



Purpose:

the SES Group encourages open communication between employees and managers to ensure that questions and problems relating to employment are freely discussed and, where possible, resolved informally as quickly as possible and to the satisfaction of all concerned. The company recognises that from time to time employees may have complaints relating to their employment which, after attempts to resolve informally, require a formal procedure through which the questions or problems can be answered and resolved.

Scope

The grievance procedure sets out the rights and obligations of managers, employees and their representatives regarding complaints from employees. It applies to all employees of the SES Group during employment. Issues that may cause grievances include: terms and conditions of employment; health and safety; work relations; bullying and harassment; new working practices; working environment; organisational change; discrimination.

This policy applies to everyone employed by the SES Group with the exception of those employed by means of TUPE who instead must adhere to their respective terms and conditions of employment.

Principles

- Every effort should be made by management and employees to resolve grievances at the informal stage of the procedure. However the procedure may be implemented at any stage depending on the grievance.
- Where informal grievances are not resolved a grievance should be raised formally in writing to an appropriate manager without delay and it will be dealt with within a reasonable timeframe.
- If an employee raises a formal grievance during a disciplinary process then the disciplinary process may be temporarily suspended pending the conclusion of the grievance. If the grievance and disciplinary are related the two processes may be joined together. If they are unrelated then the two processes may be run concurrently.
- It should be noted that appeals against disciplinary action are not deemed a grievance and therefore should be taken up in accordance with the disciplinary appeals procedure.
- At any formal stage of the procedure, the employee will have the right to be accompanied by a SES Group work colleague.
- The employee has the right to have the hearing postponed for up to five working days to facilitate their right to be accompanied.
- The employee will be entitled to appeal the outcome of the grievance hearing held at the formal stage of the grievance procedure.
- The employee will be advised in writing of the outcome of any formal grievance hearing or formal appeal hearing.
- In the situation where two or more employees raise a formal grievance directly or through a representative, the grievance will be dealt with using a collective grievance procedure.

Procedure

Informal stage

In line with the company's overall objective, it is expected that all attempts are used to resolve any workplace issues or concerns at an informal level between the employee and their line manager. An employee should notify their line manager of any grievance as soon as practically possible. The line manager will then set a realistic timeframe within which a response will be given, usually within seven calendar days; however the timeframe can be reasonably amended if more time is required to investigate and resolve the grievance. The line manager will investigate the grievance and discuss all aspects of the matter with the employee and, if appropriate, others directly concerned to ascertain how best to resolve the situation and then respond by the agreed date.



Should a grievance involve personal or sensitive issues that the employee considers would be inappropriate to raise directly with their line manager, advice should be sought directly from their HR representative or another appropriate manager at the same level of management on how their grievance should be dealt with.

At this stage it would not be expected that any formal correspondence would be required but instead that there was an open dialogue about the issues concerned; although the company may choose to write to the employee with any outcome of their investigations for clarity. As this is an informal stage, it would not be expected that the employee would be accompanied at any meetings held to discuss their grievance; however, requests to be accompanied will be considered.

If the grievance is not satisfactorily resolved informally an employee may progress the grievance to the formal stage, however, the employee can proceed directly to the formal stage at any time providing the grievance has been submitted in writing and states it is a *formal* grievance.

Formal stage

An unresolved informal grievance should be raised as soon as possible with an appropriate manager, ideally a manager that was not involved in the informal stage. At this stage, the grievance must be in writing, state that it is a formal grievance and clearly set out the nature of the grievance. The manager will arrange a formal meeting to discuss the grievance with the employee and, if appropriate, with others directly concerned, investigating where necessary within a reasonable timeframe.

The date, place and time of the formal grievance hearing will be confirmed in writing to the employee within a reasonable timeframe of the hearing. At the hearing the employee is entitled to be accompanied by a representative who may be a SES Group work colleague. The employee is responsible for informing the manager hearing the grievance of the identity of their chosen representative and confirming attendance at the hearing. With the permission of the employee, the representative is allowed to address the hearing on behalf of the employee and support the employee during the hearing; however, they are not able to answer questions directly on behalf of the employee.

The outcome of the grievance will be confirmed in writing within seven calendar days of the hearing. The outcome will give recommendations for resolving the grievance and the timeframe can be reasonably amended if more time is required to investigate and resolve the grievance.

As with informal grievances, should a formal grievance involve personal or sensitive issues that the employee considers would be inappropriate to raise directly with their line manager, advice should be sought from their HR representative or another appropriate manager at the same level of management on how their grievance should be dealt with.

Appeal stage

If the matter is not resolved satisfactorily at the formal stage, the employee has the right to appeal against the decision reached. The grievance appeal must be in writing and clearly set out the nature and grounds of the appeal. The appeal should be sent to the HR department and must be received within seven calendar days of the formal outcome letter being received by the employee.

The appeal will then be considered by an independent manager who will arrange a formal meeting, within a reasonable timeframe, to discuss the appeal with the employee and conduct a review of the original grievance in line with the employee's grounds of appeal.

At the hearing the employee is entitled to be accompanied by a SES Group work colleague. The employee is responsible for informing the manager hearing the appeal of the identity of their chosen representative and confirming attendance at the hearing. With the permission of the employee, the representative is allowed to address the hearing on behalf of the employee and support the employee during the hearing; however, they are not able to answer questions directly on behalf of the employee.



The outcome of the appeal will normally be confirmed in writing within seven calendar days of the hearing; however, the timeframe can be reasonably amended if more time is required to investigate the appeal.

At this time the company's procedure has been exhausted and the decision is final.


Collective grievance procedure

In the event that a collective grievance is raised by two or more employees, either directly or through a representative, the same procedure will apply as with the individual grievance procedure. However, management should be notified in writing of all the employees who are raising the grievance and a representative should be nominated or elected to act on behalf of the group. It should be noted that an employee involved in a collective grievance is unable to raise an individual grievance for the same issue.

Malicious grievances and those raised in bad faith

The SES Group are committed to resolving genuine disputes and it is the company's intention that employees should feel encouraged to bring legitimate grievances to attention, especially those related to victimisation (bullying), harassment or discrimination, even if the evidence is not clear. However, it should be noted that we will take any abuse of the grievance procedure very seriously and anyone bringing a deliberately malicious grievance or one in bad faith may themselves become subject to the disciplinary procedure.

If you have any questions on any of the information within this policy or would like further details please do not hesitate to discuss them with your line manager or HR representative.

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Signature:	
Date:	17/10/2019