GRIEVANCE RESOLUTION POLICY

1.0. PURPOSE

The purpose of of this policy is to ensure that all Glad Group employees are treated fairly and with respect and aims to assist to protect the rights of our employees by ensuring that they have appropriate options to have their concerns heard, including options that allow confidentiality and/or anonymity.

The grievance resolution policy outlines the process to be followed in circumstances where an employee has a grievance, dispute or complaint (collectively referred to herein as 'grievance') arising from a work-related concern. It aims to provide grievance procedures that are prompt, fair and confidential.

2.0. SCOPE

The Grievance Resolution policy applies to all Glad Group entities as outlined below:

- **Glad Group Pty Ltd** | ABN 62 092 928 115
- Glad Security Pty Ltd trading as **Glad Group Services** | ABN 99 122 097 590
- **Glad Maintenance Pty Ltd** | ABN 85 127 522 481
- **Auxus Pty Ltd** | 12 655 147 292
- Stratium Global Pty Ltd trading as **Unifyd Technology** | 55 627 094 366
- **Australian Protective Services Pty Ltd** | 47 610 471 424

3.0. POLICY STATEMENT

Glad Group expects that all employees are treated fairly and with respect and that all employees have the right to a safe and healthy working environment.

The grievance resolution policy and procedures are designed to:

- prevent personal conflicts from becoming entrenched
- resolve grievances in a prompt, confidential and effective manner
- enable an effective and productive work environment
- enable monitoring and drive resolution outcomes of grievances

3.1. Grievances

Problems can happen in any workplace. A workplace grievance is any real or perceived problem an employee experiences during employment. This can include but is not limited to:

- Interpersonal conflicts
- working environment
- relationships in the workplace
- organisational changes

3.2. Grievance Resolution

© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)

Depending on the nature of the grievance, the employee experiencing a grievance "the complainant" is encouraged to initially address the matter informally if appropriate to do so. If either not appropriate or if informal management is unsuccessful, then the formal grievances processes will apply.

Informal Grievance

An informal grievance is a statement of concern or complaint by an employee. Unless there is a breach of regulations, policies, terms and conditions under employment contracts or misconduct, an informal resolution can be the most effective way of dealing with many workplace grievances.

In the first instance the complainant should try to discuss the grievance directly with the person involved if it is safe to do so.

- address the issue at the source and inform the respondent (the person against whom the the grievance is against) of the grievance
- inform the respondent that their behaviour is considered inappropriate or offensive, and request that their behaviour cease

If the complainant is unable to resolve the issue directly with the respondent, or it is unsuitable to raise the grievance directly with the respondent, they should report the grievance to their manager.

- provide the manager with the matter details and request for the behaviour to cease
- resolve by consent through mediation with direct support from the manager
- a reasonable amount of time must be allowed for the manager to conduct an investigation (if deemed necessary) and decide what action to take (if any)

Formal Grievance

A formal grievance is a statement of complaint by an employee to manager, senior leader or People & Culture representative where the grievance and management of the grievance is documented.

To make a formal grievance, the complainant should provide written details of their grievance to the manager or People & Culture via gladacademy@gladgroup.com.au or alternatively via the Whistleblower Service on https://www.whistleblowingservice.com.au/gladgroup.

It should include a description of the griveance including:

- statement enclosing the grievance details
- relevant date/s
- name/s of any witnesses or other relevant people
- how they would like the grievance resolved
- the complainants signature

3.3. Confidentialty

From the time that an employee is advised by Glad Group that they are required to participate in either an informal or formal process to investigate and resolve a grievance, the employee 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 Group or required by law.

© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)

3.4. False Complaints

Employees that raise a grievance and the complaint is found to be malicious, frivolous or vexatious may be subject to disciplinary action up to and including termination.

3.5. Employee Assistance Program

All employees and their immediate family members have access to Glad Group's EAP (Employee Assistance Program) service. This is a confidential wellbeing, coaching and support service provided at no cost to employees and their immediate family. They can be contacted via:

- Phone (AU): 1800 808 374
- Website: assureprograms.com.au/appointment
- Chat: Download the Wellbeing Gateway Application and use Company Code: GLA2254

3.6. Other Support Services

Glad Group promotes a Speak Up culture and encourages all employees to report grievances and concerns. This can be done in accordance with this policy, by contacting the People and Culture or the Whistleblower Service.

- gladacademy@gladgroup.com.au
- https://www.whistleblowingservice.com.au/gladgroup

4.0. RESPONSIBILITIES

Employees	Managers	Senior Leaders	People & Culture
Be self-aware and manage interactions with others constructively	Ensure employees understand the policy and procedure	Ensure employees understand the policy and procedures	Support and monitor of grievances
Promote a model behaviour consistent with Glad Group's Code of Conduct and other policies	Provide timely and confidential responses to ensure grievances are handled	Protect the rights of employees to raise grievances without fear of victimisation	Manage matters addressed through regulations, industrial agreements and employment contracts
Work through issues, challenges and frustrations directly with the other person where possible	Communicate the outcomes of any resolution to those involved in a way which supports learning	Maintain privacy and confidentiality	Manage matters considered as serious, such as bullying and harassment and sexual harassment or Work Health and Safety
Refrain from raising malicious, vexatious or frivolous complaints	Maintain privacy and confidentiality		Provide support to managers and employees
Participate respectfully and ethically in the grievance resolution process			Maintain privacy and confidentiality

5.0. LOG OF CHANGES

© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)

DATE	AMENDMENTS	AUTHORISED BY	REVISION
June 2019	Initial Policy	Nick Iloski	1
March 2025	General Amendments	Ann Shanahan	2

6.0. RELATED POLICIES AND PROCEDURES

- Glad Group Code of Conduct
- bullying and harassment policy
- social compliance policy
- human rights policy
- equal employment opportunity and anti-discrimination policy
- whistleblower policy
- conflict of interest policy

7.0. CONTACT FOR QUESTIONS

Please contact People and Culture if there are any questions regarding this policy.

Authorised by:



Kiri Chase

Head of People & Culture

© COPYRIGHT GLAD GROUP (ALL RIGHTS RESERVED)