



STRANDLINE

# GRIEVANCE RESOLUTION POLICY

ABN 32 090 603 642



## 1. Purpose

At Strandline we seek to provide a safe, collaborative and productive working environment for all employees. To support our commitment to this, this **Grievance Resolution Procedure** provides a mechanism to resolve grievances in a timely and appropriate manner.

## 2. Scope

This procedure applies to all employees, whether full-time, part-time, casual or temporary, as well as to contractors and consultants. In this procedure, all people to whom the procedure applies are referred to as “employees”.

In this procedure “grievance/s” refers to all complaints, problems, issues or grievances that an employee has regarding the behaviour of another employee.

This procedure applies to behaviour at work, as well as situations outside of work where employees are representing Strandline. Examples include on-site accommodation, flights to and from site, offsite training, social functions and work carried out at sites that are not operated by Strandline.

## 3. Effects of this Procedure

This procedure aims to provide a structure for resolution of grievances in a timely, professional and productive manner. This procedure provides, for all grievances, the opportunity to be resolved and to provide outcomes which ensure a safe and productive work environment is maintained.

Where possible, Strandline promotes professional, open and impartial conversations to resolve grievances informally. However, Strandline acknowledges there are times when one or both parties do not feel comfortable with this approach or a more formal process is appropriate.

This procedure is not binding on Strandline and does not constitute contractual terms, conditions or representations on which you can rely. Depending on the nature of the grievance and the circumstances surrounding it, Strandline may in its discretion determine that an alternative procedure is more appropriate.

The outcome of a grievance brought under this procedure may result in the Performance Management and Disciplinary Procedure being enacted and disciplinary action, up to and including dismissal, may occur.

## 4. Procedure

### 4.1 Informal Complaints

- a) If the employee with the grievance (Complainant) feels comfortable, they should approach the person(s) aggrieving them (Alleged Perpetrator) directly and inform them of the substance of their grievance. The Complainant should provide specific examples of the inappropriate behaviour, including dates and times where possible. Often people do not intend to hurt or offend others. This does not mean their behaviour is acceptable or excused. However, informing the Alleged Perpetrator of their inappropriate behaviour may give them the opportunity to change their behaviour and apologise to the Complainant, which may be the best outcome for both parties. An alleged incident/grievance does not have to involve you to be reported.
- b) The Complainant should ask for assistance if they feel that they cannot approach the Alleged Perpetrator personally, or if the approach in clause 4.1 does not work. The Complainant can seek assistance from their Manager or, if this is not appropriate, they can talk to any other Manager or the Manager, People and Culture. The person approached to assist will either attempt to obtain a resolution or forward the matter to the Manager, People and Culture.
- c) In certain instances, management may decide to initiate a formal investigation.

#### 4.2 Formal Complaints and the Investigation Process

If it has not been possible to resolve the grievance informally, or if an incident is sufficiently serious, a formal grievance should be raised as follows:

- a) The Complainant should submit their grievance, in writing, to their Manager. **Policy A20 Grievance Notification Form.** Where the grievance relates to their Manager, this should be directed to another member of the management team. It should contain the name of the Alleged Perpetrator, the nature of the behaviour, specific dates and times it occurred, details of any informal action taken and details of any witnesses who may need to be involved. An alleged incident/grievance does not have to involve you to be formally reported.
- b) At this stage the Manager People and Culture should be notified. They will start the investigation process. As part of this process, they may then contact the Alleged Perpetrator and inform them that an allegation has been made, the procedure will be explained to them, and they will be asked if they wish to provide written comments and/or the names of any witnesses.
- c) Action may be taken to separate the Alleged Perpetrator from the Complainant if considered appropriate. In some cases, this may involve the temporary transfer of the Alleged Perpetrator to another department, or suspension with pay, until the grievance has been resolved.
- d) The Manager People and Culture or another investigator may be appointed to carry out the formal investigation. If the Complainant or Alleged Perpetrator is uncomfortable with the person appointed they may request an alternate independent person be appointed, and all reasonable requests will be accommodated.
- e) All those who will be involved in the investigation will be advised and must confirm their understanding that the process is strictly confidential and be aware that the Strandline Performance Management and Disciplinary Procedure could be implemented if they discuss the incident with anyone other than those conducting the investigation.

#### 4.3 Independent Investigation

When appointed, the investigator will interview the Complainant, the Alleged Perpetrator and any named witnesses. In instances where a larger number of individuals witness the same incident, then a representative number may be interviewed.

The purpose of the interviews is to establish the facts. All evidence provided as part of the investigation will be treated as confidential to the investigation, subject to any statutory requirement. The investigator will also review any other available evidence including emails, text messages, photos or videos.

Every effort will be made to complete the relevant interviews and review within a reasonable period of time. If the process is likely to be delayed, this will be communicated to both parties.

The investigator will compile a final written report which will be passed to a Manager or another member of the management team for review. The Manager or a member of the management team will then consider the evidence and advise both parties whether or not they consider the complaint to be substantiated.

#### 4.4 Outcomes and Penalties

Following the investigation, if the complaint is substantiated, the Strandline *Performance Management and Disciplinary Procedure* will be instigated by the Manager of the Alleged Perpetrator, another member of the management team or the Manager People and Culture.

The severity of any penalty imposed will depend on the seriousness of the incident. Where a lesser penalty than dismissal is appropriate (e.g. a written warning) this may be coupled with action to ensure that the Complainant is able to continue working without embarrassment or anxiety. Depending on the seriousness of the incident, disciplinary action, up to and including dismissal, may result.

After discussion with the Complainant, Strandline may require, as far as is practical, the transfer of the Alleged Perpetrator to a different work area or arrange for changes to be made to working practices to minimise contact between the parties. If the Complainant so wishes, their own transfer may be arranged, subject to practical limitations.

Disciplinary action will be taken against anyone who victimises or takes retaliation against a Complainant whether the complaint has been substantiated or not. Breaches of confidentiality may also result in disciplinary action being taken.

#### 4.5 Option to appeal findings

Should the Complainant or Alleged Perpetrator wish to appeal the outcome of the investigation they may do so in writing to their Manager within 7 days of the finding. The grievance will be escalated to the Managing Director or other senior members of the management team who will:

- (a) re-open the investigation appointing a new independent investigator; or
- (b) uphold the original findings.

All decisions made at this stage will be considered final.

#### 4.6 False or Vexatious Complaints

False or unfounded complaints that were known to be false by the Complainant constitute serious misconduct and may attract disciplinary action, up to and including summary termination of employment. Vexatious complaints may also be the subject of disciplinary action, up to and including summary termination of employment.

#### 4.7 Records Management

All records relating to complaints and investigations carried out pursuant to this procedure shall be confidentially stored in the People and Culture personnel files. The confidential information may only be accessed and opened by a nominated investigator, the Manager People and Culture, a person engaged to resolve a complaint made under this procedure, as required by law or with written consent of all parties involved in the complaint process. All persons entitled to access and open the records must keep them confidential.

### 5. Procedure Approval and Review

The Managing Director is accountable to the Board of Directors for ensuring that this procedure is implemented. This policy will be reviewed on a yearly basis.

This Policy applies to all staff, contractors and joint venturers engaged in activities under Strandline's operational control.

*References:*

*Policy A20 Grievance Notification Form*  
*Performance Management and Disciplinary Procedure*

<b>Approved by:</b>	Board of Directors	<b>Approval Date:</b>	5 September 2023
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