

**HALEON**

# **Employee's Grievance Policy**



## **1. Objective:**

In any organisation employees may have problems or concerns about their working environment, including terms and conditions of employment that they wish to raise and have resolved. Where these issues cannot be resolved informally, a grievance procedure provides a mechanism for these to be internally dealt with fairly, sensitively and in a timely manner.

## **2. Policy Statement:**

All employees have the right to seek redress for grievances relating to their employment. Grievances or any other problems arising in connection with work should be raised without unreasonable delay and will be settled quickly and fairly and as near to the point of origin as possible. Employee may raise their grievance to their Manger, to Head of Department, to ER/HR, through Service Now or through Speak Up channel.

Each stage of the grievance will be heard as soon as possible unless there are circumstances that prevent this, in which case, the employee will be informed. Passage of time since the issue occurred may be a relevant consideration; the Company will determine the impact of any delay in raising the issue including whether or not some or all of those issues should be investigated.

Where an employee raises more than one grievance at the same time, these will be heard together at one grievance hearing. Employees will not be penalised for raising a grievance in good faith. However, raising unfounded allegations with malicious intent is a serious disciplinary matter.

The Company will endeavour to maintain confidentiality in respect of all concerns raised, where possible and appropriate.

The procedure outlined in this policy will apply to both employees (the complainant and the respondent).

The contents of this policy are not contractual. An employee should refer to his/her Haleon Terms and Conditions of Employment for contractual information relating to his/her employment. However, it is the responsibility of every employee to familiarise him/herself with, and to comply with, this policy.

## **3. Scope:**

This policy applies to all Haleon employees within all business units, regions, and functions. The policy is intended to deal with grievances of an individual nature and not issues relating to the conduct of the Company's business, which are covered by the Haleon Code of Conduct.

Grievances that are clearly defined as harassment or bullying will be investigated and handled under the Global Haleon Harassment and Bullying Grievance Policy.

Complementary workers (workers at Haleon who are not on permanent or fixed term contracts) are not employees of Haleon and are not subject to this policy. Alleged grievance issues relating to workers employed at Haleon via a third-party provider (including workers who provide their service to agencies via their own limited entity) should be referred to the third party provider.

## 4. Key Principles:

The grievance procedure is broken down into stages.

### **Stage 1 – Informal Resolution of Grievance**

- Employees should seek informal resolution of issues with their immediate line managers, to avoid the need to escalate or formalise these. This may be through mediation facilitated by HR or engaging willing colleagues to facilitate and support the resolution of these issues (for union members this includes on-site Trade Union representatives). Dealing with grievances in this way fosters good industrial relations and can often lead to a quick and satisfactory resolution. Both the manager and the employee should agree a final note of the discussion, which may be held on the employee's HR file.
- The manager and/or the employee may raise their grievance through Serviec Now for low level concerns via "Raise a concern" channel on Service Now.

### **Stage 2 – Formal Resolution of Grievance**

Stage 2 of the procedure occurs when the grievance cannot be resolved via Stage 1 discussions. All grievance received through Speak Up channel will be resolved through formal method.

The following process should be followed:

- The employee with a grievance should put this in writing, stating why Stage 1 was unsuccessful. This should normally be sent to his/her immediate line manager or the line manager's manager. However, if an employee feels uncomfortable approaching his/her line manager or more senior management then ER/HR may be approached in the first instance.
- The employee must be provided with the right to be accompanied by a Haleon employee or trade union representative if applicable;
- The meeting will be adjourned if any investigation is required, or to review the information provided;
- The decision will be confirmed in writing after the meeting;

### **Right to be accompanied**

An employee raising a grievance is entitled to be accompanied and supported if she/she so wishes, at each stage of the procedure (from providing a statement to appeal stage) by a Haleon employee or trade union representative. An employee may not insist on being accompanied by someone whose presence would prejudice the hearing. Someone asked to be a companion is not obliged to agree to the request.

### **• Role of the companion**

- Familiarize him/herself with the case;
- Assist the employee in preparing for the case;
- Confer with the employee before and after the hearing;
- Present and sum up the employee's case, as agreed with the employee;
- Address the hearing, as agreed with the employee;
- Respond on the employee's behalf to any view expressed at the hearing, and
- Ask for adjournments if necessary;

If the grievance relates to harassment or bullying, the Harassment and Bullying Grievance Policy will be instigated.

### **Role of the HR Manager**

- Providing clarity on policy and process;
- Appointing Enquiry Officer;
- Ensuring a fair and consistent process is followed;
- Convening the Grievance Hearing;

The employee raising the grievance will be given at least three working days notice in writing of the grievance hearing.

The employee will be:

- Advised that a hearing is to be held under the Company's Disciplinary Policy and Procedure;
- Provided with a copy of the policy if he/she has not already received one;
- Given confirmation of the details of his/her grievance;
- Notified of the date, time and venue for the hearing;
- The procedure at the Grievance hearing will follow the procedure of a Disciplinary Hearing (please refer to the Disciplinary Code and Procedure for Employees);
- Hearing outcomes will be shared with employees by HR or hearing manager

## **5. Where to raise questions, concerns or exceptions**

If you are unsure about how to apply this policy or need to raise an exception to it, please bring this to the attention of your Line Manager or contact HR via the [Service Portal](#).

If you see any violations of this company policy, please report it through the appropriate Speak Up channels. To find your local Speak Up integrity line number or to report online, please visit: [Speak Up \(sharepoint.com\)](#).