

# AUSPOL-007 GRIEVANCES & COMPLAINTS POLICY

## PURPOSE

To ensure compliance with our moral, legal and ethical 'duty of care' to provide a safe and healthy work environment for workers, contractors, sub-contractors, suppliers, clients and visitors at any work site under our direct control. This is extended to include members of the public and anyone who may be impacted by our operations

## OBJECTIVES

To achieve a safe and healthy working environment and culture within AusLinc Pty Ltd by providing clear and consistent information, support and training to achieve the commitment and cooperation of its management, workers, contractors, sub-contractors and visitors on any site under our control or at any other time when acting on behalf of, or representing, the Company.

To ensure that all workers, contractors, sub-contractors, suppliers or members of the public are treated justly and fairly, by providing a process for dealing with their complaints and ensure that anyone can raise concerns without fear of reprisal. AusLinc Pty Ltd will:

- Provide a reporting process that allows workers to raise grievances or complaints in a confidential manner to **any** senior member of staff of AusLinc Pty Ltd;
- Advise workers, contractors and sub-contractors that a complaint does not have to be in writing;
- Ensure the complaint or report will be dealt with fairly and in good faith and there will be no victimisation because of making a complaint;
- Provide a resolution process to effectively, and where it is deemed necessary confidentially, deal with all grievances or complaints raised in a timely manner;
- Facilitate grievances and complaints being settled informally when appropriate and that all parties are able resume with an improved understanding;
- Ensure where the issue cannot be resolved informally, or the matter reoccurs, the issue will formally be brought to the attention of the HR department;
- Ensure the views of all parties to the complaint are sought and all those involved in the complaint will be advised of the outcome. Usually within 7 working days;
- Ensure the Managing Director reviews the complaint if the outcome is not acceptable to the parties and if required escalate the issue to external independent arbitrators;
- Encourage workers, contractors, sub-contractors to report any genuine matters of concern that they honestly believe contravene any of AusLinc Pty Ltd policies. This will include, but is not limited to:
  - Conduct or practices which are illegal, such as theft, fraud, misappropriation
  - Significant mismanagement of funds or resource or abuse of authority
  - Serious harm to public, employee and / or supplier safety.

## RESPONSIBILITIES

- The Managing Director is accountable for the Company's compliance with this policy and must demonstrate due diligence in all HSE matters.
- The HSE Compliance Officer is responsible for ensuring this policy is maintained and current versions available.
- All line managers and supervisors are responsible for ensuring the correct procedures are implemented.
- Employees, contractors, sub-contractors and suppliers are responsible for:
  - working safely to ensure their own safety and health; and
  - making sure their actions do not cause injury or harm to themselves or others; and
  - following Company written instructions on safety and health; and
  - asking for assistance if they do not understand the information; and
  - taking care of any equipment (PPE) in the way instructed and reporting any concerns about it; and
  - reporting any hazards, injuries or ill health to the relevant supervisor; and
  - cooperating fully with AusLinc Pty Ltd when something needs to be actioned.

## RELATED COMPANY WRITTEN INSTRUCTIONS

- AUSPOL-013 Whistleblowing
- AUSPRO-007 Grievance & Complaints
- AUSPRO-009 Communication & Consultation
- AUSDOC-098 HSEQ Management Plan

## COMMITMENT

This policy is fully approved and supported by the AusLinc Pty Ltd management and reviewed on an annual basis, or earlier if changes are required based on changes to legislation or company operating standards

Approved by: Craig Tait

MANAGING DIRECTOR: *C Tait* 01/06/2026