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## CONFLICT RESOLUTION, NEGOTIATION, AND MEDIATION POLICY AND PROCEDURES

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### Purpose

The purpose of this Conflict Resolution, Negotiation, and Mediation Policy is to provide a structured and effective framework for addressing and resolving workplace conflicts at Trendie. This policy aims to promote a harmonious work environment by facilitating open communication, mutual understanding, and respectful negotiation. It ensures compliance with Australian workplace legislation and fosters a culture where conflicts are managed constructively.

### Scope

This policy applies to all employees of Trendie, including full-time, part-time, temporary, and contract staff. It covers conflicts arising from any aspect of the workplace, including interpersonal disputes, disagreements over work-related issues, and breaches of company policies. This policy also applies to conflicts involving customers, suppliers, and other external stakeholders.

### Principles

- **Respect and Fairness:**

All parties involved in a conflict have the right to be treated with respect and fairness throughout the resolution process. Disputes will be handled impartially, and all parties will be given an opportunity to present their views.

- **Confidentiality:**

The confidentiality of all parties will be maintained throughout the conflict resolution process. Information disclosed during negotiations or mediation sessions will not be shared outside the process without consent.

- **Voluntary Participation:**

Participation in negotiation and mediation processes is voluntary. However, all employees are encouraged to engage constructively to reach a mutually acceptable resolution.



- **Compliance with Legislation:**

This policy complies with relevant Australian workplace legislation, including the Fair Work Act 2009, the Anti-Discrimination Act 1991 (QLD), and the Work Health and Safety Act 2011 (Cth). Trendie is committed to ensuring that all conflict resolution processes adhere to these legal requirements.

## Responsibilities

- **Employees:**

Employees are encouraged to address conflicts directly and respectfully with the involved parties in the first instance. If direct resolution is not possible or appropriate, employees should seek assistance from their manager or the HR department.

- **Managers:**

Managers are responsible for fostering a positive work environment and addressing conflicts promptly and fairly. They should facilitate discussions between parties, promote open communication, and, where necessary, initiate formal negotiation or mediation processes.

- **HR Department:**

The HR department is responsible for providing guidance and support throughout the conflict resolution process. They will organise and facilitate formal mediation sessions when required, ensuring that all procedures are followed in accordance with company policy and legal requirements.

## Procedures

- **Informal Resolution:**

- **Step 1:** Employees should attempt to resolve conflicts directly with the other party through open and respectful communication.
- **Step 2:** If the conflict persists, employees should approach their manager for assistance. The manager will facilitate a discussion between the parties to identify the issue and explore possible solutions.
- **Step 3:** The manager will document the outcome of the informal resolution attempt and provide a summary to the HR department for record-keeping purposes.



- **Formal Resolution:**
  - **Step 1:** If informal resolution is unsuccessful, employees may request formal conflict resolution through the HR department.
  - **Step 2:** HR will conduct an initial assessment to determine the appropriate course of action, which may include formal negotiation or mediation.
  - **Step 3:** HR will arrange a meeting with the involved parties to discuss the conflict and outline the next steps.
- **Negotiation:**
  - **Step 1:** HR will facilitate a negotiation session where both parties can present their perspectives and work towards a mutually acceptable solution.
  - **Step 2:** Each party will have the opportunity to outline their concerns, needs, and desired outcomes.
  - **Step 3:** HR will guide the negotiation process, helping parties identify common ground and potential compromises.
  - **Step 4:** The agreed-upon resolution will be documented in a formal agreement, which both parties must sign. A copy of the agreement will be kept on file by HR.
- **Mediation:**
  - **Step 1:** If negotiation is unsuccessful or deemed inappropriate, HR may initiate mediation. An impartial mediator, either internal or external, will be appointed to facilitate the process.
  - **Step 2:** The mediator will conduct separate interviews with each party to understand their perspectives and identify key issues.
  - **Step 3:** The mediator will then facilitate a joint session, guiding the discussion towards a resolution.
  - **Step 4:** If a resolution is reached, the mediator will draft a mediation agreement outlining the terms. Both parties must sign the agreement, and HR will retain a copy for the company records.



- **Step 5:** If mediation does not result in a resolution, HR will provide guidance on alternative options, including formal investigation or disciplinary action.
- **Post-Resolution**
  - **Step 1:** HR will monitor the situation following resolution to ensure compliance with the agreed terms and to prevent recurrence of the conflict.
  - **Step 2:** Feedback will be sought from the involved parties to assess the effectiveness of the resolution process and identify areas for improvement.
  - **Step 3:** HR will provide a report to management summarising the conflict, resolution process, and outcome, maintaining confidentiality as required.

## Compliance with Australian Legislation

Trendie is committed to ensuring all conflict resolution processes are compliant with Australian laws and regulations, including:

- **Fair Work Act 2009**  
Ensuring fair treatment of all employees and providing a framework for resolving workplace disputes.
- **Anti-Discrimination Act 1991 (QLD)**  
Preventing discrimination and promoting equality in the workplace.
- **Work Health and Safety Act 2011 (Cth)**  
Maintaining a safe work environment by addressing conflicts that may affect employee health and safety.

## Review and Updates

This Conflict Resolution, Negotiation, and Mediation Policy will be reviewed annually to ensure its effectiveness and compliance with current legislation. Any updates or changes to this policy will be communicated to all employees in a timely manner.



## Implementation

- **Training:**

All employees will receive training on conflict resolution techniques and this policy as part of their induction. Managers will receive additional training on handling conflicts, negotiation, and mediation procedures.

- **Accessibility:**

This policy will be accessible to all employees via the company intranet and employee handbook.