the event the grievance is not resolved yet at this stage, or the employee is unhappy with the outcome, as a final stage the employee may report this to the owner or owners representative's for a solution.