

## PURPOSE

At BrewHub we know that not everything can be awesome all the time and therefore we need to ensure we have a way for our employees and stakeholders to raise concerns. We can only improve if we know the issues as they arise and grow forward together in challenging the old to progress the new.

The Fair Work Act sets out protected rights at work, which includes for any BrewHubber making a complaint or enquiring about their employment. All BrewHubbers have the right to raise concerns about the workplace, and are protected from adverse action such as coercion, undue influence or pressure, and misrepresentation.

This policy reflects the Fair Work Act and sets out avenues for complaints and issues to be raised and resolved at BrewHub.

Further information on the legal framework can be referred to on the Fair Work website here:

<https://www.fairwork.gov.au/employment-conditions/protections-at-work>

## SCOPE

This policy applies to all BrewHubbers, including employees, directors, and authorised representatives such as contractors, consultants and any individuals or groups undertaking activity for or on behalf of BrewHub.

Clients, suppliers, and partners to BrewHub can also utilise the avenues for resolution to any complaints and issues they need to take beyond their existing BrewHub representatives.

## RIGHTS AND SUPPORT

All BrewHubbers are free to raise concerns and issues in the workplace and are protected from unfair treatment and victimisation. This includes those who make the complaint (the 'complainant'), those who are the subject of the complaint (the 'respondent'), and those who are involved in the complaint such as witnesses. All parties should be able to participate in the resolution process without fear of victimisation.

BrewHub will listen to and consider any complaint or issue raised. The actions taken will be relevant to the matter, if the complainant isn't satisfied with the outcomes, they can take the matter to the next level as set out in the process below.

While a complaint or issue is being raised it can cause stress and strain on the complainant and responders. At BrewHub, we prioritise the human, especially through difficult times. If at any time being at work is an issue, the manager will aid in solutions with the support from the People Experience department.

The **Employee Assistance Program (EAP)** provided by AcaciaEAP is available for BrewHubbers, and their immediate family members to provide confidential counselling service for workplace matters, as well as personal matters. AcaciaEAP can be contacted via live chat, phone, text, or web booking as set out on their website: <https://www.acaciaconnection.com/>

BrewHub does not tolerate any form of adverse action such as retaliation, harassment, or intimidation of any individual as a result of reporting or declaring matters. If there are any concerns, BrewHubbers are encouraged to report them to their manager or via Stopline: <https://brewhub.stoplinereport.com/>

## TYPES OF COMPLAINTS AND ISSUES

**Serious workplace issues** may include:

- A breach of BrewHub Values or Leadership BrewPrint
- Suspected or actual misconduct, theft, or fraud

**Health, Safety, and Environment (HSE)** issues may include:

- Unresolved hazard or unsafe situation
- Psychosocial hazard that could cause psychological harm e.g. to mental health
- Incidents involving personal injury or property damage
- Observed practice that breaches BrewHub and/or safe work practices

**Grievances** regarding employment may include:

- issues that challenges working relationship or threatens our future if not resolved
- decision made that employees feel are unfair, unreasonable, or inappropriate, or unjustified
- refusal to approve a leave application
- unfair treatment including harassment, sexual harassment, bullying
- concern about inequitable pay or benefits
- observed violation of existing Brewhub practices and/or Australian laws
- an unfair or uncontrolled situation where no policy exists

**What's not considered a Grievance:**

A manager's action that is reasonable and lawful to provide instruction, feedback, and assessment as appropriate for their role to manage their team or the business, is not considered a grievance so long as it is carried out with respect and consideration of all parties. This would include:

- o appropriate allocation, direction, and monitoring of work
- o discussion with team members about repeated lateness or absenteeism
- o review, assessment, and discussions about performance.

Please refer to **7.6 Performance Management Policy** for how these should be conducted at BrewHub.

## PROCESS FOR RAISING COMPLAINTS OR ISSUES

BrewHub will treat all complaints and issues with sincerity and respect and adhere to appropriate confidentiality. This means, whilst the complainant may wish to remain anonymous, the matter itself may need to be shared with appropriate stakeholders if the receiver deems it necessary to act or escalate.

Throughout all process steps, the complainant is welcome to have a support person accompany them to meetings and discussions. This person could be a friend, family member, colleague. The support person's role is to provide support for them through the process by taking notes, helping them recall information, and providing someone to discuss the matter with outside of the process. The support person cannot actively participate in the process or speak on their behalf. They will be expected to maintain confidentiality of the matter and process at all times.

The following process is set out in a hierarchy order. The complainant should attempt to resolve their matter using the first step and raise it in successive steps only if they feel their matter isn't resolved or they aren't satisfied with the outcome. If the complainant is concerned about raising it via these steps, if it involves the parties, or wishes to raise it confidentially, they can raise it, anonymously if they choose, directly with Stoline: <https://brewhub.stoplinereport.com/>

### Informal Process

The informal process is where the complainant attempts to resolve the matter with minimal intervention from others. This method is typically the most effective and quickest for matters considered to be less serious, have limited impact to others, and is the first time the issue occurs. Often the issue is not known to be an issue by the respondent, so raising it for their awareness and action is an ideal first step to give them an opportunity to adjust or correct the matter.

**Self help** is where the complainant talks directly to the respondent.

- o The complainant should attempt to resolve the issue directly and as soon as possible.

- If the matter is about a decision, process, or activity that adversely affects them they should talk to the person with the management responsibility for it.
- Consideration should be given to the appropriate time, place, and environment suitable to raise their concerns, so they have the best opportunity to resolve it. For example, a good idea is to ask the respondent to join them for a meeting, chat, coffee break that is away from the regular work environment, free from interruptions.
- If the parties reach an agreement, the issue is resolved, and no further action is required, other than to implement actions agreed to.
- It's recommended to take notes and confirm the mutual understanding of the issue and resolution via email between both parties. This may be referred to if the issue arises again or is escalated further if actions are unfulfilled.

**Mediation** is where the complainant seeks the aid of a colleague, perhaps a peer or manager, to mediate a discussion or informal meeting between the complainant and respondent. It's important that the role of the mediator is known, and if they are the line manager of either or both parties, they maintain their role as manager.

**People Manager** is where the complainant raises the matter with their direct manager to facilitate a resolution. If the complainant believes it's impossible to raise the issue with their direct manager (e.g. because the issue is with them) they should raise it with the direct manager's manager. If the complainant also believes it impossible to raise with any line of management above them, they should raise it with the People Experience department.

*If any manager feels their ability to make an impartial decision has been or could be compromised, they will inform the complainant and remove themselves from the process. In this case, it will be escalated to the next line manager or People Experience.*

**People Experience (PX)** is where the complainant raises the matter with their *People Partner* (Human Resources Manager), or any member of the People Experience team to facilitate a resolution. The PX team member will allocate the matter to the appropriate specialist in the department.

*If the People Partner feels their ability to make an impartial decision has been or could be compromised, they will inform the complainant and remove themselves from the process. In this case, it will be escalated to a senior manager or via Stopline.*

## Formal Process

The formal process is used when:

- The informal process hasn't resolved the matter
- The complainant chooses to progress the matter beyond the informal process
- The seriousness, complexity, or risk of the issue makes the informal process unsuitable

### Documentation and Record Keeping

To raise a formal complaint, the complainant submits their complaint in writing or if preferred, a verbal complaint can be recorded in writing by the receiving officer.

A formal complaint should contain the details and circumstances of the complaint such as:

- What was said or done – what happened or didn't happen?
- Impact – what was the impact on the individual?
- Place – where did it take place?
- Date and time – when did it happen?
- Persons involved – who was involved?
- Witnesses – were there any witnesses?

- Actions - what action was taken to resolve the grievance informally?
- Outcomes - what outcomes are being sought?

**Receiving Officer** of the complaint should be the people manager of the complainant or the *People Partner* if inappropriate to lodge with their direct manager. Upon receiving the complaint, they will determine if they have the authority to manage the complaint, and if not, they will escalate the matter through their line management or to the People Experience department.

**Whistleblowing** – BrewHub encourages its employees, suppliers, and clients, to speak up when they observe suspected suspicious behaviour from BrewHub. If you have knowledge of any fraudulent, corrupt, unlawful, or unethical conduct by an employee or representative of BrewHub, please report it, anonymously if preferred, via Stopleveline: <https://brewhub.stoplinereport.com/>

## PROCESS FOR RESOLUTION

Complaints and issues will be resolved in a number of different ways, depending on the seriousness and impact of the issue. In many cases the complainant may not be privy to the details of the resolution, particularly if it is necessary to maintain the privacy of the respondents. They will be advised when the matter is considered resolved and closed.

As the outcome of the resolution may result in disciplinary action, this policy should be read in conjunction with **7.6 Performance Management Policy**.

The following process are typical avenues for review and resolution of complaints and issues raised.

**Self help** may be advised to preserve the working relationship of the parties if the complainant is comfortable to act.

**Manager** action may include reviewing the issues with all parties to understand complete details and make their assessment. The manager will explain the process they will undertake, explain the roles and responsibilities of all parties involved, and ensure there is appropriate support persons at all meetings. They will be responsible for ensuring confidentiality, communicating next steps, ensuring adequate note taking, and assessing the issue to determine the course of resolution.

**Health, Safety, and Environment** representatives are trained to investigate incidents that the company deem necessary to determine the root cause of, to reducing risk and prevention of recurring issues. For these matters, they will follow the Incident Cause Analysis Method (ICAM) they are trained in to facilitate a resolution.

**BrewHub Compliance Committee** is in place to review complaints and issues of a serious nature. The committee will be assembled with a minimum of three representatives of the BrewHub Management Team and will not include any senior managers involved in the matter, or who have jurisdiction of the parties in their role. This ensures the line management are free from bias and Brewhub can provide a fair and balanced assessment.

**External Investigation** may be deemed necessary, where a specific qualified review is required, or it cannot be resolved internally, or if it involves the CEO of the business. This may include leveraging external employment lawyers, compliance investigators such as Stopleveline, the BrewHub board of directors, or Australia authorities such as the police or the Department of Home Affairs.

The outcome of the resolution may result in disciplinary action which is outlined in **7.6 Performance Management Policy**.

## RESPONSIBILITIES

**All BrewHubbers** – leverage this policy to raise any concerns or issues they face in their work for BrewHub.



**Managers** – ensure all BrewHubbers are adequately informed of this policy and aid their team members to resolve complaints and issues.

**Senior management** – participate in or chair compliance committee reviews when required.

**Director(s)** – chair compliance committee or complaint and issues resolution when required.

**Stopline** - external company specialising in providing integrity/whistleblowing services. BrewHub engage Stopline to provide an ongoing service to enable employees, contractors, and stakeholders to report in good faith suspected concerns about BrewHub and its operations such as series workplace issues.

Failure to adhere to this policy and/or monitor the compliance with it, may result in disciplinary action including termination of employment.

**End of Document**

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## POLICY DETAILS

Policy number: 1.6	Date published: September 2024
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Policy Approved by: David Scott, <i>Managing Director</i>	Approval Signature:

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