

Grievance & Complaint PROCEDURE

Respect @ Work Grievance and Complaint Managing Procedure

PeopleIN Limited (ACN 615 173 076)

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1 SCOPE

This procedure applies to everyone who works for, acts for, or in some way, represents PeopleIN Limited together with any of its controlled subsidiaries, anywhere in the world including:

- full time, part time, casual, permanent or temporary;
- contract or commission workers; and
- volunteers, vocational and work experience placements (**Staff**).

It applies to Staff:

- At the workplace;
- Performing work duties;
- Attending work-events;
- Fulfilling work-related obligations;
- At a client/stakeholder premises; and/or
- Out of hours when the relevant conduct has a relevant connection to the employment relationship such as where the conduct is likely to cause serious damage to the relationship between the employee and PeopleIN, the conduct damages PeopleIN's interests or the conduct is incompatible with the employee's duty as an employee.

This procedure will be read in conjunction with:

- PeopleIN Code of Conduct;
- PeopleIN Bullying and Harassment Policy;
- PeopleIN Workplace Discrimination and Sexual Harassment Policy; and
- PeopleIN Whistleblower Policy.

2 OBJECTIVE

The objectives of this procedure are:

1. to promote a harmonious workplace environment free of inappropriate behaviours and where staff are supported in addressing their concerns through the mechanisms contained in this procedure.
2. to set out the steps to be followed when raising concerns in regards to and addressing inappropriate behaviours such as workplace bullying, harassment, discrimination, and sexual harassment (**Inappropriate Behaviours**).

3 BUSINESS PRINCIPLES

At PeopleIN we have built a culture of respect and inclusiveness by embracing and supporting people of all backgrounds. The PeopleIN Group have Corporate Values which guide how we build our culture and celebrate our achievements. They are:

- **We are HUMAN**
- **We are MEMORABLE**
- **We are BOLD**
- **We achieve the EXTRAORDINARY**

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At PeopleIN we know that our Staff are our most valuable asset. We recognise that we are the sum of our individual differences, life experiences, knowledge, innovation, creativeness, personal capabilities, and the talents that our Staff bring to our organisation. Our people represent our culture, our reputation and the Group's achievements.

1. At PeopleIN we embrace and encourage our Staffs' differences in age, disability, ethnicity, family or marital status, gender identity or expression, language, origin, physical and mental abilities, race, religion or sexual orientation and other characteristics that make our Staff the unique humans they are.
2. Every person engaged by PeopleIN is responsible for contributing to the success of our Respect@Work Policy framework and in managing the prompt resolution of workplace grievances and issues. We are all responsible for our actions. If you feel that you or another staff member are uncomfortable with behaviours in your workplace, are being subjected to inappropriate behaviours or experiencing unfair treatment, you should raise that matter promptly. If the circumstances are not addressed, you should escalate these matters through the procedures contained in this procedure.

4 GRIEVANCE AND COMPLAINT RESOLUTION PROCEDURES

1st Step - Informal resolution of issues.

In circumstances when a staff member is uncomfortable with behaviours they are experiencing, that they may feel are Inappropriate Behaviours and they feel comfortable with addressing this matter directly with a fellow staff member they shall:

- (a) Approach the staff member and respectfully tell them what it is that is making them uncomfortable and tell them that they want those behaviours to stop. If the matter is then resolved to the satisfaction of both parties no further application of these procedures is necessary.
- (b) Staff members are encouraged to make use of the Employee Assistance Program and resources when navigating such issues.

2nd Step - Formal resolution of issues.

If a staff member feels they are experiencing Inappropriate Behaviours and that the matter cannot be resolved informally but requires the support of management to resolve the issues, they may:

- (a) Report the matter to their direct supervisor.
- (b) Report to HR directly, or the person to whom their manager report, if the behaviours of concern are related to the staff member's manager.
- (c) Report concerns related specifically to sexual harassment confidentially, or anonymously, via the following external reporting platform: <https://tell.veremark.app/disclose/peoplein-vuXkjz>.
- (d) Provide details of their complaint including (where possible) details of incidents and / or behaviours they feel are inappropriate.

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- (e) Engage in resolution of the matters through discussion and engagement facilitated by their manager. These may occur with the parties engaging together or separately.
- (f) If the matters are resolved at this stage, the manager shall create a file note detailing the issues that were raised and the matters that were resolved including the actions agreed to by the parties to resolve these issues. This file note will be forwarded to and maintained by HR.
- (g) During the resolution process the manager shall consult with HR to access any advice or input they require to manage these matters.

Formal Complaint: Matters requiring Investigation and Determination.

This procedure shall apply when an alleged Inappropriate Behaviour is such that, if substantiated, it would amount to misconduct or a serious and / or wilful breach of Group policy. This procedure shall apply if the matters are formally reported to management or which management has become aware of through means other than a formal staff report. For example, through an external report or other mechanism. The following procedure shall apply:

- (a) In the first instance the person making the report shall provide the details of their complaint in the attached form. (If the form is insufficient, the person can include attachments to the form that may assist in detailing these matters).
- (b) If a manager or other Group officer receives such a report, they shall appropriately document and preserve the report and any available facts or evidence surrounding the report.
- (c) The manager receiving the complaint shall contact HR and ER and seek guidance as to assessing the nature of the complaint and the appropriate course of managing the complaint.
- (d) Depending on the content and the seriousness of the report the manager (in consultation with HR and ER) shall:
 - Refer the matter for formal resolution either internally or by accessing external resources; or
 - The matter shall be formally investigated. The investigator shall make findings of 'substantiated', 'not substantiated', or 'insufficient evidence available to substantiate'.
- (e) During every stage of the investigation all parties shall be afforded procedural fairness.
- (f) Depending on the availability of resources and the nature of the investigation the investigator may be an internal or external appointment.
- (g) The manager (in consultation with HR and ER) shall determine if a temporary risk management action shall be taken to ensure the safety and wellbeing of the parties to the investigation. Such actions may include transferring a staff member/s to another workplace or moving staff member/s to other rosters to minimise contact between parties or suspension from employment whilst the matters are investigated.

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- (h) During the investigation all parties including the complainant and any person subject to an allegation are to ensure complete confidentiality and they are not to discuss the matters with other staff or witnesses under any circumstances (other than a staff member appointed as a support person).

Note: Failure to comply with this standard may impact the integrity of the investigation and may be considered misconduct.

- (i) During the investigation if the person the subject of the allegations makes consent admissions to any of the allegations that are put to them, such admissions may be relied upon as sufficient evidence to substantiate a breach of the relevant policy or procedure the admission is related to. In such cases the matters will progress to managing the outcomes of the investigation.
- (j) Staff members are encouraged to make use of the Employee Assistance Program and resources when navigating such issues.

5 MANAGING THE OUTCOMES OF AN INVESTIGATION

Where an investigation has found that an allegation/s are substantiated the manager shall (in consultation with HR and ER) determine a disciplinary outcome. Such outcomes may include:

- (a) A direction to successfully undertake refresher training or other training related to correcting a staff member's behaviour.
- (b) The issuing of a formal written warning including a final written warning.
- (c) The transfer of the employee to another role and / or workplace.
- (d) The removal of employee incentives, bonuses, or benefits.
- (e) The implementation of a performance improvement program.
- (f) The termination of an employee's employment (or any other form of contract engagement).
- (g) Any combination of the outcomes available in points (a) to (f) of this clause.

6 COMPLAINT REPORTING TEMPLATE

Complaint Management Form:	Date:
Staff Members Details:	
Manager's Details:	
Nature of your grievance or complaint:	

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Witness/es to any incidents:	
Have any informal or formal resolution steps taken place: Yes / No If so when did this take place:	
Complaint received by:	Date: