



GRIEVANCE POLICY

Grievance Policy

Date: December 2020 Version: 1.0 Next Review December 2021

Grievance Policy

The Company is committed to dealing with any grievance as promptly and confidentially as possible, professionally and with sensitivity. A person who raises a grievance will not be subject to any disadvantage in their relationship with this business by reason of doing so. When responding to a grievance, the Company will ensure the aggrieved person is not subject to discrimination, victimisation or harassment by reason of raising the grievance.

The Company is committed to providing a workplace which is free from victimisation and values fairness, safety and equality by providing all employees with the right to access this grievance and appeal procedure, where they have a legitimate personal grievance related to the workplace.

To achieve this purpose, the Company encourages employees to raise grievances where they arise in line with this policy and procedure. In2food will aim to deal with any complaints received in a prompt, sensitive, impartial, confidential and supportive way to seek a resolution and to prevent future conflict.

Policy Application

This policy and procedure applies to employees (including casual employees). This policy and procedure are designed to be a guide only and does not purport to prescribe the actions required to handle every instance of complaint/grievance within the spectrum of potential workplace conflict. It does not form part of any employment contract. Accordingly, Managers and employees are expected to use their discretion as to how particular grievances should be handled having regard to the circumstances, the purpose of this policy and procedure, and the principles contained herein.

To avoid doubt, this policy and procedure is not applicable to complaints or grievances as they relate to bullying, harassment or discrimination. Where workers feel that they have experienced any of these behaviours related to the workplace, they are to refer to the Equal Employment Opportunity (EEO) Policy.

Grievances which should not be pursued by this procedure include:

- Disputes relating to matters beyond the control of In2food e.g. income tax
- Grievances and complaints relating to incidents that occurred more than six months prior to the grievance being raised for which no reasonable excuse explaining the delay has been provided to the Company
- Grievances or concerns relating to a disciplinary procedure, workplace investigation, or performance management process involving the person making the complaint where the appropriate In2food policy or procedure has been complied with
- Any concern or grievance that should be raised via the EEO Policy, (e.g. bullying, discrimination, harassment, disciplinary procedure etc. policies)



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Human Resources can determine whether any of the above exemptions apply upon receiving the complaint.

GRIEVANCE PROCEDURE

Level 1: Self- Resolution

Where the individual complainant feels comfortable doing so, they should attempt to seek a resolution to the grievance themselves with the person/persons involved. The focus on self-resolution is to avoid escalation of grievances in the future, to produce a positive result for the maximum number of parties and to encourage a culture where honest and constructive dialogue is valued. The Company does not condone behaviour, which is contrary to these objectives, and therefore does not tolerate individuals behaving in a confrontational, aggressive or abusive way in the pursuit of addressing a workplace grievance.

Level 2: Report Grievance

Where an individual does not feel comfortable addressing a grievance with the person/persons involved directly, or where they have attempted to resolve the grievance themselves without success, they should report the grievance to the appropriate contact person. The contact person will be an employee's direct Manager, employee's next most Senior Manager or Human Resources. If the complainant does not feel comfortable reporting the grievance to the contact person because the grievance directly involves them, or if they are unsatisfied with their response in the first instance, the complainant should report the grievance to HR.

Once a grievance has been raised with the contact person, the contact person will then determine how the grievance should be handled with regard to the steps set out below, or other appropriate measures which they think fit. This might include determining whether another more appropriate policy and procedure should be followed (e.g. bullying) and whether any investigation(s) need to be conducted. The contact person will make a decision and communicate the result to all those involved.

When reporting the grievance to the contact person, the complainant will need to do the following:

- Set out their grievance in writing.
- Include full details of the grievance such as names, dates reasons for the grievance
- Detail the desired result of raising the grievance.

After reporting your grievance to the contact person, the contact person will follow the procedure below or one which is deemed relevant considering the circumstances

Interview

The contact person will arrange for an initial interview to be held with the complainant as soon as practicable given the circumstances. The purpose of this interview includes:

- Ascertaining the extent of the grievance and the desired outcome



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- Advising the complainant of this grievance policy and procedure (including requiring a grievance to be set out in writing)
- The contact person ascertaining the necessary steps to be taken in order to deal with, and resolve the grievance, including whether or not the contact person is the appropriate person to handle the grievance

When deciding on their suitability for handling the grievance, the contact person must consider their ability to remain impartial during any grievance procedure, their level of authority and their ability to successfully handle the grievance process. If the contact person feels that they are unable to handle the procedure, then they must refer the grievance on to another more suitable Manager or HR.

Investigation

Where the contact person determines that the grievance requires an investigation, the following may occur:

- Interviews of relevant parties may be conducted
- Individuals who are alleged to have caused the grievance will be notified of the allegations made against them
- The opportunity afforded to respond to any allegations put to the person accused of causing the grievance, or being responsible for the actions leading to a grievance being made and time to prepare the response
- All relevant information, documentation and evidence to be considered by the contact person in order to make an accurate judgement as to the outcome of the investigation

Work to Continue

Where appropriate, work should continue as normal in the workplace whilst an investigation is being undertaken into an alleged incident/grievance. Unless there is a direct threat to the health and safety of any of the persons involved in the investigation, then all employees will be required to continue to work as per normal. If there is a threat to health and safety of any person involved, employee(s) may be stood down on full pay until such time as the investigation process has been completed and an outcome determined. The contact person is to inform any members of staff required to be stood down of this decision and the expected return to work date. All staff involved in the investigation process are expected to cooperate with the Company, offer up honest information and ensure the fair and expedient resolution of the grievance is achieved.

Procedural Fairness

Throughout the process of any investigation under this policy and procedure, all those involved in an investigation will be afforded, and will abide by the principles of natural justice and procedural fairness. Accordingly, any person involved in an investigation will be afforded the following:

- Adequate notice of any investigation or meeting
- Information about the allegations, the relevant facts and evidence
- Time to consider their response



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- An opportunity to respond to allegations
- An opportunity to have a support person present in any investigation meeting where a request is made to the contact person
- A right of appeal

Access to Support

Any person involved in a grievance procedure will have access to a support person of their choosing during any meeting related to the grievance procedure. A support person can be requested at any stage of the grievance process however; the contact person must be notified in advance if a support person will be present in a meeting. A nominated support person can accompany any party to a meeting; however, they will not be able to contribute to the meeting save for asking for clarification if they are unsure of any point raised.

Any party involved in a grievance procedure will have access to support and advice from any of the following people:

- Direct Supervisor or Manager, Branch Manager, Work colleague, Chief Operating Officer

Record Keeping

Where appropriate, parties involved in a self-resolved grievance procedure under this policy may sign an acknowledgement of the agreed outcome(s) and keep this for their own records. In other circumstances, however, it may be unnecessary to record the outcomes of a grievance on an employee's personnel record, unless there is a disciplinary procedure followed as a result of an investigation. In such instances, details of disciplinary processes taken will be documented on the disciplined employee's personnel file, and on the file of the complainant where deemed appropriate by the contact person.

Frivolous or Vexatious Grievances

If a person makes a grievance without a genuine belief in the truth of the matters they are reporting, they may be subject to disciplinary action.

Confidentiality and Discretion

The Company expects that all of those involved in any procedure under this policy maintain confidentiality of the identity of person(s) and the incident(s) alleged to have occurred to warrant a grievance being lodged. Any breaches of confidentiality will be taken seriously and may result in disciplinary action being taken under In2food Disciplinary policy. Wherever practicable and



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appropriate, individuals involved in a grievance procedure should act with discretion and avoid drawing others' attention to grievance procedures which are on foot in the workplace.

Where deemed appropriate by the contact person, and with the consent of the complainant, a grievance procedure may be managed by an external mediator. This policy and procedure continues to apply where the grievance has been referred to external mediation.

APPEAL / REVIEW OF DECISIONS

Internal Appeals Procedure

If any parties involved in a grievance process are unhappy with the outcome, or the way the grievance handling procedure was managed by the Company, please contact an appropriate person to discuss your concerns.

- HR Representative
- General Manager
- Chief Operating Officer

Once notified, they will conduct a review of the procedure followed, the outcome issued and make a final determination on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome and this determination will be final.

DEFINITIONS	
Grievance	A statement of complaint raised by an employee about something they are unhappy with in the workplace
Complaint	An expression of grievance, dissatisfaction or concern
Victimise	To act or omit to act towards a person in a way which is intended to cause disadvantage to that person because they have made a complaint, or may make a complaint, or may be or are the subject of a complaint

WORKPLACE PARTICIPANT ACKNOWLEDGEMENT

I acknowledge:

I have received, read and understood the policy

I am required to comply with the policy; and

There may be disciplinary consequences if I fail to comply, up to and including the termination of my employment.

Name: _____

Signature: _____

Date: _____