

# Grievance Policy

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## POLICY STATEMENT

Bingo Industries Limited (from here on referred to as Bingo) strongly encourages the prompt reporting of all employee grievances, including incidents of harassment, discrimination, bullying, vilification or victimisation, regardless of the offender's identity or position.

## AIMS AND OBJECTIVES

- This policy provides guidelines for employees when raising and seeking to resolve grievances at work
- Inform employees and managers of the procedures which will apply to hear formal grievances

Many workplace grievances can be resolved by direct conversations between the individuals concerned. In some cases, a more detailed process including investigation is necessary or appropriate.

## SCOPE

This policy applies to all employees of Bingo Industries, and of its subsidiaries and associate companies (together referred to in this policy as **Bingo**) including -

- Permanent full-time and part-time employees
- Employees on a fixed term or fixed task contract
- Casual employees
- Temporary employees

And all individual contractors and employees of incorporated contractors engaged by Bingo (together referred to in this policy as **employees**).

This policy is not contractual and does not give you enforceable rights.

## DEFINITIONS

**Complainant:** The person making the complaint or raising the grievance.

**Grievance / Complaint:** A work-related complaint or concern. It may relate to a specific incident, situation or decision, or a course or pattern of conduct or behaviour.

**Respondent:** The person against whom the grievance is raised or complaint is made.

**Victimisation:** Unfavourable treatment of a person because of the person's involvement as a complainant or as a witness to a complaint/grievance. Unfavourable treatment could include exclusion, adverse changes to the work environment, harassment, discrimination, bullying or other forms of adverse consequence.

## RESPONSIBILITIES

### KEY PRINCIPLES

Bingo encourages employees to deal actively with grievances as they arise, either by raising the issue directly with the relevant individual(s), or by making a complaint to an appropriate person as outlined in this policy. This means that if you are subject, or witness, to inappropriate conduct or behaviour, we expect you to act promptly to raise the issue. This also means that if you receive a complaint or grievance, we expect you to take appropriate action in response to it in accordance with this policy. **If in doubt, ask for help.**

Wherever possible, Bingo encourages the resolution of grievances directly by discussion, cooperation and conciliation. However, we recognise that in some circumstances investigation or other more detailed processes are necessary.

Bingo will not tolerate any person being victimised because of their genuine participation in a grievance process at Bingo.

Any person who makes a complaint or raises a grievance dishonestly, mischievously or maliciously may be subject to disciplinary action. The raising of a false grievance, including as a response to reasonable performance management, will not be tolerated.

Complainants, respondents, witnesses and managers are invited and encouraged to speak with a People and Culture representative at any stage.

## OUTLINE OF GRIEVANCE PROCESS

1. If you have a workplace grievance, including if you believe you are being, or have been, discriminated against, sexually harassed or bullied, or you have witnessed this occurring to someone else, Bingo encourages you to follow this procedure.
2. Only if you feel comfortable enough to do so, approach the respondent directly and tell the offender your concerns about the behaviour (e.g. it is offensive, unwelcome, against Bingo policy etc.) and that it should stop.
3. If you do not feel able to approach the offender directly, speak to your supervisor about your concerns. (If your grievance relates to your supervisor, speak to another relevant manager or your People and Culture representative).
4. Please keep a written record of any relevant incidents.
5. If the unwelcome behaviour continues, please report this to the person you originally complained to.
6. If the unwelcome behaviour still persists, or otherwise if you feel this is the most appropriate course of action in the circumstances, please escalate your grievance to the next level of management.
7. It may be determined that in order to properly resolve your grievance, or for other reasons, your grievance/complaint needs to be investigated. If this occurs, a People and Culture representative will advise you of the next steps in the process.
8. Your complaint will be treated confidentially as far as possible, but it may be necessary for the investigator to speak to others to properly resolve your complaint. We will advise you if this becomes necessary. Those other people will also be required to maintain confidentiality.

## WHERE THE COMPLAINT IS SUBSTANTIATED

If Bingo finds a complaint is substantiated, or has otherwise identified a breach of Bingo policy in relation to the complaint, outcomes may include, among other things:

- An apology
- Counselling for either party
- Staff training - e.g. for the respondent and/or some or all staff
- Disciplinary action - e.g. counselling, warning, withholding of promotion/pay increase, demotion, reassignment, dismissal (with or without notice)

## NEED SUPPORT?

Employees are welcome at any time to ask their manager or People and Culture representative for support in dealing with a grievance or otherwise in relation to the matters covered by this policy.

## IMPLEMENTATION AND REVIEW

In fulfilling these objectives, management is committed to regular consultation with workers to ensure the Policy operates effectively and that appropriate Workplace Health and Safety issues are regularly reviewed. This Policy is reviewed every 2 years by the SEQ and Executive Committee and revised as required.