

## INTRODUCTION

Green by Nature is committed to providing a safe, healthy, and inclusive working environment where all employees have the opportunity to express and resolve work-related grievances. All grievances will be investigated, dealt with fairly, promptly, sensitively, and confidentially.

This policy applies to all employees and contractors of Green by Nature.

## 1 DEFINITIONS

**Grievance:** Any real or perceived issue causing resentment and is regarded as grounds for complaint.

**Dispute:** A disagreement or difference between people or groups of people on a matter pertaining to the relationship between the Employer and employees.

**Complainant:** the person who expresses their concerns and raises the complaint.

**Respondent:** the person or group that the complaint has been filed against.

## 2 POLICY STATEMENT

Green by Nature is committed to ensuring that all grievances and/or disputes raised by employees are treated fairly and resolved efficiently. In order to address any issues, it is the responsibility of the employee to raise concerns with their immediate Team Leader or Supervisor ("Manager"). The manager is responsible for taking appropriate action following notification of these concerns.

## 3 RESPONSIBILITIES

### 3.1 ALL GREEN BY NATURE EMPLOYEES

It is the responsibility of all Green by Nature employees to respect the rights of others. This can be achieved by everyone.

- Understanding and complying with Green by Nature policies and the grievance handling procedure
- Bringing to the attention of their manager something considered to be inappropriate, even though it may not directly affect that person
- Using common sense and a philosophy of general respect for others as a general premise complying everyday with this policy
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### 3.2 PEOPLE LEADERS

People Leaders within Green by Nature have a key role to play in terms of responsibility for this Policy by:

- Ensuring a personal understanding of the policy and its intent so that queries, concerns, and complaints can be dealt with effectively
- Advising their team that they will not tolerate any unfair, discriminatory or harassing behaviour from any team member
- Following up on any behaviour changes that could indicate discrimination or harassment is occurring, or that someone has a grievance
- Making sure that appropriate confidentiality is maintained
- Obtaining information or conducting an investigation about a grievance
- Determining how the grievance should be resolved and advising everyone involved
- Monitoring the outcome to ensure there are no further repercussions.
- Education of team on policy content and intent.

## 4 PROCEDURE

### 4.1 RESOLUTION PROCEDURES

In instances of a grievance, informal and formal procedures exist to resolve the complaint effectively and equitably. The use of one over the other depends on the complainant's wishes, the gravity of the problem and whether the grievance involves potential legal liability.

Our Grievance Procedure involves the following steps:

### 4.2 STAGE 1 - INFORMAL

#### **Step 1: Try to resolve the issue directly with the person involved (where possible).**

Sometimes people do not intentionally set out to harass, hurt or offend others. The person who is raising the concern should try to tell the person who is acting in a hurtful or unsuitable way that his or her behaviour is not acceptable and is offensive so that they have an opportunity to stop or to change their conduct. Before doing this the employee may wish to seek guidance or coaching from their manager or HR Business Partner.

#### **Step 2: If this is unsuccessful, or the person does not feel comfortable directly dealing with the person involved, they should go to their Team Leader or Manager.**

Any employee who believes they have a dispute or grievance can raise the matter with their Manager as a step towards resolution. If the grievance relates to the actions/conduct of their immediate Manager, then the matter may be referred directly to the next level Manager or the HR Business Partner.

Complaints identified relate to workplace problems and include, but are not limited to:

- Workplace conflict.
- Failure of an employee to follow due process.
- Negligent or improper conduct by an employee, including discrimination, harassment, and bullying.

The two parties should discuss the matter openly, work together to achieve a desired outcome, and ensure that the way the meeting is conducted is fair, objective, and that all information remains confidential at all times.

## 4.3 STAGE 2 – FORMAL GRIEVANCE PROCESS

If the matter is not resolved at the informal stage, the complainant may lodge a written formal complaint with their manager, or where the complaint relates to their manager, to the next level manager or HR Business Partner. When lodging a formal grievance, the complainant must submit all details in writing and include:

- The attempts that the complainant has made to resolve the grievance locally.
- The grounds on which the complainant believes they have been affected by the conduct or behaviour of another employee or member of Management.
- The resolution the complainant is seeking.

The manager shall arrange for an investigation of the complaint. The objective of the investigation is to produce clear outcomes and ensure the well-being of both the complainant and respondent throughout the process. The investigation should take no longer than four (4) weeks for simple matters, and six (6) weeks for complex matters. The outcomes will be discussed with both the complainant and respondent outlining the resolution. Should the complainant not accept the decision of the investigation, they may lodge an appeal to the Divisional Executive General Manager (EGM) or Chief People Officer (CPO).

## 4.4 STAGE 3 – REFERRING GRIEVANCE TO EXTERNAL MEDIATOR

If the complainant is dissatisfied with the outcome of the formal resolution, they may seek resolution through a lawful industrial relations body. All eligible individuals or stakeholders who raise a grievance, are protected under the Corporations Act 2001 (Corporations Act).

## 5 INVESTIGATION PROCESS

The manager or next level manager are responsible for completing the initial triage of the complaint, in consultation with the HR Business Partner. Where possible, the recipient of the grievance should acknowledge receiving the grievance within two business days of its receipt. The complainant will be provided with details of the next steps and the timeline for the investigation.

The investigation will commence thereafter and will be conducted promptly, impartially, and thoroughly. As part of the investigation process, all parties believed to have relevant knowledge to support the investigation may be contacted for additional information.

There will be regular communication with both the complainant and respondent, and they will be provided with written advice on the outcome and provided with information as to how they can appeal the decision if not satisfied with the process or outcome.

## 6 REFERENCES

- Australian Gardening and Landscaping Services Award 2020
- Fair Work Act 2009

- Fair Work Ombudsman Best Practice Guides 10 – Effective Dispute Resolution
- Human Resources Policy
- Employment Relations Act (2000) NZ
- NZ Industrial Agreements

## 7 MONITORING AND REVIEW

The Grievance and Dispute policy and procedure will be reviewed and updated every two years or when applicable legislation is amended.

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