

# SUPPLIER COMPLAINTS & GRIEVANCE POLICY

## Intent

Springmount Services is committed to providing the best possible working conditions that include fair and impartial treatment of its Suppliers and Contractors. Part of this commitment is encouraging an open and communicative atmosphere in which any idea, suggestion, problem, complaint or question (“grievance”) can be dealt with in an open, non-retaliatory and non-confrontational manner.

## Principles

The purpose of this policy is to assist the Company in fulfilling its commitment by providing a system for dealing with grievances available to all parties for use as a frame of reference and which allows for the grievance to be settled at the earliest possible opportunity. This policy should be read in conjunction with (but not limited to) the Whistleblower Policy, Harassment Policy and Bullying and Occupational Violence Policy.

The Company’s grievance procedure is:

- **Confidential** – only those making or involved in the investigation of the grievance will have access to information about the grievance. Serious disciplinary action will result from breaches of confidentiality.
- **Unbiased** – all relevant information from those involved will be collected and considered.
- **Without victimisation** - no action will be taken against any Supplier/Contractor for initiating an action under this procedure.
- **Supportive representative** – any participant in a grievance should be advised that they can have a support person/representative in attendance.

If any grievance arises between Supplier and/or the Company, all Suppliers will (unless contract has been terminated or suspended) continue to perform their duties under their contract agreement, but without prejudice to any party.

## RACI

Responsible	The responsibility for this policy sits with all our leaders escalating to the General Manager Corporate Services.
Accountable	The final authority for this policy lies with the Managing Director.
Consulted	When making changes to this policy a consultation should be carried out all suppliers and relevant service providers.
Informed	All changes to this policy should be communicated to all suppliers and relevant service providers.

## **Operation and incidence**

Our Procurement Grievance Resolution describes the process to follow when raising a grievance and the options available to resolve the issue/s.

Grievances may range from minor issues of concern to allegations of breaches of the law. Springmount Services will adopt the most appropriate method of investigating and dealing with grievances in each situation, in consideration of the complainant's preferences; the nature of the complaint; and the Company's Duty of Care.

## **Individual responsibility**

It is the responsibility of the individual receiving the grievance to refer the matter to the appropriate person to investigate and/or resolve the issue. Where the individual is unsure, they may contact GM Corporate Services for advice.

Where serious allegations are raised that may be breaches of Company policy or the law, any evidence of 'suppression' or 'cover-up' may be considered serious misconduct.