

Grievance Policy

This policy applies to SHAPE Australia Corporation Limited and its related bodies corporate, pursuant to the Corporations Act 2001 (Cth) (“**SHAPE**”).

Although SHAPE strives to foster good relations among employees and between employees and management, we acknowledge that problems can arise at work which may cause you to feel aggrieved. The purpose of this policy is to allow you to have such problems, referred to as grievances, addressed in-house in a timely and confidential manner. This can avoid the need for employees to go outside the company for assistance.

What is a Grievance?

A grievance is defined as any type of problem, concern, dispute or complaint related to work or the work environment which cannot be resolved through normal day to day communication.

A grievance can relate to almost any aspect of work, for example safety in the workplace, discrimination, harassment, bullying, performance management, transfer or promotion or any other employment related decision or behaviour that you think is unfair or upsetting.

This grievance handling policy applies to all people working for SHAPE, including sub- contractors, on all SHAPE sites (Offices and construction sites). This Policy gives you advice about what to do if you have a grievance and what will happen if you decide to make a formal complaint.

How will your Grievance be handled?

If you come forward with a grievance, it will be treated with the utmost confidentiality. It is important that you also maintain confidentiality in order to avoid idle gossip and the possibility of defamation proceedings being brought against you.

If you decide to go ahead and make a formal complaint (see below), it will be taken seriously and investigated in an impartial manner, and you will not be treated unfairly or victimised as a result. This may mean that you, the person complained about, and any witnesses will be interviewed. Again, confidentiality will be assured at all times. No decision will be made by SHAPE until the investigation is complete and all affected persons have been given a reasonable opportunity to be heard.

If a complaint is made against you, be assured that you will not be pre-judged. You will have an opportunity to tell your side of the story. You may bring someone with you at the time to give you some support.

Each complaint will be dealt with in as short a time as is possible in the circumstances.

What are your options if you do have a Grievance?

▪ **Speak to the person causing the problem.**

While this may not be appropriate in many cases, it may be the easiest way of resolving the issue if you feel comfortable with speaking to the person. You can tell them that their behaviour, decision or actions was unfair, offensive, discriminatory, unsafe, etc., and why you believe this to be so. The person may have been totally unaware of the effect of their behaviour or decision on you. By telling them you will give them a chance to redress the situation.

If you do not want to speak to the person directly, you can speak to your General Manager, your immediate supervisor or the Group Executive PBC who will tell you what your options are.

If the grievance relates to a Workplace Health or Safety matter, the same steps should be followed. If you do not wish to speak to the person directly, you can speak first with your immediate supervisor, Site Manager or Operations Manager. If you are not satisfied with this, you can choose to speak with the National Safety Manager.

With your agreement, they may approach the person complained about and talk to them informally about your grievance. Alternatively, you may decide to make a formal complaint.

▪ **Make a formal complaint**

If you do decide to make a formal complaint, this can be done by putting the complaint in writing and reporting it to the General Manager or Group Executive PBC. You may have a fellow employee attend the meeting with

you when you report the complaint. The written complaint should contain a description of the incident(s), decision or behaviour in question, the time and date of the incident(s), the names of any witnesses, your signature and the date of the complaint.

If the grievance relates to an information security matter, for example behaviour that involves unauthorised access, use or disclosure of privileged information, misuse of assets or premises, it should be reported to a member of the Security Committee.

Investigation

Once a formal complaint is made, the matter will be investigated by the General Manager or the Group Executive PBC, whichever is appropriate in the circumstances. If the General Manager or Group Executive PBC feels that there is a reason why they should not conduct the investigation (e.g. they may be a friend of the person complained about), then another Senior Manager or an external consultant will conduct the investigation.

The General Manager or Group Executive PBC, relevant Senior Manager or external consultant will then interview you, any witnesses, the person against whom the complaint is made, and that person's manager or immediate supervisor. You and the person against whom the complaint is made may have a support person with you when the interview is being conducted.

What are the likely outcomes of an investigation?

If the investigation reveals that your complaint is substantiated, a number of actions may be taken depending on the nature of the complaint. The person against whom the complaint is made may be required to give you a written apology. They may also be given a written warning, counselling, transfer, demotion or be dismissed.

If the investigation is inconclusive, i.e. the complaint cannot be proven due to lack of evidence, the company may nevertheless take a number of actions. These may include training and monitoring the behaviour of staff.

If the complaint is unsubstantiated, you will be given an explanation as to why that finding was made.

If the complaint is found to have been fabricated, appropriate action may be taken against you, including counselling, a written apology to the person complained about, an official warning, transfer, demotion or dismissal, depending on the seriousness of the allegations.

Further Action

Where all parties to the grievance including SHAPE agree that mediation may be appropriate in resolving the grievance, the grievance may be referred to an external mediator. If at any stage you are not satisfied with the way in which your grievance is being handled by the company, you may take it to an outside agency, such as:

- Australian Human Rights Commission (www.humanrights.gov.au)
- Fair Work Commission (www.fwc.gov.au)

Related Documents

- Anti-Discrimination and Equal Employment Opportunity Policy
- Bullying and Harassment Policy
- Insider Threat Awareness
- Termination Policy
- Workplace Alcohol and other Drugs Policy
- Whistleblower Protection Policy



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Director

SHAPE Australia Corporation Limited

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SHAPE