



Issue Resolution Process

Communication is vital to creating and maintaining an effective and respectful team and workplace.

With diversity comes ranging views, experiences, beliefs and practices, therefore it is inevitable for there to be differences of opinion and challenges in engaging with others on occasion.

It is important in all of these instances to remember that this is a workplace and that the relationship is governed by workplace laws and AKD's expectations of behaviour towards one another.

In the event of the issue occurring:

STEP 1:

Attempt to resolve the issue

In the first instance and only if it is safe and appropriate to do so, you should attempt to respectfully resolve the issue with the individual involved. Seek advice on how to do so should you need.

STEP 2: Escalation

Should you be unable to satisfactorily bring conclusion to the issue or believe you need to escalate the issue the following sequence of escalation should be used as a guide to effectively and fairly resolve the matter or disagreement:

Escalate to Supervisor

Begin by discussing the problem with your immediate Supervisor. Your supervisor should always be your first point of contact for any issue resolution needed.

Escalate to Management

If the issue remains unresolved or you feel you have been treated unfairly, escalate the matter by discussing it with your Department Manager and then Site Manager if the problem persists.

Escalate to Executive

Should the issue continue to remain unresolved or it is a matter of urgency or criticality escalate to your respective Executive Manager, followed by the CEO. Out of respect to the process and also to the supervisors and managers, issues should only be escalated to the CEO once all other escalation points have been exhausted.

IMPORTANT: At any stage throughout this process, members of the Human Resources or Safety Teams can be engaged if you believe it is necessary or if you feel uncomfortable speaking with your Supervisor or Manager.

Additionally, the dispute resolution outlined within the site Enterprise Agreement can be referred to, providing another avenue for resolution.

For safety related issues there is also your shift designated health and safety representative.