

# DISPUTE RESOLUTION POLICY

BIC Policy 002 - Issue Date: 16.10.2023

## Purpose

B.I.C. Services Pty. Limited (BIC) is committed to a fair and balanced dispute resolution process. The company is acutely aware that this process is fundamental in the effective and seamless operation of its business.

The purpose of this policy is to establish a system for all members of staff to discuss and resolve matters of grievance and dispute. It will ensure that all members of staff have an avenue to deal with a grievance or situation that they wish to have resolved.

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Parties agree to use all necessary stages in the dispute resolution procedure to ensure that issues receive prompt attention and are resolved, if possible, by conciliation with each other or, failing that, their immediate Supervisor and/or Manager.

## Objectives

BIC's principal objectives are to:

- Establish an effective, equitable and voluntary process for the resolution of disputes;
- Maintain a high level of service to the company's customers and staff by ensuring that any disputes are resolved as quickly as possible;
- Define procedures that enable disputing parties to identify and resolve issues of contention on a mutually acceptable basis;
- Ensure consistency and fairness in the manner in which the company deals with and resolves disputes; and
- Minimise recourse to litigation in the resolution of disputes.

## Procedure for Resolution of Disputes and Grievances

### Stage 1

Where an employee has a workplace issue or is unhappy about a decision that has affected them, or the employee believes they have not been dealt with in a fair or equitable manner, the employee and/or workplace representative is to contact their immediate Supervisor in the first instance and attempt to resolve the issue themselves.

### Stage 2

If the issue is not resolved at Stage 1, the employee and/or workplace representative is to then contact the next line manager.

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## Stage 3

If the matter is not resolved at Stage 2, the employee and/or workplace representative is to then contact the GM – People & Culture via:

*Email - [yourteam@bic-services.com.au](mailto:yourteam@bic-services.com.au)*

*OR*

*Telephone - 1800 683 863.*

The GM – People & Culture will then make all preliminary investigations and consult with all parties. Further in-depth investigations may be required at the discretion of the People & Culture department.

Staff are offered the opportunity to have a support person or representative present of their choosing during any meetings held.

## Stage 4

If the matter is not settled at Stage 3, the GM – People & Culture and the employee and/or workplace representative may seek resolution through a lawful industrial relations body.

*Notes:*

*\* This policy should be read in conjunction with BIC's Human Rights Policy and Modern Slavery Framework.*

*\*\* BIC undertakes to maintain confidentiality as far as is possible. Only the relevant parties will be involved in the resolution and investigation process.*

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



**Tony Gorgovski**  
Chief Executive Officer