

 PO Box 3407 Toowoomba QLD 4350	HR POLICY	Newlands Civil Construction Pty Ltd ABN 41 133 339 778
	GRIEVANCE	Newlands Commercial Construction Pty Ltd ABN 64 166 350 563

Authorised By: B O'Sullivan

HR-POL-024

Version: Dec 2017

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1. Purpose

The purpose of this Policy is the promotion of harmonious workplace and where a dispute arises, to resolve it at the lowest possible level and within the shortest possible time frame. NCC recognises that workers performance may be negatively affected where they are aggrieved or feel that they have not been treated fairly in the workplace. NCC is therefore committed to providing a workplace free from victimisation and values fairness, safety and equality providing all employees with the right to access the grievance procedure.

2. Scope

This Policy applies to all NCC employees and contractors and for any grievance that is a legitimate personal grievance related to the workplace.

This Policy and Grievance Procedure HR-PR-010 is designed to be a guide only and does not intend 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.

To avoid doubt, this Policy is not applicable to complaints or grievances as they relate to bullying, harassment or discrimination. Where employees feel they have experienced any of these behaviours related to the workplace they are to refer to the appropriate policies HR-POL-031 and HR-POL-049.

3. Policy

3.1 NCC recognises that members of its workforce will experience conflict from time to time for various reasons. The following is a (non-exhaustive) list of instances which may give rise to employee grievances in the workplace:

- 3.1.1 Performance appraisals;
- 3.1.2 Training and development opportunities;
- 3.1.3 Promotions or transfers;
- 3.1.4 Leave;
- 3.1.5 Work distribution and method;
- 3.1.6 Rosters and work hours;
- 3.1.7 Remuneration;
- 3.1.8 Safety in the workplace; and
- 3.1.9 Work environment.

3.2 In pursuit of resolving grievances in the workplace, NCC is committed to:

- 3.2.1 Providing regular feedback to employees on their behaviour, conduct and performance;
- 3.2.2 Abiding the relevant legislation and policies;
- 3.2.3 Treating employees with respect, fairness and being ethical in dealings with all workplace participants; and
- 3.2.4 Fostering employee development, engagement and success.

3.3 In return, NCC expects that employees will:

- 3.3.1 Follow all lawful and reasonable directions in the workplace including following all NCC policies and procedures;
- 3.3.2 Act in accordance with NCC Code of Conduct (HR-POL-001);
- 3.3.3 Take care for their personal safety in the workplace and the safety of others;
- 3.3.4 Exercise due skill and care when performing their work;
- 3.3.5 Adhere to NCC key values and mission; and
- 3.3.6 Strive to achieve a harmonious working environment.

4. Responsibilities

To achieve the purpose of this Policy, NCC encourages employees to raise grievances where and as soon as possible after they arise in line with this Policy and relating procedure HR-PR-010. NCC 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.

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The person that the grievance is reported to, has a responsibility, to action and deal with the complaint with complete professionalism, in confidence and as quickly as possible in accordance with the guidelines set out in the procedure.

Whilst the investigation into the grievance is occurring, work shall continue as it was prior to the dispute. No party shall be prejudiced as to final settlement in accordance with this Policy.

NCC Top Management assume the ultimate responsibility for Quality, Safety and Environmental requirements and core business practices in the workplace. NCC Senior Management plan, manage, monitor, review, and direct actions and allocate resources to support workers at every level to identify hazards, assess, control and evaluate risk in all areas of NCC operations.



Barry C O'Sullivan
 Director
 Newlands Civil Construction Pty Ltd AND
 Newlands Commercial Construction Pty Ltd

21 December 2017