

# PAKISTAN OILFIELDS LIMITED

## GRIEVANCES POLICY

A grievance is defined, as a condition of employment, which the employee feels, is unjust or inequitable. It is the policy of the Company to provide all employees with an opportunity for full consideration of their cases in a situation where the grievance procedure could be applied. A grievance may be presented orally or in writing.

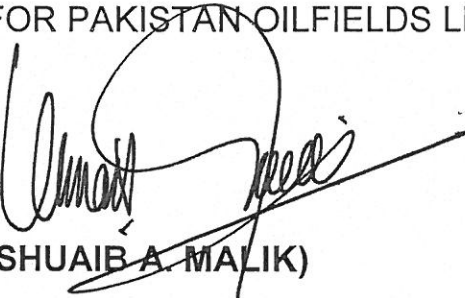
### **Procedure:**

1. In case of any grievance relating to employment, the employee should raise the matter initially with his / her immediate supervisor within a maximum of five (5) working days of the event prompting the grievance. In no case, should the grievance be raised after the expiry of thirty (30) days of the event.
2. Having inquired into an employee's grievance, the immediate supervisor should discuss the issue and make an effort to resolve the matter at the initial level.
3. If the grievance is not or cannot be settled by the immediate supervisor, the employee or the immediate supervisor should, within three (3) working days, present the case to the departmental head. The departmental head should discuss the matter and make all efforts to resolve the issue. A written report is required to be filed with the P&A department as to whether the grievance was resolved or not and confirming the steps taken toward resolution.
4. If the grievance is not or cannot be settled by the departmental head within three (3) working days, the grievance should be presented to the Management Committee, which shall consider all relevant information and take a decision to resolve the problem or give a ruling within three (3) working days of the case being forwarded by P&A.
5. If the decision of the Management Committee is not acceptable to the employee and any other party concerned, they may then refer the matter in writing to the Chief Executive, who shall decide whether or not to review the case. The CEO's decision shall be final and binding.

6. It should be noted that in the process of attempting to resolve any employee grievance, it is also the obligation of the employee, as a mature individual, to be receptive to suggestions and to make a serious effort to resolve the matter.
7. Employees are expected to exercise this right in a sensible and judicious manner. Misuse of this policy is strongly discouraged.

Rawalpindi. Dated: November 28, 2011

FOR PAKISTAN OILFIELDS LIMITED



4 (SHUAIB A. MALIK)