

Trident Lifting Solutions



Policy Statement - Trident Lifting Solutions Limited ("Trident", "the Company")

Trident Lifting Solutions Limited is committed to high standards of professional conduct, integrity and accountability. As a specialist lifting and crane solutions provider operating in safety-critical environments, we recognise that the behaviour and standards of our people are fundamental to building a strong, respectful culture and protecting our reputation as a trusted industry leader.

We expect everyone working for or on behalf of the Company to act with professionalism, respect and responsibility at all times, reflecting our values and supporting a positive working environment. Clear standards of behaviour are essential to ensure safety, quality and effective collaboration across our projects and teams.

1. Purpose

The purpose of this policy is to outline the procedures for handling worker grievances. It ensures that grievances are resolved fairly and consistently while complying with relevant UK employment legislation.

2. Scope

This policy applies to all employees of Trident, including full-time, part-time, and fixed-term workers.

3. Principles

- **Confidentiality:** Grievances will be handled confidentially.
- **Impartiality:** Grievances will be resolved impartially.
- **Right to Representation:** Employees have the right to be accompanied by a colleague or trade union representative at formal grievance meetings.

4. Grievance Procedure

- **Informal Resolution:** Employees should first discuss grievances informally with their line manager or a director if the grievance concerns the manager.
- **Formal Grievance:** If unresolved informally, a formal written grievance should be submitted to a director within 14 days. Assistance will be provided if necessary.
- **Grievance Meeting:** A meeting will be scheduled to discuss the grievance, where the employee can present their case. The outcome will be provided in writing within 7 days.
- **Appeal:** Employees can appeal the grievance decision within 7 days of receiving the outcome. Appeals will be reviewed by a different manager or panel, and the decision will be final.

5. Records

Records of grievances will be kept confidential and stored in accordance with data protection regulations.

6. Additional Provisions

- **Protection from Retaliation:** Employees are protected from retaliation when raising grievances.
- **Compliance:** This policy aligns with UK employment law and will be reviewed regularly to ensure compliance.

AUTHORISED AND SIGNED

SIGNED



Chris Conway
Director

Review: Annually
Date: 28/08/2026
Next Review: 28/08/2027

SIGNED



Martina Oyite
Chief People Officer

Review: Annually
Date: 28/08/2026
Next Review: 28/08/2027