

1. Purpose

Aurora Labs Ltd. is committed to providing a workplace of respect and good relations amongst all employees. Employee satisfaction and Aurora Labs performance is directly related to how well individuals work together as a team and how they relate to their colleagues and clients.

In order to assist employees who are faced with circumstances in which they feel aggrieved Aurora Labs has a Dispute and Grievance policy. The purpose of this policy is to allow employees/contractors who have such concerns, raised as grievances, addressed in-house in timely and confidential manner.

Aurora Labs aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

2. Applicability

This policy applies to all activities, and all those involved in those activities, including employees, contractors, customers and visitors, that take place on work premises and elsewhere where activities are undertaken in the course of employment, or at work-related activities, such as social functions.

3. Policy

3.1. Definition of Grievance

For the purposes of this policy, a grievance is defined as any type of problem, concern, dispute or complaint related to work or the work environment which cannot be resolved through normal day to day communication.

3.2. Guidelines of Grievance Handling

The following principles will be applied when managing any Aurora Labs workplace grievances, subject to any relevant circumstances.

- 3.2.1. Confidentiality – So far as possible, all grievances raised will be treated confidentially. The grievance will not be discussed with persons not related to the grievance policy.
- 3.2.2. Impartiality – All discussion and investigations will be conducted in an impartial manner.
- 3.2.3. Sensitivity – All employees who raise a grievance will be treated fairly. All people handling the grievance will be sensitive to the needs of those directly involved and other directly affected by the grievance.
- 3.2.4. Each grievance will be dealt within as short a time as possible, based on circumstances

3.3. Grievance Guidelines

Employees have the following options in having their grievance resolved.

- 3.3.1. Speak to the person causing a problem.

If the employee feels comfortable with speaking to the person(s) who is the source of the grievance in the first instance, then this should be actioned, as often it is the easiest way of resolving an issue. The person may have not have been unaware of the effect of their behaviour or decision. By discussing it with them, they have a chance to remedy the situation. If the employee does not feel that they can approach the person(s) directly, or their direct approach does not have the desired impact, then the following steps should be considered:

3.3.2. Speak to your Manager or Human Resources.

The employee should discuss the grievance with their Manager, and the Manager can then discuss the options to address the grievance.

If the employee is uncomfortable with discussing the grievance with their Manager, then Human Resources, a member of the management team or CEO may be contacted as an alternative.

The Manager (or Human Resources, a member of the management team or CEO) will:

- 3.3.2.1. Obtain details of the grievance
- 3.3.2.2. Discuss the informal and formal options for resolving the grievance
- 3.3.2.3. Provide guidance about the options for resolving grievances

The Manager may approach the person complained about and talk to him/her informally about the grievance.

Informal options can also include mediation, conciliation, education / training or discussions facilitated by the Human Resources. The nature of mediation or conciliation will depend on the circumstances; however, it generally involves two parties meeting with an impartial facilitator (typically a HR member) who assists them to reach an outcome to which they can both agree and which will resolve the issue. There will be circumstances where informal resolution options are not appropriate (e.g. allegations of serious misconduct, discrimination, harassment, bullying or victimisation).

3.3.3. Make a formal complaint.

The employee may elect to make a formal complaint by putting the complaint in writing to Human Resources or CEO. The written complaint should be a full description with as much relevant information as possible and should contain a description of the incident(s), decision, behaviour in question, the time and date of the incident(s), the names of the witnesses, and the date of the complaint. A formal complaint will result in an investigation.

3.3.4. The Investigation

In some circumstances a thorough investigation will be required. This will usually be conducted by Human Resources. In all instances, attempts will be made to resolve grievances between parties involved where appropriate (e.g. arising from miscommunication or differences of perception).

The investigator will interview the employee making the claim, any witnesses, the person against whom the complaint is made, and that person's manager. Any person interviewed may request to have a support person present. The interviewer will be someone impartial to the grievance reported.

The recommended time for completing the investigation is no longer than two weeks. If the investigation has taken longer than two weeks, the person who has reported the grievance is in their right to raise their concerns with the CEO.

3.4. Decisions and Outcomes

If the investigation reveals that the complaint or aspects of it is valid, actions will be taken depending on the nature and seriousness of the complaint. Actions may include, but are not limited to: a written apology; a written warning, counselling, education/training, transfer, demotion, or dismissal. Wherever practicable, any decision in relation to action to be taken following a formal grievance investigation, is to be made by a manager who is separate from the investigation.

If the investigation is inconclusive, i.e. the complaint cannot be proved due to lack of evidence; the company may nevertheless take action. These may include, but are not limited to, counselling of the employees involved in the complaint, education / training and monitoring the future behaviour of employees involved in the complaint.

If the decision maker requires further information they can request this from the employees involved in the complaint.

If the complaint is found to have been thoughtless or fabricated, action may be taken against the complainant. This may involve any of the actions listed above.