

	Intuitive Quality & Standardization Certificates Issuing Services United Arab Emirates.	No.	IP005
		Revision No.	00
		Date	18-12-2025

Policy: Disciplinary & Grievance Policy

Disciplinary and Grievance Policy

PURPOSE

The purpose of this policy and procedure is to ensure that Intuitive Quality & Standardization Certificates Issuing Services herein referred to as “Intuitive” operates a fair disciplinary process which has regard to the rights of direct and indirect Employees. The policy is to be applied in order to assist and encourage all direct and indirect Employees to achieve and maintain acceptable standards of conduct, attendance and performance, where shortcomings are identified. The policy and procedure aim, where appropriate, to be corrective rather than punitive.

SCOPE

This policy applies to all Employees (directly employed and indirectly employed).

POLICY

The primary objective of this procedure is to ensure that Employees are made aware of any shortcomings in their performance/conduct/attendance and provided with an opportunity to resolve this situation. To this end, issues will generally be addressed through the informal procedure whereby the Line Manager will raise the issue with the directly employed Employee and agree on a corrective action plan in order to resolve the situation without recourse to the formal procedure. However, where this fails to resolve a situation, or the informal process is deemed inappropriate in the given circumstances, then the formal process may be initiated.

During the formal stages of the procedure, Employees have the right to be accompanied by a representative at a meeting. The role of this representative is to provide support, to ensure that the procedures followed are fair, and, if appropriate, to help the Employee present their case.

At all formal stages of the procedure the Employee is entitled to be made aware of the case against them and to be provided with any evidence to be used against them. The Employee will be afforded an opportunity to respond to any allegations and evidence, and Management will give due consideration to all responses received. Representation is permitted at all formal stages of the procedure. The Employee is also permitted to appeal the findings of any formal disciplinary investigation, or any sanction imposed under the procedure.

MISCONDUCT

The following behaviors may be considered to be misconduct and may result in disciplinary action being initiated under the disciplinary procedure. Note that these examples are provided for illustrative purposes only, and this list is not exhaustive.

- Minor breach of a workplace policy or procedure and or task expectations.
- Poor timekeeping.
- Abuse of sick leave policy.
- Insubordination.
- A refusal to carry out a reasonable request.
- Minor breaches of health and safety regulations.
- Bullying, harassment, sexual harassment, victimization, or any act of discrimination.

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- Bringing the Organization into disrepute.
- Misuse of Organization property.

All cases are considered on their own merits.

GROSS MISCONDUCT

The following behaviors may be considered to be gross misconduct and may result in summary dismissal, depending on the circumstances of the case. Note that these examples are provided for illustrative purposes only, and this list is not exhaustive.

- Extreme or persistent negligence in duties as laid down in your Service Agreement.
- Harassment, sexual harassment, bullying, victimization or other acts of discrimination.
- Abuse of sick leave.
- Theft, accepting a gift/bribe or other fraudulent behavior.
- Serious breaches of health and safety rules or endangerment of another person in the workplace.
- Serious breaches of confidentiality.
- Being under the influence of an intoxicant at work or in the course of employment.
- Possession, sale or distribution of a controlled substance in the workplace.
- Violent or threatening behavior.
- Refusal to participate in a workplace investigation or other action.
- Serious failure to adhere to an agreed workplace procedure or other agreed terms of employment.

All cases are considered on their own merits.

INFORMAL PROCEDURE

In general, where there is an allegation of poor performance, attendance or conduct, the Line Manager of the Direct Employee or Head of department of the indirect employee concerned will address the issue informally with them. This may be done by way of an informal counselling meeting, or through the normal performance management process. The objective of the informal discussion is to correct the issue of concern in a frank and constructive manner.

The informal discussion will:

Focus on helping the Employee to understand how their performance/conduct/attendance has fallen short of the acceptable level; and suggest possible solutions and timeframes for improvement.

FORMAL PROCEDURE

In all cases where an employee's standards of performance, attendance and/or conduct fall below those expected by Intuitive, the formal disciplinary procedure may be initiated. In all cases in which the Formal Procedure is initiated, a hearing will be held with the Employee to

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put the allegation to them, and to hear their responses to the issue.

It may be necessary to formally investigate the facts surrounding a case and this may occur prior to the hearing, but in the majority of cases a hearing will suffice to ensure that the Employee is afforded a fair opportunity to respond. Where there is a dispute of the facts of a case, and an investigation is necessary, the investigation procedure will be explained to the Employee by Management.

DISCIPLINARY HEARING PROCESS

Prior to any formal disciplinary sanction being decided upon and imposed, a fair disciplinary hearing will be held with the Employee. The purpose of this meeting is to put the complaint to the Employee and to hear the reasons behind the issue from the Employee's perspective. An Employee will always be treated in a fair manner at a disciplinary hearing.

DISCIPLINARY SANCTIONS

Where the informal process fails to resolve an issue, or where it is deemed inappropriate given the particular circumstances of a situation, then the following sanctions may be imposed by Management. Disciplinary action, if required, will normally follow an incremental warning process as set out in this policy. However, in appropriate circumstances, Intuitive reserves the right to initiate the process at any particular stage, or to move to any particular stage in the process, where the matters of concern are deemed sufficiently serious. The decision on what level of sanction to be imposed will only be taken following a formal disciplinary hearing having considered the circumstances of the particular situation.

Stage 1 - Formal Verbal Warning

Where the informal procedure fails to resolve an issue, or where more serious disciplinary action is deemed appropriate given the particular circumstances of the case, a formal disciplinary hearing will be arranged and held as outlined in this procedure.

Stage 2- First Written Warning

Where a formal verbal warning fails to resolve an issue, or where more serious disciplinary action is deemed appropriate given the particular circumstances of the case, a formal disciplinary hearing will be arranged and held as outlined in this procedure.

The first written warning will expire following a period of satisfactory performance, conduct or

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attendance and will remain on the Employee's personnel file for a period of 12 months. A first written warning may be appealed through the appeals procedure outlined in this policy.

Failure to achieve the requirements set out in the corrective action plan may result in further disciplinary action.

Stage 3- Final Written Warning

Where a first written warning fails to resolve an issue, or where more serious disciplinary action is deemed appropriate given the particular circumstances of the case, a formal disciplinary hearing will be arranged and held as outlined in this procedure.

Following the meeting a final written warning may be issued by the Managing Director. An action plan will also be agreed upon in order to attempt to resolve this issue in the future. A copy of the notes from the meeting, the agreed action plan and a copy of the final written warning, along with any other relevant documentation, will be placed on the Employee file.

The final written warning will expire following a period of satisfactory performance, conduct or attendance and will remain on the Employee's personnel file for a period of 12 months. A final written warning may be appealed through the appeals procedure outlined in this policy.

Failure to achieve the requirements set out in the corrective action plan may result in further disciplinary action.

Stage 4- Dismissal

There are two ways in which dismissal may occur. Generally, the Employee will have been notified of concerns and have been provided with an opportunity to improve through one or more stages of the disciplinary procedure.

The other form of dismissal is a summary dismissal, which normally results from an act of gross misconduct. An act of misconduct will be considered as gross misconduct where the act is so serious that Intuitive cannot reasonably be expected to retain the Employee in employment. Summary dismissal occurs without recourse to the earlier stages of the disciplinary procedure.

In all cases an appropriate and fair hearing, which adheres to the principles set out in this procedure, will be undertaken, and careful consideration given to the decision on whether or not dismissal is the appropriate sanction given the circumstances of the case. In cases of alleged gross misconduct, an in-depth investigation may be necessary, and an Employee will be suspended on pay pending the outcome of this investigation. Suspension on pay is not deemed a disciplinary sanction, and there will be no negative inference against an Employee as a consequence of any such suspension.

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APPEALS

If you feel that the disciplinary action taken against you is unfair, you may appeal against the decision. Your appeal must be put in writing in the form of a letter, stating clearly the grounds on which you are appealing. Your letter of appeal must be sent within a period of ten working days from the date that you receive written confirmation of the outcome of the disciplinary hearing.

Your appeal should be made to the next higher level of management not previously involved in the disciplinary hearing. This person will normally also hear your appeal.

You have the right to representation at any appeal hearing. At this meeting, you will be given your opportunity to fully present your case against dismissal. As the person hearing your appeal has not previously been involved in the disciplinary process, you will receive a full and fair hearing.

You will have only one right of appeal and the outcome of this appeal is final. Where a decision to dismiss is appealed and the decision upheld, the date of termination of engagement will be the original date of dismissal and not the date of the outcome of the appeal.

All timeframes in this policy assume Employees are attending work. If Employees have had time out of work, the duration of the disciplinary steps may be extended.

Bullying and Harassment Policy (including Sexual harassment)

PURPOSE

This policy is designed to assist Intuitive in providing a work environment free from workplace bullying, harassment & sexual harassment. The complaints procedure is in place to ensure that any employee who feels that they have been subject to inappropriate behavior, as defined in this policy, may raise the matter and have it resolved in an appropriate manner. This procedure is supported by the Disciplinary Procedure, which may be utilized where an employee is found guilty of engaging in behavior constituting bullying, harassment and /or sexual harassment.

SCOPE

This policy is in place to protect all direct and indirect employees from acts of bullying, harassment and / or sexual harassment perpetrated by other employees, members of management, or any other person with whom the employee comes into contact with in the course of employment e.g. a supplier or contractor. This policy applies where the unacceptable behavior occurs in the workplace, or any other place attended in the course of employment.

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POLICY

Intuitive is committed to providing a work environment free from bullying, harassment or sexual harassment and ensuring that all direct and indirect employees are treated with dignity and respect. All direct and indirect employees are protected by this policy and are urged to raise any concerns in relation to workplace bullying, harassment and / or sexual harassment through the complaints procedures outlined in this policy.

If you are a witness to bullying, harassing behavior, you should make the recipient of the behavior aware of this policy and urge them to raise the matter through the complaints procedures. You are also expected to bring the matter to the attention of management.

What is Workplace Bullying?

Workplace Bullying is defined as repeated inappropriate behavior, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work.

An isolated incident of the behaviour described in this definition may be an affront to dignity at work but, as a once off incident, is not considered to be bullying.

The following list contains examples of bullying behaviours however this is provided for illustrative purposes only and is not an exhaustive list. All situations will be considered on their own merits:

- Exclusion with negative consequences.
- Verbal abuse/insults.
- Physical altercations e.g. shoving
- Menacing behaviour.
- Taking credit for other peoples' ideas.
- Public humiliation.
- Constantly undervaluing effort.
- Persistent or unfounded criticism.
- Shouting or other intimidatory behaviour.
- Sneering, ridicule, innuendo.
- Withholding work-related information.

What is Not Bullying?

It is important to note that reasonable and essential discipline arising from the good management of a direct or indirect employee's performance, conduct or attendance is not considered to be bullying. Actions taken which may be justified on health and safety grounds will also not be considered to be bullying.

What is Harassment?

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Harassment is defined as any form of unwanted conduct relating to any of the discriminatory grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race, ethnic origins, tribe, which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

A single incident may constitute harassment.

The unwanted conduct may consist of acts, requests, spoken words, gestures or the production, display, circulation of written words, pictures or other material.

The following list contains examples of harassing behaviour, however this is provided for illustrative purposes only and is not an exhaustive list of behaviours. All situations will be considered on their own merits:

- Verbal harassment – jokes, comments, ridicule or songs
- Written harassment – text messages, emails or notices
- Physical harassment – jostling, shoving or any form of assault
- Intimidatory harassment – gestures, posturing or threatening poses
- Visual displays such as posters, emblems or badges
- Excessive monitoring of work
- Isolation or exclusion from social activities
- Unreasonably changing a person's job content or targets
- Pressure to behave in a manner that the employee thinks is inappropriate, for example being required to dress in a manner unsuited to a person's ethnic or religious background

What is Sexual Harassment?

Sexual Harassment is defined as any form of unwanted verbal, non-verbal or physical conduct of a sexual nature, which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person.

A single incident may constitute sexual harassment.

The unwanted conduct may consist of acts, requests, spoken words, gestures, or the production, display or circulation of written words, pictures or other material.

The following list contains examples of sexually harassing behaviors; however, this is provided for illustrative purposes only and is not an exhaustive list of behaviors. All situations will be considered on their own merits:

- Physical conduct of a sexual nature — This may include unwanted physical contact such

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as unnecessary touching, patting or pinching or brushing against another employee's body, assault and coercive sexual intercourse.

- Verbal conduct of a sexual nature — This includes unwelcome sexual advances, propositions or pressure for sexual activity, continued suggestions for social activity outside the work place after it has been made clear that such suggestions are unwelcome, unwanted or offensive flirtations, suggestive remarks, innuendos or lewd comments.
- Non-verbal conduct of a sexual nature — This may include the display of pornographic or sexually suggestive pictures, objects, written materials, emails, text-messages. It may also include leering, whistling or making sexually suggestive gestures.
- Gender-based conduct — This includes conduct that denigrates or ridicules or is intimidatory or physically abusive of an employee because of their gender such as derogatory or degrading abuse or insults which are gender related.

An essential characteristic of the type of behaviour which constitutes sexual harassment is that it is unwanted by the recipient. This distinguishes it from behaviour which is welcome or reciprocated.

Sexual harassment is unacceptable whether from superiors, peers, juniors, non-employees or by persons of the same gender.

It is important that all employees understand that Intuitive is obliged to investigate all complaints of sexual harassment whether or not it was the intention of the alleged person to engage in such behavior.

PROCEDURE

There are both informal and formal procedures to deal with the issue of bullying, harassment and / or sexual harassment at work. Although Intuitive would prefer that issues are addressed through the informal procedure in the first instance, it is acknowledged that this is not always suitable, therefore there is no requirement to exhaust the informal procedure before progressing an issue through the formal process.

Informal Procedure

It is often preferable for all concerned that complaints under this policy are dealt with and resolved informally between the parties whenever possible. This is likely to produce solutions which are speedy, effective and minimize embarrassment and the risk of breaching confidentiality, while also protecting the working relationship. The objective of the informal approach is to stop the bullying, harassment and / or sexual harassment with the minimum conflict and stress for the individuals concerned.

In many cases, the employee whose behavior is causing offence may be unaware that their actions are inappropriate, or it may be that their words or actions have been misinterpreted. In such cases, every attempt should be made to clear up any misunderstanding quickly, on an informal basis.

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The informal process provides options for resolving disputes including mediation, where appropriate.

The informal procedure consists of a low key and non-confrontational approach by the recipient of the behavior to the party causing offence to advise them of the impact of their behavior and to ask them to cease behaving in this manner. The approach should be made in private, and should be non-confrontational. Advice in relation to this procedure should be sought from your Line Manager or the Quality manager

Formal Procedure

It is acknowledged that it may not always be practical to use the informal procedure to resolve an issue. A direct or indirect employee may not feel comfortable approaching the other party, or the direct or indirect employee may feel that the issue is too serious to be addressed through the informal procedure. In such circumstances, or where the informal process has failed to resolve an issue, the formal procedure set out in this policy should be followed.

In order to make a formal complaint, an initial approach may be made to your Line Manager or Quality manager regarding the issue. If the complaint is in relation to the Line Manager, the Employee should contact the Managing Director (MD).

The complaint should state:

- The name of the person(s) complained of (alleged bully).
- The nature of alleged bullying, harassment and / or sexual harassment i.e. the behaviours/conduct constituting bullying.
- Dates/times and locations of where and when the alleged bullying, harassment and / or sexual harassment occurred.
- Names of witnesses to any alleged incidents.
- Details of any action already taken to stop the bullying, harassment and / or sexual harassment.
- Consent to your identity and the facts of the allegation being disclosed to the alleged perpetrator. This is required in order to allow the Organization to take action in appropriate circumstances.

A copy of the complaint should be forwarded to the Managing Director.

Where an alternative approach is not deemed appropriate, the person(s) complained about will be notified in writing that a complaint has been made against them, and provided a copy of the complaint. The person investigating the complaint will indicate a timeframe for the resolution of the complaint, however such timeframes may be extended where necessary. The accused will be afforded a fair opportunity to respond to the allegation(s), within five working days.

An appropriate course of action at this stage could, for example, include exploring a mediated solution or a view that the issue can be resolved in accordance with the Informal Procedure.

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Should either of these approaches be deemed inappropriate or inconclusive, a formal investigation of the complaint will be undertaken with a view to determining the facts of the case.

In all cases there will be no inference of guilt against the person(s) complained about, and they will be afforded a fair opportunity to respond to the allegation(s).

All Employees involved in an investigation must respect the need for confidentiality.

Investigation Procedure

The investigation will be conducted and will be governed by terms of reference which will detail the likely time scale for its completion (an indicative timeframe will be outlined) and the scope of the investigation, indicating that the investigator(s) will consider whether the complaint falls within the definition of bullying at work and whether the complaint has been upheld.

The investigation will be conducted by an independent member of management or external assistance may be necessary to deal with complaints in some circumstances so as to ensure impartiality, objectivity and fairness. The investigation will be conducted thoroughly, objectively and with sensitivity. Utmost confidentiality will be protected in so far as it is reasonably practicable. Due respect will be had for the rights of the complainant, the person(s) complained about and any witnesses involved in the process.

Statements from the complainant, the person(s) complained about and any witnesses will be recorded in writing.

The complainant and the person(s) complained about will be informed in writing of the findings of the investigation, i.e. whether the complaint is upheld, not upheld, or whether the complaint is deemed to be malicious or vexatious.

Investigation Outcomes

Where a complaint is upheld, both parties will be informed of this outcome, and the relevant level of management will also be advised. Management will take appropriate action based on the outcome of the investigation. This may include formal disciplinary action in line with Intuitive's Disciplinary Procedure, or training, or another appropriate intervention deemed necessary to prevent a recurrence of the behaviour.

APPEAL

Either party may appeal the decision, outlining in writing to management the reason for the appeal. Such appeals will be heard by a manager not previously involved in the investigation and independent advice and support will be sought, if required.

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VICTIMISATION

No person engaging in the procedures outlined here will be subject to unfavorable treatment for their role in the process, whether they are making a complaint in good faith, supporting a complainant, giving evidence in the proceedings or giving notice of intention to do any of the foregoing, except where they are found guilty of an offence under this policy.

THIRD PARTY BULLYING, HARASSMENT / SEXUAL HARASSMENT

The procedures outlined in this policy should be employed to deal with bullying, harassment and / or sexual harassment by a third party. Sanctions which may be imposed on a third party may include exclusion from the premises, termination of a contract, or other measures to prevent the recurrence of the inappropriate behavior.

RESPONSIBILITIES

Management will endeavor to ensure that this policy is communicated to all direct and indirect employees and will ensure that the policy is maintained and updated in line with legislative changes and any amendments to the relevant Codes of Practice. Management will act appropriately and in line with this policy in order to eliminate workplace bullying, harassment and / or sexual harassment.

Management has a particular responsibility to prevent workplace bullying, harassment and / or sexual harassment and is expected to lead by example, promote awareness of this policy, be vigilant for signs of bullying, harassment and / or sexual harassment, tackle problems before they escalate, deal sensitively with employees involved in a complaint and monitor the situation in the workplace so that bullying, harassment and / or sexual harassment does not occur or reoccur.

Employees are expected to comply with this policy and to raise issues of concern through the procedures outlined in the policy.

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