GRIEVANCE POLICY

1. Our Commitment

At **BioWize**, we are committed to providing premium, highly skilled, and compliant offshore talent that seamlessly integrates into our Australia and New Zealand clients' operations. We are a Labour Sending Unit (LSU) that bridges the gap between offshore demand and skilled human resources by delivering reliable, efficient, and ethical staffing solutions from Timor-Leste.

2. Definitions

Employee: A person who has entered into an employment agreement with BioWize.

Candidate: A Timorese citizen who has registered for and/or is progressing an application for an offshore labour deployment programme managed by BioWize.

Worker: A mobilised BioWize candidate who is employed by a BioWize industry client.

3. Purpose

This policy provides a fair, transparent and efficient process for BioWize employees and Timorese citizens participating in an offshore labour deployment programme managed by BioWize ("candidates") to raise grievances.

BioWize is committed to protecting employee and candidate welfare, promoting fair treatment and resolving grievances relating to services and activities for which BioWize is responsible. For candidates, this includes matters arising during registration and selection, visa processing, pre-departure preparation, deployment, and BioWize-provided host-country soft-landing, pastoral care and post-return support.

4. Scope

This policy applies to all BioWize employees and candidates participating in an offshore labour deployment programme managed by BioWize. It covers complaints relating to Biowize's recruitment and deployment processes, welfare services, discrimination, harassment, contractual obligations and other services provided by BioWize.

For clarity, once a candidate commences employment with a host-country employer, including BioGiene, grievances relating to their employment, workplace conditions or the actions of that employer are subject to the employer's policies and applicable employment processes. This BioWize policy continues to apply only to matters arising from services or obligations for which BioWize remains responsible, including any BioWize-provided pastoral care or post-deployment support.

5. Guiding Principles

- **Confidentiality:** All grievances will be handled discreetly to protect the privacy of employees and candidates and involved parties.
- **No Retaliation:** No employee or candidate will face victimization, penalties, or repatriation threats for lodging a genuine grievance.

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- **Accessibility:** Employees and candidates can submit grievances in Tetum, Portuguese, or English through multiple channels.
- **Fairness:** Both the employee or candidate and the responding party will be given an opportunity to present their case.

6. Informal Resolution Process

Before filing a formal complaint, employees and candidates are encouraged to resolve issues informally if it is safe and practical to do so.

- **Direct Discussion:** The employee should raise the issue directly with their line manager, team leader or in the case of a candidate, their designated BioWize contact person, or a local community liaison.
- **On-Site Support:** If the issue is not resolved, the employee can seek assistance from their designated Approved Employee Welfare Officer, BioWize Human Resources or a local community liaison.

7. Formal Grievance Procedure

If the informal process fails, or if the matter is too severe for informal resolution, the employee or candidate can initiate the formal process.

Step 1: Submission

The employee or candidate submits a formal complaint to BioWize. This can be done via email, a dedicated hotline, a mobile messaging application, or by visiting the BioWize office. The submission should include:

- The employee or candidate's full name and passport number (or other legally accepted form of identification).
- Current location and employer details.
- A clear description of the issue, dates, and any supporting evidence or witnesses.

Step 2: Acknowledgment and Assessment

The BioWize Grievance Officer will acknowledge receipt of the complaint in writing within 3 working days. The officer will assess the severity of the claim to determine the appropriate course of action.

Step 3: Investigation and Liaison

The investigation will gather facts from all relevant parties and will normally be completed within 14 working days of acknowledgment.

Domestic Issues: For recruitment, visa processing or pre-departure issues within Timor-Leste, BioWize will investigate internally.

Overseas Issues: For issues occurring in the host country, BioWize will liaise with the Timor-Leste Labour Attaché, the host country's government oversight body, and the employer as required to investigate the matter.

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Step 4: Resolution and Outcome

BioWize will communicate the proposed resolution or findings to the worker in writing.

- If the worker accepts the solution, the case is closed, and BioWize monitors the implementation of the agreed remedies.
- Remedies may include back pay, mediation, transfer to a different team or employer, or disciplinary action against recruitment staff, BioGiene employees or contractors or worker host country employer.

Step 5: Appeal Process

If the worker is not satisfied with the outcome provided by BioWize, they have the right to appeal. The appeal must be submitted within 10 working days of receiving the decision. The case will then be reviewed by the Director of BioWize or an independent arbitration committee appointed by the Ministry of Foreign Affairs and Cooperation or the Ministry of Tourism and Labour.

8. Serious Misconduct and Urgent Escalation

Grievances involving physical assault, sexual harassment, human trafficking, or severe safety risks bypass standard timelines. BioWize will immediately escalate these cases to local law enforcement in the home or host country, emergency consular services in the host country, and relevant government authorities to ensure the immediate safety and relocation of the worker.

9. Standard Forms

The following Standard Forms are to be used to support the implementation of the Grievance Policy:

- **Grievance Intake Form.** It is structured to collect all necessary details systematically, ensuring compliance with both Australia and New Zealand government administered bilateral offshore labour programme scheme requirements.
- **Official Grievance Acknowledgment Letter Template.** A formal document sent by BioWize to a worker to confirm that their formal complaint has been received. The primary purpose of this letter is to reassure the worker that their voice has been heard, establish a clear timeline for the investigation, and outline their protections against retaliation.
- **Case Resolution Agreement.** Sometimes called a grievance settlement agreement or a deed of resolution. It is a formal, written document signed by both the worker and BioWize once a dispute has been successfully resolved. It acts as an official record stating that all parties agree on the final outcome, remedies, and next steps, effectively closing the case.

The Forms are reproduced as an Appendices to the Policy.

Continual Improvement - Our leadership team establishes, reviews, and measures specific grievance Policy objectives annually. We continuously refine our verification, fee structures, and monitoring processes for clarity and transparency through client and regulatory feedback and performance data to ensure we exceed LSU benchmarks.

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Application of the Policy - This policy is applicable to BioWize management, employees and contractors conducting LSU services on behalf of BioWize as per contractual arrangements. It is also applicable to BioWize candidates and workers receiving BioWize services such as post-deployment in their host country.

Consultation - BioWize is committed to consultation and cooperation between management, employees, candidates and workers. BioWize will formally educate and disseminate information that relates to full compliance with the Grievance Policy and/or changes to the Policy which affect BioWize LSU solution requirements, services and outcomes.

Communication of the Policy – BioWize management, employees, candidates, workers and subcontractors, are to receive information about the policy at induction. Written copies of this policy will be displayed prominently on work sites.

Review - The policy will be reviewed at least annually to capture any significant changes to the business; in the absence of changes the policy remains valid for a period of 24 months.

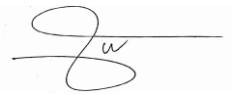
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