

 GRIEVANCE PROCEDURE

It is Roubler’s objective to minimise and resolve grievances with employees as much as possible.

Employees and contractors shall first discuss the grievance or problem with a Roubler Account Manager within ***seven days*** of the grievance arising in an attempt to resolve it. Where the dispute concerns alleged actions of a Roubler representative, the employee/s may bypass this level in the procedure.

The Roubler representative shall respond to such request as soon as reasonably practicable under the circumstances.

If the procedure outlined above fails to resolve the matter or the employee is not satisfied with the proposed settlement or decision, he or she may, within ***seven days*** of notification of such settlement or decision, submit the grievance to a Regional Manager.

The Regional Manager shall respond to such request as soon as reasonably practicable under the circumstances.