



EMPLOYEE GRIEVANCE POLICY

This policy aims to ensure that all workplace grievances will be dealt with in a supportive manner with respect for everyone's rights to confidentiality and a fair hearing.

If at any time, an employee feels they have been unfairly treated and there is a conflict in their employment relationship, the following steps should be taken:

- If possible, discuss the issue with the person concerned and ask them to stop the behaviour making it clear it is offensive or unwelcome.
- If this does not work or is not possible, discuss the problem if appropriate with your immediate manager.
- If the matter is not settled satisfactorily, discuss your concerns with the Mike Carney Toyota General Manager as soon as possible.
- If the matter remains unsettled, it is the right of the employee to pursue the matter further as they feel appropriate.

The employee may request to have a representative of their choice present at any time during the stages of this procedure.

Any person in management to whom you refer your complaint will deal with it as follows:

- Talk to you separately and impartially to hear your concerns.
- Talk to the other person/people involved separately and impartially to hear their views on the situation.
- Tell you what the other person/people have said and give you an opportunity to respond.

At this point, it may be appropriate for both you and the other person/people to get together with a manager and discuss the issue and try and resolve it by agreement.

If this is not possible, Mike Carney Toyota may need to commence an investigation into the issue and take steps as appropriate.

Further, there may be circumstances where management becomes aware of an issue and takes steps without any grievance being lodged.

If Mike Carney Toyota determines that bully, harassment or discrimination has occurred, the company will take steps to ensure it stops. Disciplinary action may be



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taken against an individual who is found to have harassed, bullied or discriminated against another staff member of the public in breach of company policies. They may include termination.

If a grievance involves assault or other criminal conduct, it may be necessary for Mike Carney Toyota to notify the police.

If a grievance is not substantiated because it appears that the complainant has lied or the complaint is falsified or frivolous, Mike Carney Toyota may take disciplinary action against the person for making the complaint including termination of employment.