

Grievance Policy and Procedure

Policy Objective

The purpose of this procedure is to provide an employee who believes they have a grievance the opportunity to have it addressed quickly and effectively. When a grievance is identified, efforts will be made to resolve it as soon as possible. Most grievances can be resolved informally with line managers, and employees should aim to resolve their grievances through informal discussion first. This grievance procedure is non-contractual and does not form part of an employee's contract of employment.

Procedure

If a grievance cannot be resolved informally with the relevant line manager, the employee should raise it formally. This procedure outlines the steps to follow when addressing a formal grievance.

Stage 1

If an employee has a formal grievance concerning their employment, they should, in the first instance, submit their grievance in writing to their line manager, clearly stating that they wish to raise a formal grievance under this procedure. If the grievance is against the line manager, it should be addressed to the HR Manager. The grievance procedure will not be initiated unless the grievance is raised according to these guidelines.

A manager (who may not be the line manager to whom the grievance was submitted) will invite the employee to a grievance meeting. The employee has the right to be accompanied by a trade union official, a trade union representative, or a fellow employee of their choice. The employee is expected to make every effort to attend the meeting. At the meeting, the employee will be allowed to explain their grievance and propose a resolution.

After the meeting, the Company will strive to respond to the grievance promptly, within five working days of the meeting. If a response cannot be provided within this period, the employee will be informed of the delay and given an estimated response time. The employee will receive the Company's decision in writing and will be notified of their right to appeal the decision if they are not satisfied.

Stage 2

If the employee is dissatisfied with the outcome of Stage 1, they may appeal in writing to a more senior manager or a Director of the Company within five working days of the grievance decision. The employee should outline the grounds for the appeal.

Upon receipt of the appeal, a senior manager or Director (who may not be the person to whom the appeal was addressed) will arrange a meeting to hear the grievance. During the appeal meeting, the

employee may again be accompanied by a trade union official, a trade union representative, or a fellow employee of their choice.

Following the meeting, the senior manager or Director will strive to respond as soon as possible, within five working days of the appeal hearing. If a response cannot be provided within this period, the employee will be informed of the delay and provided with an estimated response time. The employee will receive the Company's decision in writing regarding the grievance appeal.

Final Decision

This is the final stage of the grievance procedure, and the Company's decision shall be considered final.

External Parties

The grievance procedure may also be used by third parties, including individuals within the local community, clients, suppliers, and subcontractors.

In some cases, the complainant may wish to remain anonymous. While this is understood, it may make it more difficult to substantiate the grievance. The Company is open to allowing a trusted representative to submit a grievance on behalf of the complainant.

Confidentiality is of utmost importance to ERP Security Ltd, and the complainant will be consulted at all stages of the grievance process. The safety and wellbeing of the complainant and their families will be a priority. For further details, refer to our **Whistleblowing Policy**.

