

It is the company's policy to ensure that employees with a grievance relating to their employment can use a procedure, which can help to resolve grievances as quickly and as fairly as possible.

The procedure for issue resolution is defined in the **Consultation, Co-operation and Co-ordination Module of the HSEQ Management System**.

Informal Discussion

If you have a grievance concerning your employment, you should firstly discuss it informally with your immediate supervisor. Hopefully grievance problems may be resolved during this informal discussion.

Stage 1

If you feel that the matter has not been resolved to your satisfaction through the informal discussions, you should put your grievance in writing to your immediate supervisor. The supervisor will respond within five (5) working days in an attempt to resolve the matter.

Stage 2

If the matter is not resolved to your satisfaction, a meeting will be held with the Director to discuss the matter further. The Managing Director will provide the final decision within seven (7) working days of the meeting. You are entitled to have another staff member present during this meeting.

Note: When placing your grievance matters into writing remember to:

- Make it clear what your grievance complaint is;
- What you want done about it;
- That you wish for the matter to be resolved through the Grievance Procedure.

During meetings regarding your grievance matters it is best to:

- Explain what your grievances/complaint is;
- Give evidence in support of what you are saying;
- Tell management what solution you would like to see.