



**DYNAMIC**  
STAFFING SOLUTIONS

# Employee Policies and Procedures

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# Discrimination and Equal Opportunity Policy

## Discrimination and Equal Opportunity Policy Statement

It is the intention of Dynamic Staffing Solutions to provide a workplace that is fair and equitable for all workers, and where all individuals and groups will be treated with respect and equality. We recognise that any distinction, exclusion or preference which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation constitutes an offence under the Australian Human Rights Commission Act. At Dynamic Staffing Solutions, discrimination of any kind is not tolerated. All employees have the right to work in an inclusive and respectful environment, free from bias or unfair treatment.

## Definitions

**Discrimination** occurs when an individual or group is treated unfairly or unfavourably based on characteristics such as race, gender, age, disability, sexual orientation, religion, marital status, pregnancy, or any other attribute protected by law. It can be direct, where someone is openly treated less favourably, or indirect, where policies or practices disadvantage certain groups without a legitimate reason.

**Equal opportunity** ensures that all employees are treated fairly and have access to the same rights, opportunities, and benefits in the workplace, regardless of personal characteristics such as race, gender, age, disability, sexual orientation, religion, marital status, or any other protected attribute.

## Aims and Objectives

We will strive to ensure that no person is discriminated against on any of the grounds listed in this policy regarding equality of opportunity in employment within the company, and that this policy will also extend to persons providing or wishing to provide goods or services to the company.

## Responsibilities

We, as a company, will adopt procedures to ensure that equal opportunity is extended to all people regardless of the following grounds:

- Marital or relationship status;
- Pregnancy;
- Family responsibilities;
- Race;
- Disability;
- Sexual preference or orientation;
- Gender identity or intersex status;
- Age;
- Physical appearance;
- Political opinion;
- Employment status;
- Raising an OHS issue to management or government authority such as WorkSafe.

Employees are expected to:

- Assist and cooperate in ensuring that this policy is followed, and



- Actively participate in the adherence of Dynamic Staffing Solutions to the achievement of the aims and objectives of this policy.

## Reasonable Management Action

Reasonable management action carried out in a fair and lawful manner does not constitute discrimination. Managers and supervisors at Dynamic Staffing Solutions have a responsibility to provide direction, performance feedback, and workplace adjustments as necessary to ensure business operations run effectively. This includes performance management, disciplinary action, restructuring roles, setting workplace expectations, and addressing conduct issues—provided these actions are applied consistently, fairly, and without bias. When undertaken appropriately, such actions are not considered discriminatory, even if an employee finds them challenging or unwelcome. Dynamic Staffing Solutions is committed to ensuring that all management decisions are made objectively and in line with legal and ethical standards.

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

## Employee Code of Conduct

### Employee Code of Conduct Policy Statement

Dynamic Staffing Solutions will comply with ACCC regulated mandatory industry codes prescribed under the Competition and Consumer Act 2010, and with any relevant codes of practice that apply to the business in the state or territory where its operations or activities are being carried out.

The company will inform all employees of their obligations, duties and responsibilities under a relevant code of practice, and adopt measure to ensure that employees act in accordance with the Employee Code of Conduct at all times while at work.

### Aims and Objectives

The company requires all employees (including line management) to always comply with the Employee Code of Conduct in carrying out their roles, functions and duties within the company. The Code of Conduct provides clear instructions on what employees can and cannot do in the course of their employment.

### Responsibilities

Dynamic Staffing Solutions management will seek input from relevant stakeholders (including employees) in the development of the Code of Conduct. Senior management is responsible for disseminating the code to employees, and for providing information and training in how employees are to comply with the code.

Management will also be responsible for the enforcement of the code, including disciplinary procedures for violations of the code and for reviewing the code to ensure that it remains relevant and effective.

All employees have responsibilities to maintain company values in the following areas:

- Ethical principles – including workplace behaviour and respect for all people in keeping with anti-discrimination laws
- Values – including contributing to and maintaining an honest, unbiased and unprejudiced work environment
- Accountability - including taking responsibility for their own actions, ensuring the appropriate use of information, exercising diligence in the conduct of their duty of care obligations, and avoiding conflicts of interest
- Standards of conduct – including complying with their job description; commitment to the company, and proper use of information technology (including internet, social media and email)
- Standards of practice – including current policies, procedures, and business operating manuals
- Disciplinary actions – including complaints handling and specific penalties for any violation of the code of conduct.

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

## Employee Code of Conduct

At Dynamic Staffing Solutions, we value integrity, professionalism, and respect for one another. This Employee Code of Conduct outlines the expectations we have for all employees and serves as a guide to maintain a positive and productive work environment. As a representative of our business, each employee is expected to adhere to the following principles:

1. Professional Conduct:
  - Treat colleagues, clients, and visitors with courtesy and respect.
  - Maintain a professional demeanour and avoid engaging in disruptive or offensive behaviour.
  - Follow all workplace policies and procedures and seek clarification when needed.
2. Integrity and Ethics:
  - Act honestly and with integrity in all business dealings.
  - Avoid conflicts of interest and promptly disclose any potential conflicts to the appropriate authority.
  - Protect business assets and confidential information from unauthorised disclosure or use.
3. Non-Discrimination and Harassment:
  - Treat all individuals fairly and equally, regardless of their race, colour, religion, gender, age, sexual orientation, or any other protected characteristic.
  - Prohibit any form of harassment, including but not limited to verbal, physical, visual, or written conduct that creates a hostile or offensive work environment.

4. Workplace Safety:
  - Comply with all health and safety regulations and guidelines to ensure a safe work environment.
  - Report any hazards, accidents, or incidents promptly to the designated supervisor or manager.
5. Data Privacy and Security:
  - Protect personal and sensitive business information by following data protection policies and best practices.
  - Use business systems and data only for authorised business purposes.
6. Attendance and Punctuality:
  - Be punctual and maintain regular attendance in accordance with established work schedules.
  - Notify your supervisor in advance of any planned absences and follow proper leave request procedures.
7. Use of Business Resources:
  - Use business resources, including equipment, materials, and facilities, for legitimate business purposes only.
  - Avoid unauthorised use or misuse of business resources.
8. Social Media and Online Conduct:
  - Exercise caution and discretion when discussing business matters on personal social media accounts.
  - Refrain from making derogatory or offensive comments about the business or colleagues online.

## Psychosocial Risk Management Policy

### Psychosocial Risk Management Policy Statement

At Dynamic Staffing Solutions, we are committed to fostering a safe, supportive, and inclusive work environment that prioritises the mental health and well-being of all employees. We recognise that psychosocial hazards—such as work-related stress, bullying, excessive workloads, and poor workplace relationships—can significantly impact an individual's health, productivity, and overall job satisfaction.

To mitigate these risks, we will proactively identify, assess, and manage psychosocial hazards to promote a workplace culture where employees feel valued, respected, and supported.

### Definitions

**Psychosocial risks** refer to workplace factors that can impact an employee's mental health, well-being, and overall job satisfaction. These risks arise from the way work is designed, managed, and carried out, as well as the social and organisational environment. If not properly managed, psychosocial risks can contribute to stress, burnout, anxiety, depression, and other mental and physical health issues.

#### **How to Identify Psychosocial Risks**

Employees are encouraged to be mindful of changes in their own well-being, workplace interactions, and overall job environment to identify potential psychosocial risks. The following are common warning signs that may indicate psychosocial risks are present:

### **Emotional and Psychological Signs**

- Feeling constantly stressed, anxious, or overwhelmed at work
- Decreased motivation or engagement in tasks
- Frequent mood swings, irritability, or frustration
- Difficulty concentrating or making decisions
- Increased feelings of isolation, loneliness, or lack of support

### **Physical Symptoms**

- Persistent fatigue or exhaustion despite adequate rest
- Trouble sleeping (insomnia or excessive sleep)
- Frequent headaches, muscle tension, or digestive issues
- Increased heart rate, panic attacks, or unexplained aches and pains

### **Workplace Behaviour Changes**

- Decreased productivity or struggling to meet deadlines
- Avoiding work-related conversations or interactions
- Withdrawing from colleagues or workplace activities
- Increased absenteeism, lateness, or taking frequent sick leave

### **Team and Workplace Indicators**

- Growing tension or unresolved conflicts between employees
- Lack of communication, collaboration, or trust in the team
- Excessive workload demands with little to no support
- Changes in management styles leading to increased stress or uncertainty
- Increased reports of bullying, harassment, or exclusion in the workplace

## **Aims and Objectives**

Our goal is to foster a mentally healthy workplace by identifying and assessing psychosocial risks, such as work demands, interpersonal conflicts, and organisational culture. We aim to minimise these risks through effective control measures addressing workplace stress, bullying, and excessive workloads. We also promote a culture of respect, support, and inclusion, encouraging employees to raise concerns and seek help when needed.

## **Responsibilities**

We, as a company, will implement procedures to prevent and address psychosocial risks in the workplace, including but not limited to:

- Conduct regular risk assessments to proactively identify and address potential psychosocial hazards in the workplace.
- Implement clear policies and provide training to educate employees on workplace stress, bullying, and psychological risks, empowering them to recognise and address concerns early.
- Establishing a structured reporting and resolution process to ensure employees have a clear, confidential, and supportive way to seek assistance via our Grievance Resolution Policy and Procedure.
- Encouraging open communication by fostering a workplace culture where employees feel safe to discuss challenges without fear of retaliation, with regular check-ins from management.
- Reviewing and continuously improving workplace practices based on anonymous feedback via [wellness@staffbydynamic.com.au](mailto:wellness@staffbydynamic.com.au), regular consultation with leadership, and proactive management strategies to support mental well-being.



Employees are expected to:

- Contribute to a respectful and inclusive workplace by fostering positive relationships and treating colleagues with kindness and professionalism.
- Report psychosocial hazards and concerns to your supervisor or dedicated Dynamic Account Manager in a timely manner to ensure issues are addressed proactively.
- Support colleagues and promote mental well-being by being mindful of workplace behaviours that may contribute to stress or harm.
- Actively participate in training and initiatives aimed at reducing workplace stress and improving overall mental health.

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

## Sexual Harassment Policy

### Sexual Harassment Policy Statement

At Dynamic Staffing Solutions, we are committed to fostering a workplace that is safe, respectful, and free from sexual harassment. We recognise that sexual harassment is a form of discrimination and is unlawful under the **Sex Discrimination Act 1984** and relevant state legislation.

All employees, regardless of their role or status within the company, have the right to work in an environment where they feel safe and respected, without being subjected to unwanted, unwelcome, or offensive behaviour of a sexual nature. We take a **zero-tolerance approach** to sexual harassment and are dedicated to ensuring a workplace culture built on respect, equality, and accountability.

### Definitions

**Sexual harassment** is any unwelcome behaviour of a sexual nature that creates an intimidating, hostile, or offensive environment. It can include physical, verbal, or non-verbal actions that make someone feel uncomfortable, threatened, or demeaned based on their gender or sexuality. Sexual harassment includes, but is not limited to:

- Unwanted physical contact, such as touching, hugging, or patting.
- Unwelcome sexual advances, comments, or requests for sexual favours.
- Sexually explicit jokes, remarks, or gestures.
- Displaying, sharing, or distributing sexually suggestive content.
- Repeated, unwanted romantic or sexual invitations.
- Conduct that creates an intimidating, hostile, or offensive work environment.

Sexual harassment is **not** limited to face-to-face interactions; it can also occur through emails, text messages, phone calls, social media, and other forms of communication.

### Aims and Objectives

Our primary goal is to eliminate sexual harassment in the workplace and ensure that all employees, contractors, and visitors are fully aware of their rights and responsibilities regarding

workplace behaviour and conduct. It is essential that everyone understands the importance of maintaining a respectful and professional environment.

## Responsibilities

We, as a company, will implement procedures to prevent and address sexual harassment, including but not limited to:

- Educate all workers on what constitutes sexual harassment and how to prevent it.
- Provide a clear and accessible reporting system for employees to raise concerns confidentially and without fear of retaliation.
- Ensure complaints are addressed promptly, fairly, and confidentially, with appropriate action taken when necessary.
- Regularly review and update policies and training programs to reflect best practices and legislative changes.
- Foster a workplace culture that promotes respect, equality, and accountability.

Employees are expected to:

- Treat colleagues with dignity, professionalism, and respect.
- Refrain from engaging in any form of sexual harassment, whether intentional or unintentional.
- Report any incidents of sexual harassment they experience or witness, ensuring a safe and respectful workplace for all.
- Support a culture of inclusion and respect, by speaking up when witnessing inappropriate behaviour and fostering a positive work environment.

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

## Victimisation Policy

### Victimisation Policy Statement

At Dynamic Staffing Solutions, we are committed to fostering a workplace where all workers can exercise their rights and report misconduct—such as discrimination, bullying, harassment, or unsafe work practices—without fear of retaliation or negative consequences.

Victimisation occurs when an individual is threatened, disadvantaged, or mistreated because they have made a complaint, supported someone else's complaint, or participated in an investigation regarding inappropriate workplace conduct. Such behaviour is unlawful under the Fair Work Act 2009 and relevant anti-discrimination laws, and Dynamic Staffing Solutions takes a zero-tolerance approach to any form of victimisation.

We are dedicated to ensuring that all employees, contractors, and workplace participants feel safe, respected, and empowered to raise concerns without hesitation or fear of retribution.

## Definitions

**Victimisation** occurs when an individual is treated unfairly or harassed as a result of making a complaint or raising a concern about workplace misconduct, such as discrimination, bullying, harassment, or other violations of company policy. It includes any form of retaliation or adverse treatment directed at an employee for asserting their rights, participating in investigations, or supporting someone who has raised a concern.

Victimisation includes, but is not limited to:

- Unfair treatment, such as being denied opportunities for advancement, promotions, or training because of raising a concern.
- Exclusion from workplace activities or social events as a result of reporting an issue.
- Verbal abuse, threats, or intimidation following a complaint or participation in an investigation.
- Negative performance reviews or job reassignment that are directly linked to an employee's involvement in reporting misconduct.
- Being subjected to unnecessary scrutiny or additional work pressures as retaliation.
- Dismissal, demotion, or other punitive actions that occur after making a complaint or supporting a colleague's complaint.

## Aims and Objectives

Our primary aim is to eliminate all forms of victimisation in the workplace and create an environment where all employees are treated fairly, with respect, and without fear of retaliation. We are committed to ensuring that employees can raise concerns or make complaints without the fear of adverse consequences or mistreatment.

## Responsibilities

We, as a company, will implement procedures to prevent and address victimisation, including but not limited to:

- Maintain strict confidentiality when handling complaints and investigations.
- Ensure all complaints are taken seriously and addressed fairly, in accordance with workplace policies and legal obligations.
- Take immediate and appropriate action if victimisation is identified, including disciplinary measures where necessary.
- Promote a workplace culture where employees feel safe to raise concerns without fear of retribution.
- Provide training and awareness programs to educate all workers on their rights, obligations, and the protections available against victimisation.

Workers are expected to:

- Respect the rights of colleagues to report workplace issues without interference or retaliation.
- Refrain from engaging in any form of victimisation, including subtle or indirect actions that may disadvantage a worker.
- Report any incidents of victimisation they experience or witness to your supervisor or dedicated Dynamic Account Manager.
- Support a fair and respectful workplace culture, ensuring that all concerns are handled professionally and without hostility.

## Reasonable Management Action

Reasonable management action, when performed fairly and appropriately, does not constitute victimisation. Managers and supervisors have the responsibility to carry out tasks such as performance management, providing feedback, implementing changes in roles, or making decisions based on business needs. These actions should always be undertaken in a way that is respectful, transparent, and in alignment with company policy and legal obligations.

Management actions that are necessary for the effective functioning of the workplace, such as addressing performance issues, enforcing workplace standards, or restructuring teams, are not considered victimisation, as long as they are applied consistently, fairly, and without any intention to retaliate against an employee for making a complaint or participating in an investigation

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

# Workplace Bullying and Harassment Policy

## Workplace Bullying and Harassment Policy Statement

At Dynamic Staffing Solutions, we are committed to ensuring a workplace that prioritises the health, safety, and well-being of all workers, contractors, customers, and visitors. We recognise both our moral and legal responsibility to provide a work environment that is free from risks to health and safety, including bullying, harassment, and occupational violence.

Workplace bullying, harassment, and violence create unsafe and toxic environments that can significantly impact an individual's physical and mental health, job satisfaction, and overall workplace productivity. We have a zero-tolerance policy towards all forms of bullying, harassment, and workplace violence, and we are dedicated to fostering a culture of respect, professionalism, and inclusivity.

This commitment extends to taking proactive measures to prevent, identify, and eliminate workplace bullying and harassment, ensuring that all individuals feel safe and supported in their work environment.

## Definitions

**Workplace bullying** is repeated, unreasonable behaviour directed toward an employee or group of employees that creates a risk to health and safety. Unreasonable behaviour includes actions that a reasonable person would see as victimising, humiliating, intimidating, or threatening. Workplace bullying can be verbal, physical, social, or psychological and may include:

- Persistent and unjustified criticism or complaints
- Deliberately excluding or isolating someone from workplace activities
- Undermining a person's work performance by deliberately withholding information, resources, or support

- Spreading rumours or malicious gossip
- Unjustified threats of dismissal or demotion

**Workplace harassment** is any unwelcome behaviour that offends, humiliates, or intimidates an individual or group based on a protected characteristic, such as age, gender, race, disability, sexual orientation, or religion. Harassment can be a single incident or a pattern of behaviour and may include:

- Unwelcome physical contact or sexual advances
- Offensive jokes, slurs, or derogatory comments
- Displaying offensive material, including images, emails, or social media content
- Repeated and unwelcome remarks about a person's appearance, abilities, or personal life
- Threats, intimidation, or coercion

Harassment is unlawful under workplace legislation and will not be tolerated. All employees have a responsibility to ensure a respectful and inclusive work environment.

## Aims and Objectives

The aim of this Workplace Bullying and Harassment Policy is to foster a safe, respectful, and inclusive work environment where all employees are treated with dignity. The company is committed to preventing bullying and harassment by promoting a positive workplace culture, providing clear reporting channels, and ensuring fair and confidential investigations. Through education, support, and enforcement of appropriate consequences, we strive to create a workplace free from intimidation, discrimination, and misconduct. This policy aligns with legal and ethical standards, reinforcing our commitment to employee well-being, professional integrity, and a zero-tolerance approach to inappropriate behaviour.

## Responsibilities

We, as a company, will implement procedures to prevent and address workplace bullying and harassment, including but not limited to:

- Creating and maintaining a safe workplace culture where bullying, harassment, and violence are not tolerated.
- Developing and enforcing clear policies that outline expected workplace behaviour.
- Providing accessible reporting mechanisms to ensure individuals feel safe in reporting concerns.
- Investigating all complaints promptly, fairly, and confidentially.
- Taking corrective action, including disciplinary measures, against those who engage in bullying, harassment, or occupational violence.
- Providing training and education to all workers to raise awareness of workplace bullying and harassment.

Managers and supervisors are responsible for:

- Identifying, addressing, and preventing workplace bullying, harassment, and occupational violence.
- Taking immediate and appropriate action when incidents are reported or observed.
- Ensuring employees feel safe and supported in raising concerns.
- Providing appropriate counselling and intervention when necessary.
- Monitoring workplace behaviours and responding proactively to potential risks.

Employees are expected to:



- Treat all colleagues with respect and professionalism.
- Refrain from engaging in any form of bullying, harassment, or violence.
- Speak up and report incidents of workplace misconduct.
- Support a workplace culture where inappropriate behaviour is not tolerated.
- Participate in training programs on workplace health and safety.

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

# Workplace Violence and Aggression Policy

## Workplace Violence and Aggression Policy Statement

At Dynamic Staffing Solutions, we are committed to fostering a safe, respectful, and violence-free work environment for all employees, contractors, clients, and visitors. We recognise that workplace violence and aggression pose serious risks to employee health, safety, and well-being, and we will not tolerate any form of physical assault, verbal threats, or intimidating behaviour that creates a risk to individuals in the workplace.

## Definitions

**Workplace Violence:** Any act or threat of physical force, intimidation, or assault that occurs in the workplace and poses a risk to the health and safety of employees. This includes but is not limited to:

- Physical assault, such as hitting, pushing, or grabbing.
- Verbal threats or intimidation intended to cause harm or fear.
- Threatening behaviour, including stalking, harassment, or excessive yelling.
- Intentional damage to property in an aggressive manner.

**Workplace Aggression:** Any behaviour that is hostile, offensive, or intended to intimidate, even if it does not result in physical harm. This includes:

- Yelling, screaming, or using aggressive language.
- Gestures or actions meant to intimidate or threaten.
- Disrespectful or hostile communication in person, via email, or through digital platforms.

## Aims and Objectives

To uphold a safe and respectful workplace, we are committed to preventing violence and aggression by identifying risks and implementing proactive measures. We provide clear, confidential reporting procedures to ensure employees can report incidents without fear of reprisal. Through training in conflict resolution and de-escalation, we equip employees with the skills to manage challenging situations. Strict disciplinary measures will be enforced against any violent, aggressive, or threatening behaviour, while affected employees will receive appropriate support, including debriefing, and workplace adjustments as needed.

## Responsibilities

We, as a company, will implement procedures to prevent and address workplace violence and aggression, including but not limited to:

- Creating a workplace culture that does not tolerate violence, threats, or aggression.
- Providing employees with a safe and supportive work environment.
- Implementing clear policies and procedures for reporting and responding to workplace violence.
- Investigating all complaints thoroughly and confidentially, ensuring fairness for all parties involved.
- Taking swift and appropriate disciplinary action, which may include warnings, termination, or legal action against those who engage in workplace violence or aggression.
- Providing training on conflict resolution, de-escalation techniques, and appropriate workplace behaviour.
- Supporting affected workers through debriefing and workplace adjustments if needed.

Employees are expected to:

- Conducting themselves in a professional and respectful manner at all times.
- Refraining from engaging in any form of violent or aggressive behaviour, including physical violence, verbal abuse, or threats.
- Immediately reporting incidents of workplace violence, aggression, or intimidation.
- Cooperating fully with investigations into reported incidents.
- Attending workplace training programs on violence prevention and conflict resolution.

## Reporting

Employees who experience or witness any breach of this policy are encouraged to report their concerns promptly. All reports will be handled with confidentiality, fairness, and in accordance with the company's **Grievance Resolution Policy and Procedure**. This policy outlines the steps for lodging a complaint, the investigation process, and the support available to employees. We are committed to fostering an inclusive and respectful workplace, and any breaches of this policy will be addressed appropriately.

# Grievance Resolution Policy and Procedure

## Grievance Resolution Policy Statement

The company is committed to providing a fair, safe, and respectful workplace where all employees have access to clear and confidential channels for reporting concerns. Employees are encouraged to raise grievances related to breaches of organisational policies and procedures or any situation where they feel they have been treated unfairly. All grievances will be taken seriously, handled impartially, and addressed in a timely and confidential manner. The company is committed to ensuring a fair resolution process, free from retaliation, and fostering a positive workplace culture built on respect and integrity.

## Definitions

**A grievance** is a formal or informal concern raised by an employee regarding a perceived unfair treatment, workplace conflict, or breach of organisational policies and procedures. This may include issues related to discrimination, harassment, bullying, workplace safety, unfair work practices, or any other matter affecting an employee's well-being and ability to perform their role.

### When to Report a Grievance

Employees should report a grievance as soon as possible if they experience or witness:

- Unfair treatment or breaches of company policies and procedures
- Workplace bullying, harassment, discrimination, or victimisation
- Unresolved conflicts with colleagues or management
- Health and safety concerns that are not being addressed
- Any other workplace issue that negatively impacts their well-being or professional performance

## Aims and Objectives

We will implement procedures that allow a person who feels that they have been treated unfairly in any way to raise the issue with management to allow the issue to be dealt with. It is recognised that grievances and disputes are best settled at the lowest possible level, and workers at all levels will be encouraged to settle grievances and disputes at their level where possible, and without the need for managerial intervention.

## Responsibilities

We, as a company, will implement procedures to prevent and address workplace grievances, including but not limited to:

- Establishing and maintaining a fair grievance resolution process.
- Ensuring all employees are aware of and understand the grievance procedure.
- Investigate grievances promptly and impartially, ensuring confidentiality where appropriate.
- Ensure that no employee is victimised for raising a grievance in good faith.

Employees are expected to:

- Attempt to resolve grievances informally where possible.
- Follow the grievance procedure outlined below.
- Provide factual and relevant information when raising a grievance.
- Respect the confidentiality of all parties involved in the grievance process.
- Abide by the final resolution of the grievance, whether internal or external.

## Grievance Procedure

### Step 1: Informal Resolution

1. Employees should attempt to resolve the issue directly with the individual(s) involved.
2. If unresolved or if the employee is unsure how to proceed, they should report the issue verbally to their **manager/supervisor** or submit a written complaint using the **incident report form/hazard report form**.
3. If the complaint involves the employee's **manager/supervisor**, it should be reported directly to the **General Manager**.

### Step 2: Formal Grievance Submission

If the issue remains unresolved, the employee may submit a formal written grievance. The grievance should include:

- A clear description of the grievance (dates, times, locations, and people involved).
- Steps taken to resolve the issue informally.
- The desired outcome or resolution.

The grievance should be submitted to the employee's supervisor, dedicated Dynamic Account Manager, or via the workplace wellness email ([wellness@staffbydynamic.com.au](mailto:wellness@staffbydynamic.com.au)).

### **Step 3: Investigation and Resolution**

1. **Acknowledgment** – The grievance will be acknowledged in writing within **2 business days**.
2. **Investigation** – A fair and impartial investigation will be conducted, including:
  - Speaking with the complainant, respondent, and relevant witnesses.
  - Reviewing relevant policies, procedures, and supporting evidence.
  - Consulting with an external HR advisory service (Employsure), if necessary.
3. **Outcome** – A decision will be made, and the outcome communicated in writing to all involved parties as soon as possible.

### **Step 4: Appeal Process**

If dissatisfied with the resolution, the employee may appeal within **3 business days** by submitting a written request outlining:

- Reasons for dissatisfaction.
- Any new evidence or relevant information.

The appeal will be reviewed, and a final decision communicated in writing.

### **Step 5: External Resolution**

If the grievance remains unresolved, employees may seek external assistance from:

- **Fair Work Commission**
- **WorkSafe Victoria**
- **Australian Human Rights Commission**
- **Relevant industry dispute resolution bodies**

### **Confidentiality & Non-Retaliation**

- All grievances will be handled with strict confidentiality.
- Retaliation against any individual involved in the grievance process is strictly prohibited and subject to disciplinary action.

### **Record Keeping**

- A formal record of the grievance, investigation, and resolution will be maintained.
- All parties will acknowledge the resolution in writing.
- Records will be kept in compliance with workplace laws and privacy regulations.

## **Further Information**

- WorkSafe Victoria [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)
- Victorian Equal Opportunity and Human Rights Commission [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)
- Victoria Police [www.police.vic.gov.au](http://www.police.vic.gov.au)
- A guide for employers: Workplace bullying March 2020 (WorkSafe Victoria)
- Occupational Health and Safety Act 2004.
- Equal Opportunity Act 2010 (VIC).