



ABN : 54 114 393 494
P.O. Box 21, Archerfield
QLD 4108
PH: (07) 3274 - 2283
FAX (07) 3274 - 2284

FAIR TREATMENT AND GRIEVANCE RESOLUTION PROCEDURE

1 – Policy Statement

To demonstrate a clear commitment to the receipt and proper processing of all grievances and subsequent appeals relating to the operations of the company.

2 – Scope/Purpose

This policy applies in the context of Precision Group of companies operations in Australia and is applicable to all employees, casual staff and permanent staff. Procedures for Precision Group of companies may vary in compliance with statutory requirements in other states.

This policy is applicable to all employees, casual staff and permanent staff.

3 – Associated Policies and Procedures

This policy should be read in conjunction with the following policies and procedures:

- Code of Conduct
- Counselling and Disciplinary Procedures
- EEO/Discrimination and Harassment Procedures

4.1- Introduction



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These grievance procedures and any decisions made under them are not intended to give rise to legal rights, or obligations on Precision Group of companies to pay compensation either in respect of a decision made pursuant to the procedures, or for a breach of these procedures. These procedures are intended to facilitate the resolution of formal grievances brought to the attention of the company. Anonymous grievances will not normally be considered.

4.2 Before an Issue becomes a Formal Grievance

Employees, casual staff and permanent staff are encouraged, wherever possible, to discuss and resolve concerns or difficulties directly with the person(s) concerned. There are various staff including, Leading hands supervisors/managers, HR manager WPHS officers are available to assist employees, casual staff permanent staff. to resolve their issues at this informal level. This is the informal stage of the grievance process.

4.3 Lodging a Formal Grievance

All formal grievances must be lodged in writing to the;

- HR Manager for all general grievances, or
- Construction manager, Site Supervisor or Manager

4.4 General Stipulations

In the event of a formal grievance:

- The complainant will be given the opportunity to present their case;
- All matters arising shall be accurately documented and recorded.

Records shall be maintained for a minimum period of five years and treated as confidential.



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- A written statement of the outcomes will be issued at each stage of the process giving due reasons for decisions reached;
- The complainant will have the right to have a representative present who may be a relative, friend or colleague, but not a legal representative, during any negotiations with the Company or its representatives;
- The complainant will not be required to meet any costs associated with lodging a grievance, provided the procedures contained herein are adhered to;
- The complainant shall not be subject to discrimination, victimisation or any other form of harassment as a result of actions taken under these guidelines.

4.5 Principles that Underpin these Grievance Procedures

The guiding principles of these procedures are that grievances shall be:

- Treated seriously and with fairness;
- Dealt with promptly and simply
- Subject to the principles of natural justice;
- Progressed through informal and formal stages;
- Dealt with and resolved wherever possible without recourse to the formal stage, and shall be without prejudice to a complainant's right to pursue external legal remedies after having exhausted all internal Institution grievance procedures;
- The procedures set out in this document do not replace or modify procedures or under statute or any other law.

4.6 – Staff Responsibility Improving the quality of customer service and reducing dissatisfaction or grievances is the responsibility of all. All staff is encouraged to informally and formally identify, report and where possible prevent or remedy problems and concerns related to the fair treatment of all employees. This may occur during general communication in the performance of their role, by discussion,



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participation in meetings and formally by submitting a report to the construction manager or the HR manager suggesting process improvement.

The construction manager is responsible for reviewing and approving process improvement reports, for investigating the cause(s) of potential problems identified, for initiating preventative action to eliminate the problem or potential problem, for verifying that approved process improvements have been implemented and preventative action has taken place to prevent or reduce future grievances or appeals and that this action complies with relevant Commonwealth and State law / legislation



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