



GRIEVANCE AND DISPUTE POLICY

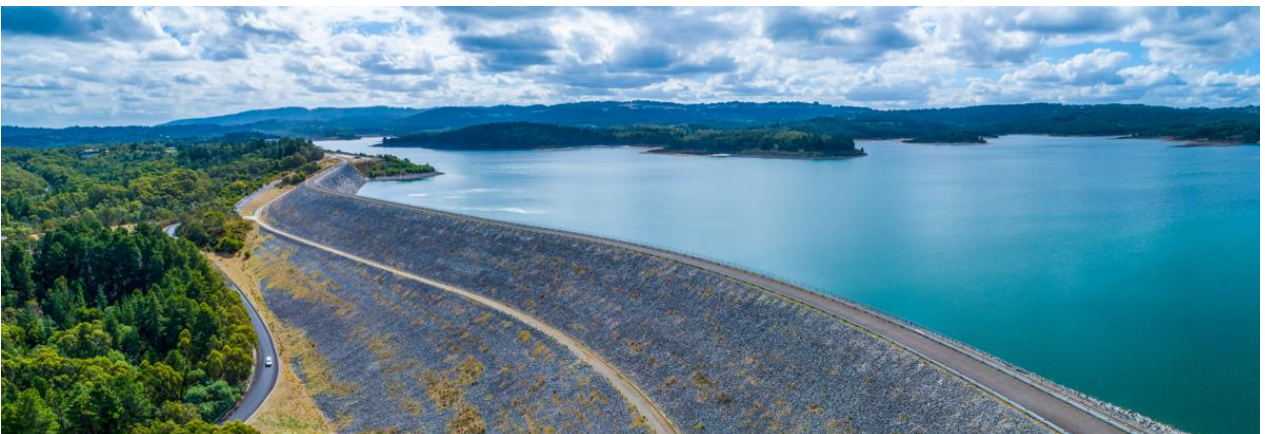


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1. INTRODUCTION

1.1 Definitions

Employees	All staff, contractors, consultants and temporary workers of the Pacific Energy group of companies (Group).
Manager	An individual employee's direct supervisor/manager
CEO	Chief Executive Officer

1.2 General Statement of Policy

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

The Group encourages its employees to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor.

The preferred process involves employees resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

1.3 Purpose

The Group will establish mechanisms to promote fast and efficient resolution of workplace issues.

Employees should feel comfortable discussing issues with their manager in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee's wishes will be taken into account in determining the appropriate steps and actions.

No employee will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

1.4 Scope

It is the responsibility of the Group employees to comply with this policy.

This policy applies to all Group employees, contractors and visitors.

2. GRIEVANCES

A workplace grievance or complaint means a problem, concern, issue or incident raised by an employee. Examples may include but are not limited to: interpersonal conflicts between employees, the physical work environment or perceived unfairness in the workplace.

A grievance may be about any act, omission, situation or decision that you think is unfair, discriminatory or unjustified.

Our policies regarding Code of Conduct, Equal Opportunity and Discrimination, Bullying and Harassment outline the types of behaviour that are and are not acceptable within our workplace.

3. DISPUTES RESOLUTION PROCESS

Employees should use the following processes to resolve their grievances.

3.1 Informal and Verbal

3.1.1 Address Issue Directly

When a problem first occurs, the parties involved should make an effort to resolve the issue/s amongst themselves; many problems can be resolved through this consultative process.

This may not be appropriate in some cases, particularly if the complainant feels uncomfortable speaking to this person.

3.1.2 Raise Matter with Manager

Employees can settle most grievances informally with their supervisor or manager as many problems can be raised and settled during the course of everyday working relationships. This also allows for problems to be settled quickly, however workers can raise issues with Human Resources if the issue is related to their Supervisor or Manager.

An informal meeting is designed to be an initial attempt to resolve the matter quickly between the member of staff and their manager without embarking on the formal stages. A manager will initially investigate the complaint and determine whether a more formal investigation is required.

Managers should keep a written record of the discussions. If no resolution is achieved from the informal meeting, the employee/s may choose to initiate the formal procedure. Each complaint will be dealt with in a timely and effective manner given all circumstances.

3.2 Formal and Written

3.2.1 Formal Stage

If the informal procedure is unable to reach agreement the immediate Manager should discuss the matter with the parties with a view to reaching mutual agreement regarding the issue.

During the process the Manager must maintain written records and other documents relevant to the dispute. Minutes and documentation of all meetings relating to the dispute must be kept and as a minimum, should include the following information:

- Date, time and place of meeting
- Names of persons present
- Summary of issue/s discussed at the meeting
- Exact details of any resolutions and agreements reached, rejected offers, claims or counter-claims undertaken

Agreements must be signed as read and acknowledged with a copy being provided to all parties.

At any time the employee or the employer is able to appoint, in writing, another person to act on their behalf throughout the process.

3.2.2 Director

If the matter is not resolved to their satisfaction at a workplace level, the employee (or their representative) may refer the matter for discussion with the CEO. The outcome of this resolution, from an internal perspective, will be final.

3.2.3 Fair Work Commission

Where the grievance remains unresolved following completion of any formal resolution process either party to the grievance process may refer the matter to the Fair Work Commission (FWC).

The decision made by the FWC will be binding on the parties involved in the grievance and will constitute a settlement of the matter.

4. POLICY IMPLEMENTATION

4.1 Breach of this Policy

Failure to comply with the principles of this policy could result in appropriate disciplinary actions. Additionally, individuals may be subject to loss of Group access and privileges.

4.2 Policy Review

The CEO will monitor the effectiveness and review the implementation of this policy, considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

All employees are responsible for the success of this policy and should ensure they use it to disclose any suspected wrongdoing.

Employees are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the Company Secretary.

This policy will be reviewed annually by 20 December.

4.3 Dissemination of Policy

A copy of this policy will be provided to each employee upon commencement of work and a copy placed in a prominent position in all main areas of premises. Additional copies will be made available upon request.

4.4 Related Documents

4.4.1 Legislation

- (i) Age Discrimination Act 2004 (Cth)
- (ii) Australian Human Rights Commission Act 1986 (Cth)
- (iii) Disability Discrimination Act 1992 (Cth)
- (iv) Disability Services Act 1993 (WA)
- (v) Equal Opportunity Act 1984 (WA)
- (vi) Occupational Safety and Health Act 1984 (WA)
- (vii) Racial Discrimination Act 1975 (Cth)
- (viii) Sex Discrimination Act 1984 (Cth)
- (ix) Gender Reassignment Act 2000 (WA)
- (x) Workplace Gender Equality Act 2012 (Cth)
- (xi) Racial Hatred Act 1995 (Cth)
- (xii) Fair Work Act 2009 (Cth)
- (xiii) Privacy Act 1988 (Cth)

4.4.2 Related Policies

- (i) Code of Conduct Policy
- (ii) Discrimination, Harassment and Bullying Policy
- (iii) Diversity and Equal Opportunity Policy



Jamie Cullen
Group CEO

7 October 2020

5. POLICY VERSION CONTROL

Date	Author/Department	Version Number	Change Summary
30/11/2017	M Macaskill	1.0	Original
30/11/2017	J Cullen	1.0	Approved
07/10/2020	M Macaskill	2.0	Reviewed
07/10/2020	J Cullen	2.0	Approved