



GRIEVANCE RESOLUTION POLICY

1.0. SCOPE

The Grievance Resolution Policy is applicable to all Workers of Glad. Glad Group, comprising of:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
- Glad Security Pty Ltd trading as Glad Group Services | ABN 99 122 097 590
- Glad Maintenance Pty Ltd | ABN 85 127 522 481
- Glad Indigenous Pty Ltd | 13 648 519 957
- Auxus Pty Ltd | 12 655 147 292
- Stratium Global Pty Ltd trading as Unifyd Technology | 86 923 901 715
- Glad Group NZ Limited | NZBN 9429 047 106 437

2.0. PURPOSE

Glad is dedicated to providing a safe and productive environment and intends to treat every grievance, issue or complaint raised in a way that is fair, objective and confidential.

This policy is designed to set down a mechanism to be followed in circumstances where a Worker has a general grievance, dispute or complaint arising from a work-related issue.

3.0. PROCEDURE

A. Approach the person involved:

If a Worker wishes to raise a grievance, he or she should firstly try to discuss the grievance or complaint directly with the person involved. If the Worker is unable to resolve the issue directly with that person, or it is inappropriate to raise the grievance or complaint with that person, they should refer the grievance or complaint to their manager.

B. Report the grievance to the respective manager:

Where the Worker believes that the manager should be told about a grievance, he or she should do so by making an informal or formal complaint.

To make a formal complaint, a Worker must provide written details of their grievance to the manager. It should include a description of their complaint with relevant dates, name(s) of any witnesses or other relevant people, the Worker's signature, how they would like the Grievance resolved and any other relevant information.



4.0. STEPS FOR WORKERS

STEP	GENERAL PROCESS
Step 1: Informal Resolution	<p>The Complainant should approach the Respondent and attempt to resolve the matter directly.</p> <p>If the Complainant is not comfortable to raise the grievance themselves, they may progress to Step 2.</p>
Step 2: Referral to the manager	<p>The Complainant should advise the manager of the grievance. The manager may request that this information be provided in writing.</p> <p>The manager will decide what action (if any) is appropriate and whether further investigation is warranted.</p> <p>A reasonable amount of time should be allowed for the manager or their delegate to conduct an investigation (if necessary) and/or decide what action is appropriate.</p>

5.0. CONFIDENTIALITY

From the time that a Worker is advised by Glad that they are required to participate in either an informal or formal process to investigate and resolve a grievance, the Worker must maintain strict confidentiality of the details of the grievance and any investigation process. This includes but is not limited to avoiding discussion of any aspect of the Grievance or investigation process with any other person covered by this policy or any external parties except as authorised by Glad or required by law.

6.0. FALSE COMPLAINTS

Making a false complaint or providing false information during an informal or formal process will be treated as a very serious matter and may of itself result in disciplinary action being taken.

Nick Iloski

Managing Director