

# WORKPLACE GRIEVANCES AT HUDSON

Hudson is committed to ensuring that any alleged workplace grievances are treated appropriately and dealt with promptly, fairly and confidentially to the extent practical in order to investigate and take appropriate action. Workplace grievances are to be resolved informally at the workplace level wherever possible.

This policy outlines the steps to be followed to resolve workplace grievances, which can include discrimination, harassment, bullying or any other offensive behaviour or workplace issue.

## Who does this Policy Cover?

All Hudson employees, including those working at client sites and external contractors, who are based in the Asia Pacific region.

## Workplace Grievances

Hudson will manage workplace grievances in a supportive way, without victimisation or intimidation of any person connected with the grievance. Employees should feel comfortable discussing issues with their leader in accordance with the process outlined below and no employee will be unfairly treated or adversely affected for raising a grievance or utilising this policy to resolve an issue.

## Workplace Grievance Process

### AUSTRALIA AND ASIA

You should follow the below steps in order to resolve a workplace grievance, until a resolution has been reached.

Note that Hudson may choose to investigate a grievance and take appropriate action even where you do not wish for your grievance to be formally investigated and resolved if so required, as part of ensuring the safety and wellbeing of its employees.

#### Step One

If you have a concern relating to another person's behaviour, you should seek to resolve the issue by telling the person that you feel their behaviour is offensive or inappropriate and ask that it stop.

If your concern relates to a work decision, you should tell the person why you think the decision was unfair or inappropriate.

If the behaviour doesn't stop, or you don't feel comfortable to approach the person, you should proceed to Step Two.

#### Step Two

Raise your grievance with your leader as soon as practicable or another relevant senior leader who will attempt to resolve the grievance through discussions with the relevant parties.

#### Step Three

If your grievance is not resolved at Step Two, you should contact your Human Resources Representative and provide them with a written summary of the grievance. They will then work with the parties to resolve the issue, including conducting a formal investigation of the grievance where appropriate.

Where a formal investigation occurs, the Human Resources Representative will make findings in relation to the grievance and make recommendations for the resolution to your leader or relevant senior leader.

#### **Step Four**

If your grievance is not resolved at Step Three, you may seek a further review by the Chief People Officer, APAC and the relevant head of the business. After reviewing the issues, they will make a final determination regarding your grievance following which there will be no further recourse.

### **NEW ZEALAND**

You should follow the below steps in order to resolve a workplace grievance, until a resolution has been reached.

Note that Hudson may choose to investigate a grievance and take appropriate action even where you do not wish for your grievance to be formally investigated and resolved if so required, as part of ensuring the safety and wellbeing of its employees.

#### **Step One**

If you have a concern relating to another person's behaviour, you should seek to resolve the issue by telling the person that you feel their behaviour is offensive or inappropriate and ask that it stop.

If your concern relates to a work decision, you should tell the person why you think the decision was unfair or inappropriate.

If the behaviour doesn't stop, or you don't feel comfortable to approach the person, you should proceed to Step Two.

#### **Step Two**

Raise your grievance with your leader as soon as practicable or your Human Resources Representative who will attempt to resolve the grievance through discussions with the relevant parties.

#### **Step Three**

If your grievance is not resolved at Step Two or you prefer to raise the matter in writing, please provide a written summary of the grievance covering these points:

1. Details of your issue, problem or grievance;
2. Why you feel aggrieved; and
3. What solution you seek to resolve the matter.

#### **Step Four**

We will then meet with the parties to resolve the issue (within 14 days of receiving your formal notification as mentioned in Step Three above).

If either party feels they are unable to reach a solution, they must advise the other party in writing, setting out the reasons for their decision.

#### **Step Five**

If your grievance is not resolved at Step Four and you wish to pursue a Personal Grievance with the Employment Relations Authority, you should advise us of this in writing.

Failure to formally advise us of your Personal Grievance within 90 days of it first arising may make your grievance void and you may not be able to raise it again. This time limit is put in place to ensure that every effort is made to resolve grievances as quickly as possible in accordance with the principles of the Employment Relations Act 2000.

#### **Step Six**

Within 7 days of receiving your advice that you are pursuing a Personal Grievance, we will advise you in writing of our final review of the circumstances and whether we believe a solution is possible.

## Workplace Grievance Process for External Contractors Working at Client Sites

Hudson and its clients have a joint responsibility to ensure that grievances raised by Hudson contractors are appropriately investigated and resolved. Hudson employees who place contractors on client sites are required to familiarise themselves with this policy and adhere to its requirements.

Should a client request that a grievance is managed in accordance with their company policy, contact the Legal Team.

### Step One

If you have a concern relating to another person's behaviour, you should seek to resolve the issue by telling the person that you feel their behaviour is offensive or inappropriate and ask that it stop.

If your concern relates to a work decision, you should tell the person why you think the decision was unfair or inappropriate.

If the behaviour doesn't stop, or you don't feel comfortable to approach the person, you should proceed to Step Two.

### Step Two

Raise your grievance with your Hudson contact as soon as practicable who will attempt to resolve the grievance through discussions with the client.

### Step Three

If your grievance is not resolved at Step Two, you should contact the Legal Team and provide them with a written summary of the grievance. They will then work with the parties to resolve the issue.

## What are the Responsibilities of Leaders?

All leaders at Hudson are responsible for creating an environment where discrimination, harassment, bullying and offensive behaviour does not occur. They do this by:

- Monitoring the workplace and ensuring that acceptable standards of conduct are observed at all times, including at work functions and whilst on business related travel, to seek to prevent workplace grievances;
- Modelling appropriate behaviours;
- Promoting this policy and the *Anti-Discrimination and Bullying at Hudson* Policy within their team / business;
- Informing their leader and / or their Human Resources Representative of any suspected breach of this policy;
- Treating any complaint seriously and with appropriate confidentiality;
- Taking prompt action to investigate and resolve any complaint;
- Working with their Human Resources Representative to take appropriate action if inappropriate behaviour is found to have occurred; and
- Ensuring that victimisation does not occur as a result of someone making a complaint.

## What are your Responsibilities?

You are responsible for ensuring you:

- Are familiar with this policy;
- Treat others with respect and dignity;
- Immediately report any instance of discrimination, harassment, bullying or offensive behaviour that you experience or witness to your leader or your Human Resources Representative;
- Disclose all details and information related to your grievance as required in order for it to be appropriately resolved;
- Immediately report any instance of victimisation or feeling adversely affected as a result of raising your workplace grievance; and
- Do not discuss your grievance with other employees.

## Support Persons

Any employee involved in a workplace grievance process may choose to have an appropriate support person of their choice present during any discussion. The selection and availability of a support person must not unduly delay the process. You should advise the other participants of the meeting of the support person's name and role the day prior to the discussion.

## Where can I go for Help or for more Information?

If you require assistance, have any questions about the content of this policy or are not sure how this might apply to you, please speak to your leader in the first instance or alternatively to your Human Resources Representative.

## Policy Amendments or Feedback

This policy is subject to ongoing review by Hudson management. We are keen to continually improve the way we operate, so if you have any feedback on this policy please speak to your Human Resources Representative.