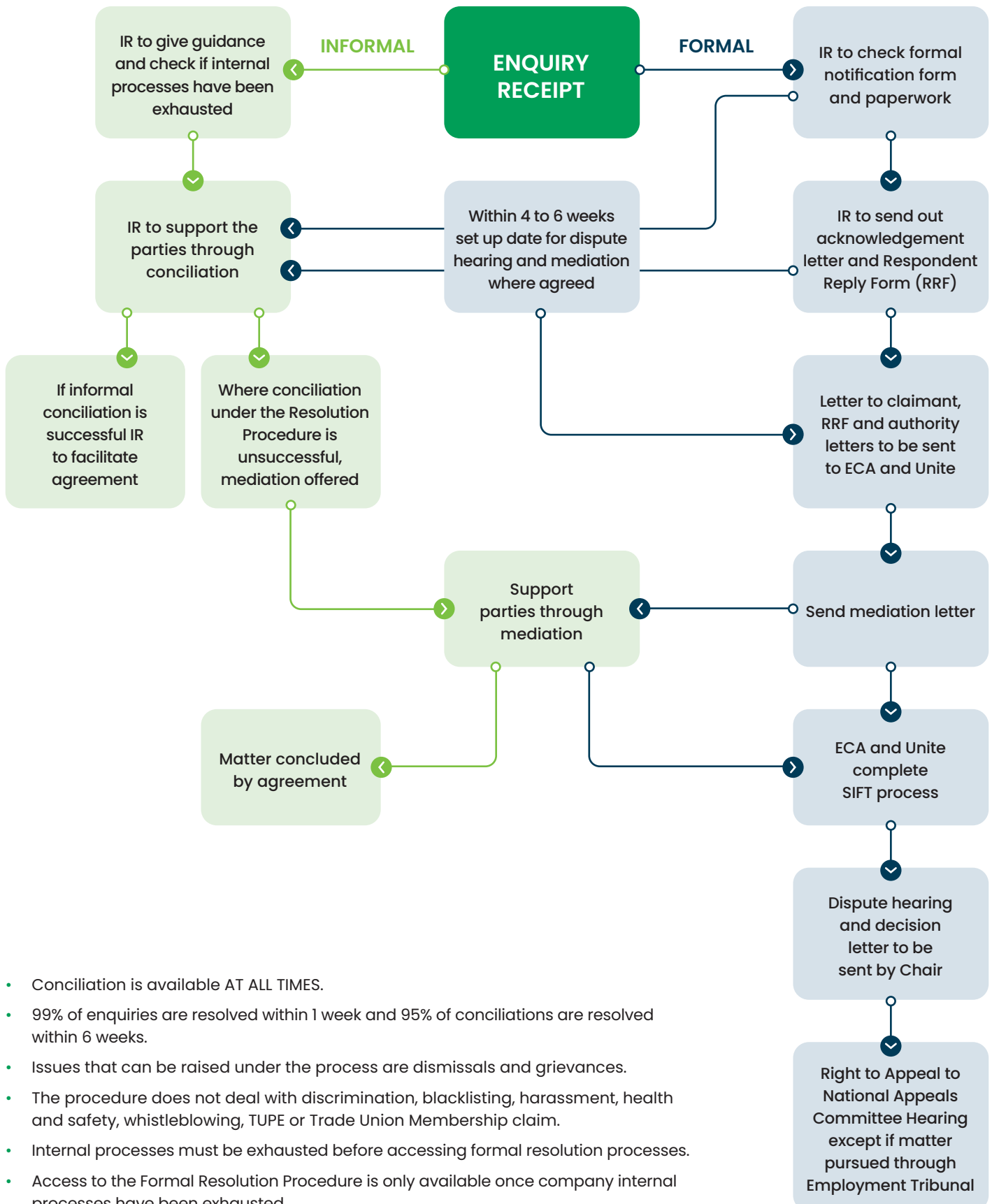




JIB Resolution Procedure



- Conciliation is available AT ALL TIMES.
- 99% of enquiries are resolved within 1 week and 95% of conciliations are resolved within 6 weeks.
- Issues that can be raised under the process are dismissals and grievances.
- The procedure does not deal with discrimination, blacklisting, harassment, health and safety, whistleblowing, TUPE or Trade Union Membership claim.
- Internal processes must be exhausted before accessing formal resolution processes.
- Access to the Formal Resolution Procedure is only available once company internal processes have been exhausted.