

## UNITED KINGDOM & REPUBLIC OF IRELAND - GRIEVANCE PROCEDURE

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**Responsibility for this document:**

The functional responsibility for the development, review and maintenance of this document rests with the Senior P&O Manager, P&O Policy & Governance, East Region.

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## 1 Purpose and Scope

In line with our aim to create a great place to work, we foster a Speak Up culture in which employees can raise any workplace problems, complaints or concerns in a supportive framework and we will ensure that all grievances are dealt with consistently, fairly and promptly. You will not be discriminated against or subjected to any detrimental treatment for raising a grievance in good faith in accordance with this procedure.

Many grievances (as defined in section 4) can be resolved informally. However, if an informal approach does not resolve matters, or is not appropriate, you may choose to raise a formal grievance.

This procedure outlines the grievance requirements, the roles of those involved and the support that is available to you.

This procedure does not form part of your terms and conditions of employment, and we reserve the right to amend it at any time.

This procedure applies to all employees who are employed by Wood in the United Kingdom and the Republic of Ireland.

This procedure will be superseded by the content of any recognised collective bargaining/working rule agreements, site agreements or individual contracts of employment, in the event of there being any difference(s) in arrangements. Issues that are the subject of collective negotiation or consultation with a trade union will not be considered under this procedure.

This procedure does not apply to contractors, consultants or any self-employed individuals providing services to Wood.

### 1.1 Ethical Concerns

We all have a duty to report any unethical, illegal or suspicious activity or concerns that our Code of Conduct is not being followed.

If you have or are alerted to any ethical concerns, you should promptly escalate this to Ethics & Compliance with as much information as possible.

Reports can be made confidentially via our Speak Up resources (as defined in section 4) or anonymously via the Wood Ethics Helpline, which is operated by a third-party provider and is available 24 hours a day, 7 days a week, online and telephonically.

## 2 Roles and Responsibilities

The following roles and responsibilities apply within the context of this procedure.

### 2.1 Employees

- Speak up by raising any grievance as early as possible and in line with the requirements outlined in this procedure.
- Treat, in a confidential manner, information communicated to them in connection with investigation or grievance matters.

## 2.2 Managers

- Create an open-door policy where direct reports and other employees feel comfortable to voice concerns.
- Extend fair and equal treatment to all employees in relation to the application of this procedure.
- Investigate or take necessary action when a grievance matter is brought to their attention.
- Encourage employees to use the formal procedure if informal resolution is not possible or appropriate.
- Decision making in grievance investigations and grievance proceedings.
- Ensure that action decided upon is implemented.
- Maintain confidentiality throughout the grievance process.
- Protect from retaliation anyone who raises a good faith concern or participates in a grievance investigation.

## 2.3 People & Organisation (P&O)

- Provide advice and guidance to employees and managers on the application and interpretation of this procedure.
- Support managers with grievance investigations and grievance proceedings. Responsibility for decision making rests with the appointed grievance manager.
- Record grievance related documentation in employee files.
- Maintain confidentiality throughout the grievance process.

## 3 Grievance Requirements

### 3.1 Informal Grievance

In the first instance, you should raise any grievance that you may have informally with your manager as early as possible. If your grievance is about your manager, you should raise this with the next level of management or P&O.

The relevant manager will give you the opportunity to explain your grievance and seek to identify whether the issue can be resolved informally. Many concerns can be resolved informally.

However, while we encourage the informal resolution of complaints, we recognise that this is not always possible or appropriate, for example if a grievance relates to a serious issue such as discrimination. Therefore, if the informal process does not resolve matters or is not appropriate, you should raise a formal grievance under this procedure.

## **3.2 Formal Grievance**

### **3.2.1 Formal Grievance Submission**

Where your grievance has not been resolved informally, or if your grievance is serious in nature, you should raise the matter formally in writing.

It is important that you clearly set out the nature of your grievance and indicate the outcome that you are seeking. If your grievance is unclear, we may ask you to clarify your complaint before we hold a grievance meeting.

Your complaint should be headed "formal grievance" and sent to your manager. If the complaint relates to your manager, you should send your written grievance to the next level of management or P&O.

### **3.2.2 Grievance Investigation**

Your grievance will be kept confidential as far as possible.

After an initial grievance meeting, the relevant manager may, with support from P&O, carry out further investigations and hold further meetings as appropriate. Any such meetings will be convened without unreasonable delay.

The level of investigation and time it will take will vary depending on the nature of your grievance.

### **3.2.3 Grievance Meeting**

On receipt of your formal grievance, you will be invited to attend a grievance meeting.

The grievance meeting will be held within seven calendar days of receiving your formal grievance. However, if this is not possible, you will be informed of the reason for any delay.

You are entitled to be accompanied at the grievance meeting (see section 3.3 for further details).

Where it is not possible to hold a face-to-face meeting, the grievance meeting will be conducted remotely.

The grievance meeting will be conducted by your manager, supported by P&O, unless your grievance relates to your manager in which case it will be conducted by another appointed grievance manager. P&O will assist the business with appointing a suitable grievance manager.

The purpose of the grievance meeting is for you to explain the nature of your complaint and what action you feel should be taken to resolve the matter. If more information comes to light, it may be necessary to adjourn the grievance meeting to conduct further investigation and reconvene the meeting when this has been done.

P&O will produce a written summary of the key points discussed at the grievance meeting; this will not be a verbatim account.

If you are unable to attend the grievance meeting because of circumstances beyond your control, you should inform the manager conducting the meeting as soon as possible.

If you fail to attend without good reason, or if it appears that you have not made sufficient attempts to attend, the grievance meeting may take place in your absence, based on your written grievance and any other supporting documentation available.

If you have difficulty at any stage of the grievance process because of a disability or language barrier, you should raise this with the manager hearing the grievance as soon as possible and reasonable adjustments/arrangements will be considered as appropriate.

### **3.2.4 Grievance Outcome**

Following the grievance meeting, the relevant manager will inform you, verbally and in writing, without unreasonable delay of the outcome.

### **3.2.5 Appeal**

If you are not satisfied with the outcome of your grievance, you may submit a formal appeal.

You should appeal in writing to the relevant person named in the outcome letter within seven calendar days of the date on which the outcome of your grievance was confirmed to you.

Your written appeal must clearly state the basis on which you consider that your grievance has not been satisfactorily resolved; this must relate specifically to the existing grievance and not introduce any new grievance.

You will be invited to attend an appeal meeting. The appeal meeting will be held without unreasonable delay.

You are entitled to be accompanied at the appeal meeting (see section 3.3 for further details).

Where it is not possible to hold a face-to-face meeting, the appeal meeting will be conducted remotely.

The appeal meeting will be conducted by a manager who was not involved in the original case and, as far as reasonably practicable, will be a more senior manager than the one who dealt with the original grievance. P&O will assist the business with appointing a suitable grievance appeal manager.

The appointed grievance appeal manager will consider the grounds for appeal and decide whether the decision made was reasonable based on the evidence captured through initial investigations. It is not an opportunity to rehear the original grievance, where matters would be looked at afresh.

P&O will produce a written summary of the key points discussed at the appeal meeting; this will not be a verbatim account.

If you are unable to attend the appeal meeting because of circumstances beyond your control, you should inform the appointed grievance appeal manager as soon as possible.

If you fail to attend without good reason, or if it appears that you have not made sufficient attempts to attend, the appeal meeting may take place in your absence, based on your written appeal and any other supporting documentation available.

Following the appeal meeting, the appointed grievance appeal manager will inform you, verbally and in writing, of the outcome without unreasonable delay.

The outcome of the appeal is final.

### **3.3 The Right to be Accompanied**

You have the right to be accompanied at any grievance meeting(s) and any resulting appeal meeting by a companion who is either a work colleague, or where recognised by the Company, a trade union representative, or an official employed by a trade union.

If you wish to be accompanied, you must let the manager holding the meeting know the name of your chosen companion in good time beforehand.

If your choice of companion may have a potential conflict of interest or may, in our view, prejudice any grievance or appeal meeting, you may be asked to choose someone else to accompany you. We may also ask you to choose a different companion if they will not be available within five working days of the original meeting date.

Your companion may address the meeting to put and sum up your case, respond on your behalf to any view expressed at the meeting and confer with you during the meeting.

### **3.4 Sickness Absence during Grievance**

If you have raised a grievance and are absent on sick leave, we will take steps to determine whether you are well enough to attend the meeting, even though you are not fit for work. If necessary, we may obtain medical advice on your ability to take part in the meeting, even if declared not fit to perform your usual work duties, and what, if any, reasonable adjustments could be made to facilitate your attendance.

If you are still deemed unable to attend, we may postpone the meeting or, in exceptional circumstances, decide on the outcome based on the information available where appropriate.

### **3.5 Overlapping Grievance and Disciplinary/Capability Cases**

If you have a grievance that relates to ongoing disciplinary or capability proceedings, you should raise this during the relevant procedure (for example during the disciplinary/capability meeting or appeal stage).

If you raise a grievance during disciplinary or capability proceedings that is unrelated to those proceedings, the disciplinary or capability proceedings and grievance procedure will normally run independently in parallel.

### **3.6 Employee Assistance Programme**

We recognise that a grievance process can be stressful and upsetting. Support is provided through the Wood Employee Assistance Programme and can be accessed during the grievance process. Contact details are available on the Wood Intranet or can be obtained via P&O.

### **3.7 Collective Grievance**

If you and another employee (or more than two of you) have identical grievances and you all wish to have it addressed in one grievance process, you can raise a collective grievance.

If you are raising a collective grievance, the requirements set out in this procedure are varied as set out below. If, however, a collective grievance is raised by two or more employees whilst working under a recognised collective bargaining/working rule agreement, then the

terms of that agreement may supersede this procedure in relation to the collective grievance process.

We reserve the right to hear grievances individually if all employees do not voluntarily agree to the collective grievance process, if the grievances are not identical, or there are exceptional circumstances.

### **3.7.1 Formal Collective Grievance Submission**

Your written complaint should be headed "formal collective grievance". Your complaint must be submitted in one document and clearly identify and be signed by each employee raising the collective grievance.

You and your colleagues will need to nominate one of you to act on behalf of all of you throughout the collective grievance process. Your written grievance must identify whom has been appointed to be the nominated representative. If you and your colleagues are all members of the same trade union, your trade union representative may raise the collective grievance on your behalf and perform the role of the nominated representative.

Your written grievance should be sent to the nominated representative's manager. If the complaint relates to the nominated representative's manager, the written grievance should be sent to the next level of management or P&O.

### **3.7.2 Collective Grievance Meeting**

The person who has been appointed to be the nominated representative will be invited to attend one collective grievance meeting.

The collective grievance meeting will be held within seven calendar days of receiving your formal collective grievance. However, if this is not possible, the nominated representative will be informed of the reason for any delay.

The nominated representative is entitled to be accompanied at the collective grievance meeting (see section 3.3 for further details).

Where it is not possible to hold a face-to-face meeting, the collective grievance meeting will be conducted remotely.

The collective grievance meeting will be conducted by an appointed manager, supported by P&O. P&O will assist the business with appointing a suitable manager.

The purpose of the collective grievance meeting is for the nominated representative to explain the nature of the complaint and what action they feel should be taken to resolve the matter.

P&O will produce a written summary of the key points discussed at the collective grievance meeting; this will not be a verbatim account.

If the nominated representative is unable to attend the collective grievance meeting because of circumstances beyond their control, they should inform the manager conducting the meeting as soon as possible.

If the nominated representative fails to attend without good reason, or if it appears that they have not made sufficient attempts to attend, the collective grievance meeting may take place

in their absence, based on the written collective grievance and any other supporting documentation available.

### **3.7.3 Collective Grievance Outcome**

Following the collective grievance meeting, the relevant manager will inform the nominated representative, verbally and in writing, without unreasonable delay of the outcome.

### **3.7.4 Appeal**

If you or any of your colleagues are not satisfied with the outcome of your collective grievance, you may submit a formal collective appeal.

You should appeal in writing to the relevant person named in the outcome letter within seven calendar days of the date on which the outcome of your collective grievance outcome was confirmed to the nominated representative.

Your written appeal should be headed "formal collective appeal". It must be submitted in one document, clearly identify any person wishing to withdraw from the process and be signed by those wishing to appeal. It must clearly state the basis on which those wishing to appeal consider that their collective grievance has not been satisfactorily resolved; this must relate specifically to the existing collective grievance and not introduce any new grievance. It must also identify whom has been appointed to be the nominated representative throughout the appeal stage.

The nominated representative will be invited to attend one collective appeal meeting. The collective appeal meeting will be held without unreasonable delay.

The nominated representative is entitled to be accompanied at the collective appeal meeting (see section 3.3 for further details).

Where it is not possible to hold a face-to-face meeting, the collective appeal meeting will be conducted remotely.

The appeal meeting will be conducted by a manager who was not involved in the original case and, as far as reasonably practicable, will be a more senior manager than the one who dealt with the original collective grievance. P&O will assist the business with appointing a suitable collective appeal manager.

The appointed collective appeal manager will consider the grounds for appeal and decide whether the decision made was reasonable based on the evidence captured through initial investigations. It is not an opportunity to rehear the original collective grievance, where matters would be looked at afresh.

P&O will produce a written summary of the key points discussed at the collective appeal meeting; this will not be a verbatim account.

If the nominated representative is unable to attend the collective appeal meeting because of circumstances beyond their control, they should inform the manager conducting the meeting as soon as possible.

If the nominated representative fails to attend without good reason, or if it appears that they have not made sufficient attempts to attend, the collective appeal meeting may take place in

their absence, based on the written collective appeal and any other supporting documentation available.

Following the collective appeal meeting, the collective appeal manager will inform the nominated representative, verbally and in writing, of the outcome without unreasonable delay. The outcome of the collective appeal is final.

If only one employee wishes to appeal, the normal grievance process will apply to the appeal.

## 4 Definitions

The following terms are used within this document.

Term	Definition
Grievance	A grievance is a concern, problem, or complaint that an employee raises with their employer. A grievance might concern matters such as an employee's work, physical working environment, pay and benefits, working hours, health and safety, working relationships, or general treatment at work.
Speak Up resources	Our Speak Up resources include: <ul style="list-style-type: none"> <li>• your manager;</li> <li>• another manager in the business;</li> <li>• your local P&amp;O representative;</li> <li>• Wood Legal, Ethics &amp; Compliance; and</li> <li>• the Ethics Helpline (<a href="https://woodplc.ethicspoint.com">https://woodplc.ethicspoint.com</a>).</li> </ul>
We	The Company (i.e., Wood and its affiliated entities).

## 5 References

Document title	Document no.
Business Ethics Reporting and Anti-Retaliation Policy	COP-POL-100002
Code of Conduct	COP-PLD-100008
Human Rights	HRM-POL-100016

## 6 Revision History

Rev no.	Rev date	Summary of changes
0	04-Dec-2023	New document, replaces HRM-PLD-100020 – UK & Republic of Ireland Grievance Policy as has been reclassified as a procedural document.