

# EMPLOYMENT DISPUTES POLICY



## CREATING A HARMONIOUS WORKPLACE

### Background

We believe that harmonious workplace relationships are essential to optimum business efficiency. Even minor problems can develop into disputes if they are not dealt with quickly and effectively. In order to operate effectively, we need to set standards of performance and conduct that are reinforced by company rules, as well as providing a channel by which employees can raise complaints with management, if they feel necessary

### Policy

Rydon is fully committed to providing a harmonious workplace and we aim to ensure that any conflicts are dealt with at an early stage and are resolved before they escalate and lead to the breakdown of working relationships.

#### Informal Approach

Often a 'stitch in time can save nine!' If employees are unhappy about anything to do with their work, we believe it best to settle the issue as soon as possible rather than letting it simmer. We encourage staff to do this by bringing the matter to the attention of their manager to give them the opportunity to help guide the individual through to resolution.

Sometimes, for whatever reason, individuals working together simply do not see 'eye to eye'. As a result, friction occurs which can disrupt working relations affecting not only those directly involved but also their colleagues. In most cases, we offer mediation to help both parties reach an agreement on a way forward. Mediation takes place with an independent third party, usually from the HR Department, and can be very effective, even in situations where an impasse appears to have been reached. Mediation is a voluntary process and will only take place if both parties agree.

#### Formal Approach

##### Disciplinary

The purpose of the Disciplinary Procedure is to encourage improvement in an individual's conduct or performance. We will use disciplinary procedures as an aid to effective management, to be used primarily as a means of modifying people's behaviour in line with Rydon's aims. The procedure sets out the actions which will be taken when Rydon's rules are breached.

##### Grievance

It is Rydon's policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible. The procedure sets out the actions to be taken when an employee has a grievance.

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### Appeal

We will ensure an employee is provided with the right of appeal to any decision made following a Disciplinary or Grievance hearing.

This policy aims to ensure that all employees are treated in a fair, consistent and equitable manner by having transparent procedures to effectively deal with situations. It is the responsibility of all our employees to ensure they are fully compliant with all Rydon's policies and practices thereby reducing the number of disputes that arise.

Our ultimate aim is to ensure unlawful and unfair practices do not occur.

This policy is communicated to all new staff when they join the company and is referenced in a number of internal training programmes. It is also available for viewing on the company intranet.

### Governance

Company policy is approved by the Group Board which is chaired by the Chief Executive. Each policy is reviewed at least annually to ensure that we respond to clients, business strategy, legislation and any standards or codes of practice determined by the market.

Oversight of the Employment Disputes Policy is the responsibility of the Director of SHE, HR and Office Services. A number of working groups exists throughout Rydon to respond to and feed into policy requirements.

Signed: 

**Donna Newell**  
Director of SHE, HR and Office Services

Signed: 

**Robert Bond**  
Group Chief Executive

Dated: October 2011