



ISSUE RESOLUTION POLICY

WORKFORCE EXTENSIONS aims to sustain a systematic procedure which is both prompt and effective in resolving issues in the workplace, as and when they arise.

On identifying an issue in the workplace it must be reported to and discussed with the immediate supervisor. The issue then must be immediately evaluated and if possible isolate the issue/hazard/risk. Then it needs to be discussed with management and remedial measures and procedures documented.

The issue should then be discussed with all parties concerned and have open communication and participation with regard to the remedial procedures that are being implemented, and that they are to the satisfaction of all involved.

The agreed remedial procedure should then be implemented and overseen to ensure the issue is satisfactorily resolved.

If the issue resolution process is unsuccessful the issue may then need external mediation.

..... **Date:**

<BP Name>
<BP POSITION>