

# TERRAMIN AUSTRALIA

## GRIEVANCE POLICY

### PURPOSE AND SCOPE

Terramin acknowledges that problems (referred to as grievances or extraordinary issues) can arise at work that may sometimes cause employees to feel aggrieved or concerned; such as, but not limited to:

- discrimination;
- harassment;
- any other employment related decision or behaviour; or
- application of the discipline/warnings procedure.

Terramin will address such problems in a timely and confidential manner. Each complaint will be dealt within as short a time as is possible, dependent upon the individual circumstances of the case.

Employees have the right to expect that their grievance will be treated as confidentially as possible, this includes not carbon copying (cc) other parties into any email communication unless they have direct involvement in the grievance. However, for an adequate and fair investigation to take place, the details of their complaint may require discussions with those involved, as well as with management.

An employee who believes something is unfair, unjust or upsetting in relation to a work related matter has the following options available to them:

- The employee can speak to the person causing the problem and inform them that their behaviour, decision or action, in their opinion, was unfair, offensive or discriminatory, and why they believe this to be so.
- The employee can speak to their immediate manager or senior manager about the grievance who will then address the issue on behalf of management. With the employee's approval, the manager may approach the person or persons involved in the identified issue and talk to them informally about the particular grievance.
- The employee can make a formal complaint in writing to their manager in line with the Grievance Procedure.

No employee involved in the grievance or extraordinary issues reporting process will unreasonably disclose the details of the grievance, the investigation or the outcome to other parties. If any employee is found to have breached confidentiality, appropriate disciplinary action may be taken against them.

In order to uphold the Company's commitment to Diversity and Equal Opportunity, and to comply with legislation, employees must not discriminate against, harass or bully other workplace employees, contractors, subcontractors, visitors or any other external parties. Refer to the Company Harassment and Bullying Policy for further information.

Discrimination does not have to be intentional to be unlawful and may occur due to entrenched beliefs and attitudes.

Unlawful discrimination may be "direct" or "indirect". Direct discrimination occurs when an individual or group possessing a particular personal characteristic or attribute is treated less favourably than an individual or group that does not possess that attribute or personal characteristic.



Indirect discrimination may occur where a policy, procedure, rule or practice that appears to treat everyone equally has the effect of disadvantaging particular individuals or groups.

If you believe you have encountered any form of discrimination in the workplace please refer to the Grievance Policy and Grievance Procedure for further details.



**Richard Taylor**  
*Chief Executive Officer*

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