

# ANZ Human Rights Grievance Procedure

## Basic outline of this procedure

Every person has the right to work and to be safe at work. Being forced to work, not being properly paid for work, or being tricked or trapped into doing a job can violate a person's basic human rights at work. There is no excuse for these things, or any other human rights violation. It should not happen in any workplace or to any worker.

OCS wants to make sure that the human rights of every person who works for our company or for any company or person that we work or do business with are protected.

If you think that there is a problem or issue with your (or anyone else's) human rights at work, then you can report this to OCS.

When OCS becomes aware of a potential problem with human rights for a person who works with us or anyone that we work or do business with, we will take it very seriously.

The full details of this Procedure (set out below) provide a road map for how OCS will deal with problems about human rights issues. Some of these details and steps include:

- Who, and how, a problem about human rights can be reported to OCS
- How OCS will deal with a problem about human rights once it is reported to us
- What will happen if OCS finds that a person's human rights have been violated
- How we will do our best to protect and respect any person who reports a human rights issue to us.

If you think that there is a problem or issue with your (or anyone else's) human rights at work, but you do not understand any part of this document, OCS is here to help. Please contact OCS' Company Secretary ([christine.johnson@ocsservices.com](mailto:christine.johnson@ocsservices.com), +61 407 428 785) and we will do our best to help.

## 1. Purpose

1.1. OCS Australia (including OCS & Midcity Group) and New Zealand (including OCS and 1M) ('OCS') is committed to protecting and respecting the human rights of all employees, contractors and all other individuals working in our operations and supply chain.

OCS has zero-tolerance for any form of human trafficking and modern slavery, including forced labour, forced marriage, debt bondage, the worst forms of child labour and deceptive recruiting practices.

OCS recognises that human rights in the workplace is not a fixed category. Relevant rights range from the fundamental right **to work** (free choice of employment) and rights **at work**, including ensuring just and favourable conditions of work, freedom from all forms of discrimination, and free association.

OCS stands for the promotion and protection of all internationally recognised human rights including (but not limited to) those set out in The United Nations Universal Declaration of Human Rights; The International Labour Organisation's Declarations on the Fundamental Principles and Rights at Work and the UN Guiding Principles on Business and Human Rights.

- 1.2. This Procedure provides a framework for raising and responding to complaints relating to potential human rights violations, including through appropriate remediation.
- 1.3. OCS will use its best endeavours to promptly and appropriately resolve any human rights issue raised under this Procedure.
- 1.4. This Procedure is intended to operate alongside OCS' general Whistleblower Policy. It does not replace or limit that Policy or any other channels of grievance, dispute resolution, or applicable human rights protections (formal or informal). As per clause 2.2 below, this Procedure is specifically focused on protecting human rights at work. It is not intended for concerns or disputes of a minor, general or non-rights-related nature such as those about human resources, minor personnel conflicts, staff performance issues, or other relatively common types of workplace dispute. This Procedure is subject to any relevant law or applicable collective agreement that may provide additional rights to workers or other affected stakeholders and does not in any way limit such additional rights.

## 2. Who can report a human rights issue under this Procedure?

2.1. Concerns, problems and complaints relating to any kind of work-related human rights violation or issue ("a human rights issue") can be raised under this Procedure by any interested person or stakeholder to OCS' operations, investment activities, or supply chain, including (but not limited to) any person connected to OCS in any of the following ways:

- OCS employees, board members, company directors and volunteers
- suppliers (direct or indirect)
- contractors (direct or indirect)
- people working for OCS' contractors, even if they are not employees
- a company or person with a direct or indirect business relationship with OCS (whether current or former)
- any business that is owned, managed or invested in by OCS
- a customer or client of OCS
- a relative or dependent of any of the people referred to above

2.2. A human rights issue in the workplace (i.e. the type of concern that can be raised under this Procedure) is an important right of the kind protected under international instruments including the Universal Declaration of Human Rights (UDHR), International Labour Organization (ILO) Core Conventions, United Nations Guiding Principles on Business and Human Rights (UNGPs), and OECD Guidelines for Multinational Enterprises.

Within the workplace, "human rights issues" should be understood as fundamental protections of:

- Freedom from forced labour, child labour, discrimination, and harassment.
- Right to safe and healthy working conditions.
- Right to fair wages, collective bargaining, and freedom of association.
- Right to be treated with dignity and respect.

Generally speaking, "human rights issues" do not include concerns or disputes of a minor, general or non-rights-related nature such as problems with human resources, minor personnel conflicts, staff performance issues, or other relatively common types of workplace dispute.

- 2.3. This Procedure will be made accessible to all OCS employees and will be published on OCS' website.
- 2.4. A human rights issue under this Procedure can be reported anonymously. Details of an anonymous report will, insofar as is reasonably practicable and in accordance with any overriding legal obligations (see clause 8, below), be kept confidential.
- 2.5. No retaliation, discrimination or non-preferential treatment will occur against any person or organisation for making a good faith complaint or report under this Procedure.
- 2.6. Where a human rights issue relates to OCS' direct operations and employees, our managers and staff will, where practicable and otherwise appropriate, encourage informal dispute resolution methods before formally implementing steps under this Procedure.

### 3. Reporting a Human Rights Issue

3.1. There are two main options for reporting a human rights issue under this Procedure:

- to the independent whistleblower service provider - **Safe Call**
- by writing (email or letter) directed to the Company Secretary.

3.2. If for any reason you do not feel safe or able to make a disclosure internally you may do so to our independent whistleblower service provider, Safe Call as part of our "Speak Up" program. (This process is the same as under OCS' Whistleblower Policy).

Safe Call operates under a Service Agreement with OCS Globally and acts as the intermediary, providing the means for a whistleblower to retain anonymity. Disclosures received by Safe Call are reported to OCS Group in accordance with this policy. Safe Call also enables us to obtain further information if required and enables the whistleblower to receive updates from us.

Using Safe Call allows you to either remain completely anonymous if you wish, identify yourself to Safe Call only, identify yourself to both Safe Call and OCS.

There are three Safe Call reporting options available:

#### **Telephone**

Free Call in New Zealand: 00800 7233 2255

Free Call in Australia: 1800 312 928

Available 24/7, 365 days a year. A translator service is also available if English is not your first language.

#### **Website:**

<https://www.safecall.co.uk/report>

#### **Email:**

[ocs@safecall.co.uk](mailto:ocs@safecall.co.uk)

Safe Call is an independent intermediary at all times whilst the reporting, investigation, and potential remediation of a human rights issue is underway. Safe Call will only communicate with those authorised within our organisation, including those authorised to investigate and take other action under this Procedure.

- 3.3. No human rights issue will be treated unfavourably in any way due to comprehension or communication difficulties by the person(s) reporting it, such as inability to provide a written submission in English or include the details specified in clause 3.4 below.
- 3.4. When reporting a human rights issue under this Procedure, you should, if you feel comfortable and are able to do so, include the following information:
- Details about the alleged breach, including:
    - the name of the OCS contact or the name of the relevant supplier or contractor,
    - the nature and extent of the human rights issue, including who is involved and what has happened
    - the name of the work site to which it relates (if relevant)
    - the date(s) when the alleged breach occurred, including whether it is ongoing, and
    - the persons potentially impacted.
  - Any supporting information (documents, records, footage or written communications) that the reporting individual has lawful access to and may tend to confirm or substantiate any aspect of the human rights issue.
  - Contact details (for grievances that are not anonymous) for the individual or organisation raising the human rights issue.
  - Whether the human rights issue, has been, or is proposed to be, reported through other avenues.
  - What would be a satisfactory resolution to the human rights issue, i.e. how the individual wants to see the problem fixed.

## 4. Initial Review Process

- 4.1. OCS is committed to efficiently addressing any human rights issue raised under this Procedure.
- 4.2. OCS will use reasonable endeavours to adhere to the timelines set for the resolution of a human rights issue. However, a speedy resolution may not always be practicable, including where a human rights issue is complex – such as involving numerous parties and/or covering different geographical locations. Where adjustments to the standard timeline are required, we will communicate the revised timeframe to interested stakeholders that are involved in the handling of the human rights issue at that point in time.
- 4.3. The Company Secretary has primary responsibility for assessing all complaints or concerns to initially determine its eligibility as to whether it falls within the scope of this Procedure. This includes identifying the potential breaches involved and relevant parties to the human rights issue. The Company Secretary should consider whether the human rights issue is more appropriately handled under OCS' general Whistleblower Policy.
- 4.4. The Company Secretary is to open a Human Rights Grievance File and promptly make initial contact with the person who has raised the human rights issue (assuming contact details have been provided).
- 4.5. Where it is determined that the human rights issue should not be dealt with under this Procedure, the Company Secretary will provide a written response to the complainant outlining the reasons for deemed ineligibility and suggesting any potentially appropriate alternative avenues (e.g. use of OCS' general Whistleblower Policy).

4.6. Where a human rights issue is deemed eligible for determination under this Procedure, the Company Secretary will provide a written response:

- confirming it will be dealt with under this Procedure
- outlining, in plain English, a step-by-step guide to the key steps that will be followed in resolving the human rights issues
- encouraging, where appropriate, the complainant to consider obtaining representation, support person(s) and/or other third-party assistance for the process, and
- confirming the position with respect to issues of anonymity and confidentiality, including any potentially foreseeable limitations (such as legal requirements to report allegations of serious criminal conduct to law enforcement authorities – see clause 8, below).

## 5. Investigation of human rights issues

5.1. The Company Secretary will prepare a written action plan to investigate an eligible human rights issue.

5.2. The Company Secretary will, insofar as is reasonably practicable, ensure all interested parties receive appropriate information on the investigation process, and ensure they remain updated with relevant information throughout the process. This general principle of disclosure is subject to:

- there being good reasons for not doing so (including a determined risk of retaliation or other adverse treatment of the complainant);
- the party who provided the information reasonably requests that specific details be withheld; and/or
- the information is sensitive or otherwise subject to potential legal or contractual restrictions on communication.

5.3. For cases involving OCS' suppliers or other third parties, the Company Secretary will work with personnel managing OCS' procurement in relation to the most appropriate approach to engaging with these suppliers/third parties.

5.4. Insofar as is reasonably practicable to do so, at appropriate intervals, the Company Secretary is to provide the person who has reported the human rights issue with an update as to the status of the matter, that may include a summary as to the general nature of investigations that are in progress, including the type of evidence or information being sought to determine the nature and extent of any alleged human rights breach.

## 6. Resolution and Remediation

6.1. OCS commits to responding as soon as reasonably practicable to appropriately remediate any adverse human rights impact that OCS is found to have caused or contributed to within its business operations. In circumstances where it is concluded that a human rights breach has occurred, appropriate remedial action is to be taken. The nature of the action will depend on a variety of factors, including the degree of harm caused and the extent to which OCS has caused, contributed to, or is otherwise linked to the breach.

6.2. Insofar as is reasonably practicable and depending on the nature and seriousness of the alleged human rights issue, OCS prioritises collaborative dialogue, including though mediation and other forms of alternative dispute resolution.

- 6.3. Remediation is to be appropriately tailored to the specific situation, with the overriding objective being to address the human rights issue practically and substantially in its proper context, with overriding regard for the wellbeing and restoration of any victim(s).
- 6.4. Where OCS' own operations or other form of direct action is found to have caused or contributed to adverse human rights impacts, the Company Secretary will consult with relevant stakeholders to develop and implement, as soon as reasonably practicable, an appropriate and comprehensive remediation plan.
- 6.5. All remediation action plans will include (but are not limited to):
- Steps and measures to remediate the harm caused both to the victim and to others who have been directly and adversely harmed by the breach (e.g. where a complaint is brought by a single worker, but a broader group of workers have also experienced the same human rights breach).
  - Steps to prevent or mitigate adverse human rights impacts in future.
  - The schedule for monitoring the implementation of the remedial action plan.
- 6.6. Where a third party is found to have caused or contributed to adverse human rights impacts, the Company Secretary will, if appropriate, collaborate with all relevant stakeholders in the timely development of a joint remediation plan.
- 6.7. If a third party is apparently unwilling or incapable to adequately develop and/or implement the proposed joint remedial action plan, the Company Secretary is to prepare a report in relation to the future management and business relationship with that third party. Management decisions may include, but are not limited to:
- Suspension or termination of supplier or other contracts, arrangements, professional relationships, and/or investments.
  - Targeted capacity building and provision of appropriate resources to prevent the reoccurrence and/or continuation of human rights issues.

## 7. Responsibility for administering this Procedure

- 7.1. The Company Secretary has primary responsibility for the practical operation of this Procedure, including (but not limited to):
- helping people who appear to have a human rights issue but do not understand, or otherwise require assistance, to report the issue under this Procedure;
  - the initial assessment of complaints and concerns to confirm whether they are eligible and otherwise appropriate for being dealt with under this Procedure;
  - seeking and obtaining information to enable OCS (or appointed external parties) to properly investigate and address a human rights issue raised under this Procedure;
  - coordinating all necessary steps for the effective implementation of this Procedure including tasks related to resolution and monitoring, disclosure and review of the Procedure's operation;
  - facilitating the involvement of interested third-party suppliers, contractors and other parties that may be implicated, directly or indirectly, in a human rights issue raised under this Procedure;
  - reviewing concerns, comments and other feedback received in relation to the operation and efficacy of this Procedure – whether raised generally or in connection with a specific complaint; and

- ensuring that a complainant and any other interested stakeholder(s) are, subject to overriding concerns such as confidentiality and other applicable legal requirements, kept updated in a reasonably prompt fashion with an appropriate level of information as to the progress and status of the subject investigation.

7.2. Where OCS' own operations are the subject of a human rights issue raised under this Procedure, OCS will promptly notify OCS APAC & ME (OCS Regional Head), who will determine the appropriate approach, including whether to appoint a Regional Investigator to facilitate the investigation and determination of the complaint. In deciding whether a case is suitable for regional investigation, consideration will be given to the relative seriousness of the allegation and the nature and extent of supporting evidence that may be available to substantiate the complaint (as appears to be the case during the initial assessment phase).

## 8. Full cooperation and compliance with Law Enforcement Authorities

8.1. Nothing in this Procedure, including OCS' respect for protecting the confidentiality and anonymity of a complainant should, in any way, be taken to limit or prevent OCS and its employees (or any other person) from fully complying with all applicable laws, including those requiring disclosure of serious criminal activity to appropriate law enforcement authorities.

8.2. OCS strictly abides by the laws in all jurisdictions in which it operates. We expect all our employees to do the same. This includes applicable criminal laws that make it an offence for any person or company, to fail to report, without reasonable excuse, to the appropriate law enforcement authority the alleged occurrence of a serious criminal offence. This can include human rights abuses such as forced labour and other forms of modern slavery.

## 9. Evaluation of this Procedure

9.1. OCS will keep detailed written records, including files, documents and correspondence relating to any human rights issue raised under this Procedure, regardless of any ultimate outcome and findings. Where relevant and otherwise appropriate, OCS will describe fully anonymised summaries of the use of, and activities under, this Procedure in its annual statement under the Modern Slavery Act 2018 (Cth).

9.2. OCS will assess the effectiveness of this Procedure at least every two years from the date of it first being implemented.

9.3. The results of each assessment will be provided to the Company Secretary who has primary responsibility for promoting the continuous improvement of OCS' internal governance framework and protection of human rights.