

DISPUTE RESOLUTION POLICY

Policy Statement

The aim of the Dispute Resolution Policy is to promote great relations with all its clients and stakeholders by conducting our operations in a manner that is unbiased fair and responsible and befitting of a company adopting best practises.

TWG is committed to adopting and implementing an effective Dispute resolution policy that is integrated with all organisational activities related to TWG's products and services and is compliant with ISO 14001:2016.

Senior Management will manage all activities of the organisation in a manner that minimises the Negative impact of TWG's operations by the strict adherence to this policy. This policy will be communicated to all TWG staff.

Scope

TWG's Dispute resolution policy applies to all workplaces, events, situations, tasks, buildings, equipment, methods, substances, products and vehicles used in carrying out the company's activities.

Aims

TWG is committed to:

- Comply with all applicable state, federal and territory environmental laws and industry standards;
- Consult with all relevant stakeholders when making actioning the DRP and practices to continuously improve its dispute resolution process.
- Developing and implementing an DRP to establish, maintain and support an ethical client focused organisation that supports both the company and its clients in the event of a dispute.
- Prevent unfair decisions by TWG management and continual improvement in the dispute resolution process
- Provide ongoing training of staff on dispute resolution and a path to mediation as to deter any reasons to escalate to an unresolved legal matter.
- Provide our staff, stakeholders and clients with a system that set the standard for a formal resolution process that serves both the clients and companies best interests.

Responsibilities

Senior Management is accountable for the development, communication and implementation of this Dispute resolution process to ensure an ethical and fair service model. Staff are to adopt and comply with the integrated management system to meet the policy objectives.

Policy Endorsement

This policy is endorsed by the Directors of TWG Management team.



Director – Joseph Yousef



Director – Bill.E Walsh