



# CONFLICT RESOLUTION POLICY

Comgroup Supplies Pty Ltd has a commitment to provide a safe, welcoming, and productive area for all workers. As such we have a dispute resolution process for any grievances or conflicts that may occur. This process will be based on the guidelines stated in the *Fair Work Act 2009; Fair Work Regulations 2009* and the *Fair Work Commission's Best Practice Guide* along with Comgroup Supplies Pty Ltd best practices.

At Comgroup Supplies Pty Ltd, our dispute resolution procedure:

- Will be done in a fair and timely manner
- Will not involve any bullying, harassment, victimisation or discriminate any parties involved
- Any conflict of interests will be removed from the investigation
- Privacy and confidentiality will be upheld throughout the entire process for all parties involved

The formal dispute resolution procedure needs to be followed to allow Comgroup Supplies Pty Ltd to uphold our commitment. The formal dispute resolution procedure is as follows:

1. Talk to your direct line manager regarding the problem. There could be a chance that your manager isn't aware of the situation at hand.
2. If you have tried talking with your line manager and they haven't been able to solve the issue, the next step is to put it in writing and submit that to your manager. This is to ensure there is no confusion surrounding each of the concerns.
3. If your line manager hasn't been able to solve the issue in a timely manner, this is where you can contact the People and Safety Team to address the issue. A member of the People and Safety Team will follow up with the issue until it can be resolved.
4. On the occasion a member of the People and Safety Team cannot address the issue, the concern is to be brought up with the department head in your field.

Steven Myler  
**CEO**

  
Signature

Terry McManus  
**Head of People and Safety**

  
Signature