

Grievance Policy

Introduction

This policy sets out Enzygo Ltd and Enzygo Geoenvironmental Ltd approach to identifying, raising, managing and resolving grievances from internal stakeholders, i.e. employees. Effective grievance handling helps maintain a fair, respectful, and supportive work environment where concerns are addressed promptly, objectively, and consistently.

The policy outlines how concerns are raised, how informal and formal processes are applied, how investigations are completed, and how outcomes are communicated and recorded. Grievance management is a shared responsibility across all levels of the organisation.

Policy Statement

Enzygo is committed to a structured, accessible and proportionate grievance mechanism that allows employees to raise concerns relating to employment, operations, service issues, community impact, safety or conduct.

Enzygo commits to:

- Clear channels for raising concerns
- Protection from retaliation
- Objective, confidential and respectful handling
- Transparent communication
- Corrective action where required
- Learning from grievances to improve practice

Grievances must be handled sensitively, promptly and in line with legal and policy requirements.

Procedures for Internal Employees and External Stakeholders

Internal Stakeholders: This mechanism applies to grievances raised by internal stakeholders, these include: employees, workers, apprentices, students, agency staff and former employees.

External Stakeholders: External stakeholder that wish to raise a complaint should follow the procedures outlined within the companies Complaints Policy.

Grounds for Accepting Grievances

Grievances are accepted when they involve legitimate concerns relating to behaviour, service, decisions or impact. Grievances may arise from:

- Conduct or treatment at work
- Management decisions
- Working operational conditions or practices
- Perceived unfairness or inconsistencies

Concerns may be raised informally or formally, depending on seriousness.

Grievances may not be accepted if they are vexatious, malicious, repetitive without new evidence, or outside Enzygo's remit.

Informal Resolution Process

Informal resolution is the preferred first step and can frequently solve problems without the need for written record.

Employees should:

- Raise the concern with their line manager or HR
- Discuss the issue directly where possible

Informal resolution may include facilitated discussion, mediation, process clarification or agreed changes to working practices. Notes should be kept during this process. If an informal resolution is not appropriate, the formal process should be used.

Formal Grievance Process

1. **Document Submission** - To start the formal process, a written **Notification of Grievance Form** must be completed, including:
 - Details of the Grievance
 - Chronology and relevant dates
 - Supporting evidence
 - Steps taken informally
 - Desired outcome

The document can be found on companies internal system and the website.

The form should be submitted to the employee's line manager and HR.

If the line manager forms part of the grievance, the form should be submitted to a supporting team manager or office lead and HR.

2. **Appointment of a Grievance Manager** - HR will appoint an independent Grievance Manager to ensure fairness, timely progress and effective communication. At each grievance meeting held under the formal procedure, the employee has a right to be accompanied by a colleague or a trade union official. The Organisation reserves the right to engage external third-party assistance at any stage of the grievance process. In addition, a representative from the Organisation's HR department will be present at all formal grievance hearings.
3. **Investigation Process** - Investigations establish facts objectively and may include:
 - Reviewing documents
 - Interviewing the complainant
 - Interviewing individuals involved or witnesses
 - Reviewing policies and previous decisions

An investigation report will summarise evidence, inconsistencies and any unsubstantiated areas. Witness confidentiality is respected where possible but cannot be guaranteed.

4. Decision Meeting - The Grievance Manager will:

- Invite the employee to a decision meeting
- Present findings
- Confirm whether the grievance is upheld, partly upheld or not upheld
- Outline any actions
- A written outcome letter will follow.

5. Appeals – All parties may appeal within 10 working days, providing grounds and evidence.

An impartial Appeal Manager will review whether the process was followed, consider new evidence and assess whether the decision was reasonable. The appeal outcome is final.

Roles and Responsibilities

Internal parties: raise concerns early and engage constructively.

Line Managers: support informal resolution, seek HR advice, and ensure fairness.

Grievance Managers: lead investigations, ensure timely and fair handling, and issue evidence-based decisions.

Appeal Managers: objectively review appeal grounds and outcomes.

HR: advise, ensure compliance and consistency, support investigations, and maintain records.

Timescales

Grievances should be progressed promptly. Any significant delays will be communicated, and all parties should prioritise progress. However, there may be extenuating circumstances that are outside of either parties' control, for example, where a key witness is unavailable or the grievance requires extensive investigation.

Where it is not reasonably practicable to adhere to the deadlines, both parties will discuss any extension to the timelines.

Mediation

Mediation may be used where both parties agree. It is suitable when communication is possible, both parties seek a constructive outcome, and no punitive actions are expected. The organisation reserves the right to seek assistance from external mediators at any stage of the grievance procedure. If unsuccessful, the formal process resumes.

Confidentiality & Reasonable Adjustments

All stages of the process are confidential. Documents must be appropriately marked and shared only with directly involved parties.

Reasonable adjustments will be made to the procedure for disabled employees. Any employee who experiences difficulty with the procedure for any reason should seek assistance from the HR department.

Interaction with Other Procedures

If a grievance arises during another formal procedure (e.g., disciplinary), the issue may be addressed within the same process, or the process may be paused if the grievance affects fairness. Vexatious grievances raised to obstruct proceedings may lead to disciplinary action.

Sickness Absence During Proceedings

Short absences may cause delays; longer or related absences may require medical advice or alternative meeting arrangements. In some cases, proceedings may continue in the employee's absence. HR must be consulted.

Ex-Employees

Should a grievance be raised by an employee leaving the Organisation, where possible, the grievance procedure will be concluded whilst they remain in employment. If it is not possible to conclude the process prior to their exit from the business, then it may be necessary to modify the procedure to complete it.

Should an ex-employee raise a grievance under this procedure, the Organisation reserves the right to modify the procedure outlined above. This includes, but is not limited to, providing a written response.

Monitoring, Review and Continuous Improvement

This policy will be reviewed regularly to ensure it reflects current legislation, best practice and organisational needs. Enzygo reviews grievance data regularly, including trends, learning points, feedback and compliance. Insights are used to improve policies, training and management capability. Updates will be communicated to employees as required, and relevant procedures amended to support compliance.