

# HR Grievance Policy

## Objective

The policy is developed in collaboration with Employment Innovations ('EI') and Australia and New Zealand Banking Group Limited ('ANZ') and its mobile lending franchisees, including your employer ('Employer').

The purpose of this Policy is to ensure best practice in the workplaces of ANZ's mobile lending franchisees by facilitating the expeditious resolution of any workplace grievance relating to compliance with the *Fair Work Act 2009* (Cth) ('FW Act') and long service leave legislation in the relevant state or territory.

To achieve this objective, employees are encouraged to utilise the EI HR Grievance Hotline ('Hotline') to resolve grievances relating to compliance with the FW Act or long service leave where it has not been possible to resolve that grievance during discussions directly with your Employer.

This policy is to be utilised for the legitimate resolution of grievances with your Employer relating to compliance with the FW Act or long service leave legislation. Any vexatious or bad faith use of the policy may result in disciplinary action being taken against you, up to and including the potential termination of your employment by your Employer.

## Scope

Employees are encouraged to utilise the Hotline in order to facilitate open and frank discussion about grievances relating to compliance with the FW Act.

The Hotline should be utilised as a last resort, in that employees are encouraged to first raise the grievance (whether informally or formally) with their Employer and attempt to resolve it with them.

In the event that an employee is not satisfied that the grievance has been resolved appropriately with their Employer, the employee is encouraged to utilise the Hotline which is staffed between 8:30am and 5:30pm Australian Eastern Standard Time, Monday to Friday.

The policy does not form part of any contract of employment you have with your Employer, nor does it give rise to any contractual rights, conditions or representations on which you rely between you, the Employer, ANZ, and/or EI. The policy is also not intended to create any employment relationship between you and ANZ.

The Employer and/or ANZ (in collaboration with EI) may vary this policy at their discretion without prior notice to you. If the terms of this policy are inconsistent with your contract of employment with the Employer, the terms of the contract of employment will prevail.

The Employer, ANZ, and/or EI may apply the procedures set out in this policy at their absolute discretion.

**What kind of grievances is this Policy intended to help resolve?**

This policy is intended to help resolve a complaint, issue, or concern that pertains to the Employer's compliance (or potential non-compliance) with the FW Act and/or relevant long service leave legislation.

For example (without limitation) a Fair Work Compliance grievance may relate to:

- Modern award coverage, terms, and conditions;
- Payment of wages and rates of pay, including overtime rates, weekend and public holiday work;
- Hours of work;
- Requests for workplace flexibility;
- Carer responsibilities;
- Workplace bullying and harassment
- Accrual of, or entitlement to, annual leave, personal/carer's leave, long service leave, parental leave, compassionate leave or community service leave; and
- Contractor arrangements.

Nothing in this policy limits the ability of any employee to use the dispute resolution procedure set out in any applicable modern award.

For the avoidance of doubt, the following issues (without limitation) cannot be the subject of a grievance under this policy:

- Workers' compensation claims, applications for review or return to work arrangements;
- Taxation queries;
- Workplace health and safety matters; and/or
- Any other issues relating to the Employer's compliance with legislation or regulations other than the FW Act or relevant long service leave legislation.

**Procedure**

1. Once an employee is satisfied that they have been unable to resolve the grievance in a timely manner directly with their Employer, they may call the Hotline on 1300 21 21 98.
2. The Hotline is staffed by Human Resources professionals who are trained to discuss the issue with you. The purpose of that discussion is to gather information (including potentially written information) about the grievance. Your discussion with an EI advisor is general in nature and is for the benefit of your Employer to aid the potential resolution of your grievance. As such, the EI advisor may ask you what you are seeking in order to resolve your grievance. It does not constitute advice

(including legal advice) and EI cannot agree to any particular outcome being reached in the resolution of your grievance.

3. If necessary, in order to resolve the grievance, the EI advisor will inform you that the information collected may need to be provided to your Employer and/or to ANZ. As such, you will be required to provide both your name and that of your Employer to the EI advisor.
4. The EI advisor will lodge the matter with your Employer, and the Employer will consider (in collaboration with EI and in line with EI's advice) strategies to resolve the grievance with a view to addressing and resolving the grievance.
5. Your Employer will then contact you to communicate next steps (if any) or the outcome of the grievance.