

▶ Addendum to Grievance Policy and Procedure May 2020



This addendum to the Group's Company Grievance Policy – September 2018, has been agreed for the period whilst COVID-19 remains, and will be withdrawn when the businesses re-open and revert to normal trading.

This Addendum should be read in conjunction with the Group's Company Grievance Policy – September 2018 and applies to all colleagues.

The Company reserves the right to change or cancel the provisions of this addendum with or without notice, as the needs of the Company dictate.

Aim

It is acknowledged that during exceptional circumstances such as the COVID-19 Pandemic situation, that colleagues may wish to raise concerns relating to a wide range of issues, as a direct result of the pandemic and matters associated with this.

The Company will aim to deal with such matters quickly and without undue delay, provide a fair and consistent approach and, to ensure that all concerns are dealt with positively and effectively.

Therefore, the company reserves the right to ensure that all informal stages, of the Grievance process are fully exhausted under stage 1 of the Grievance process, before proceeding to stage 2 as detailed below.

Stage 1 – Informal Discussion

- Where a Colleague feels aggrieved by the actions of another colleague the first step should be to consider resolving this directly with the individual concerned. If this does not work or the colleague does not feel able to confront the individual, then the grievance should be raised verbally with the Colleague's line manager.
- For all concerns/complaints the colleague should raise the issue with their line manager where possible. However, if this is not possible or appropriate, the colleague can contact Human Resources. Colleagues can also raise any feedback, ideas, questions or concerns, relating to COVID-19 confidentially by contacting us on covid19@marshall.co.uk.

- The manager will explore the possibility of informal discussion with the colleague. Many grievance issues can be dealt with effectively and timely in this manner. The procedure would usually follow the format below:
 - The manager would meet with the colleague to get a better understanding of their concerns;
 - The manager would take a file note during this meeting;
 - The manager would speak to other individual(s) if necessary in order to resolve the matter, for example where the complaint is regarding another colleague;
 - They would then seek to agree a resolution with the colleague and may make recommendations;
 - If the colleague agrees to the recommendations / outcome, then the case would be closed or monitored for a period of time if necessary;
 - Only when this process has been fully exhausted and has not resolved matters, should it then proceed under stage two

Stage 2 – Written

- Before proceeding, under stage 2 the Grievance Officer will need to establish whether all opportunities for informal resolution, such as mediation, have been fully explored and, if they have not, to ensure that all attempts at informal resolution have been explored before continuing to stage 2. If informal resolution has failed or is inappropriate, then the grievance process should continue under stage 2.
- Where concerns or complaints remain, the colleague should raise the issue(s) in writing with their line manager. However, if this is not possible or appropriate, the colleague can contact Human Resources. You can also raise any feedback, ideas, questions or concerns, relating to COVID-19 confidentially by contacting us on covid19@marshall.co.uk.
- The manager will then explore the possibility of further informal discussion with the colleague, if appropriate. Many grievance issues can be dealt with effectively in this manner. The procedure would usually follow the format below:
 - The manager would review the written grievance from the colleague in order to gain a better understanding of their concerns;
 - The manager would then speak to other individual(s) if necessary, in order to investigate the complaint and/or obtain further information;
 - The manager will where necessary seek guidance and support from Health & Safety in relation to COVID-19;
 - The manager, in conjunction with Health & Safety, will then confirm the outcome of his/her findings to the colleague in writing. This may also include written recommendations.

This decision under stage 2 is the final decision and there is no right to appeal.