

## GRIEVANCE HANDLING POLICY

DOCUMENT ID	HR-P-0005
Related Documents	Grievance Handling Procedure Code of Conduct Disciplinary Action Policy Termination Policy
Date	1 July 2019
Date of Next Review	30 June 2020
Approved By	HR Manager
Version	1.1
Responsible Officer	HR Manager
References and Legislation	Fair Work Act 2009

### 1. POLICY

Steinhardt Corporation Pty Ltd as trustee for Steinhardt Family Trust (trading as Macadamias Australia), together with Farmfresh Fine Foods Pty Ltd as trustee for the Farmfresh Fine Foods Unit Trust (trading as Farmfresh Fine Foods), hereafter referred to as the 'Steinhardt Group' is committed to fostering an environment with good relations amongst employees and between employees and management and we strive to ensure a fair and prompt resolution to employee's grievances in a co-operative manner.

We acknowledge that problems can arise at work that may sometimes cause employees to feel aggrieved and this can severely hinder workplace productivity and as such we encourage the resolution of such grievances.

A grievance can be about anything done, or not done, by management or another employee or employees, which you feel affects you unfairly or unjustly. A grievance can also be about discrimination, harassment, or any other employment related decision or behaviour that you think is unfair, unjust or upsetting.

The purpose of this Policy is to define how to resolve a workplace grievance to ensure that they are dealt with promptly and proactively and ensure such grievances of difficult and sometimes sensitive issues are dealt with in the strictest of confidence.

While employees are encouraged to resolve workplace issues and disputes themselves wherever possible, Steinhardt Group recognises that there will be times and situations when this is neither appropriate nor possible. In such circumstances these procedures should be referred to for guidance. The obligations on Steinhardt Group as outlined in the Policy are not contractual and do not give rise to any contractual rights.

### 2. SCOPE

This policy applies to all employees of Steinhardt Group, whether permanent or casual; working on behalf of Steinhardt Group.

### 3. DEFINITIONS

Workplace - For the purposes of these procedures, the term workplace has a broader meaning than the principal workplaces and premises of Steinhardt Group. The workplace refers to any location or

place visited in connection with employment. This includes visiting clients' and suppliers' premises and engaging in activities that takes employees out of their normal working environment.

Grievance - A grievance is any type of problem, concern or complaint related to work or the work environment. A grievance can be about any act, situation or decision that appears to be unfair, discriminatory or unjustified. It includes complaints of discrimination, harassment, or bullying.

## 5. PROCEDURE

See Grievance Handling Procedure document for the series of steps to be followed to accomplish the correct outcome.

## 6. DOCUMENT CHANGE CONTROL AND APPROVALS

Approval and Amendment History	Versions	Description	Name and Signature of Approval
Board of Directors 30 January 2019	V1	New policy drafted for Macadamias Australia	Janelle Gerry – Director
HR Manager 1 July 2019	V1.1	Changes made see Document Control Management Register in HR 'I' Drive in Steinhardt Group Policy Folder This document supersedes any other Grievance Handling Policy for Steinhardt Group	Deneita Fewquandie - HRM 10 July 2019 via email approval