

EMPLOYEE'S HANDBOOK



**Anjark
Services**

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Introduction

This Policy Handbook sets out Anjark Services' (**Company**) policies with respect to your employment. The policies in this handbook apply to all employees, and other workers as applicable and must be always complied with.

Please note that this handbook does not form part of your contract of employment or give rise to any contractual rights. The policies and procedures outlined in this handbook may be changed, modified, suspended or cancelled at any time at the sole discretion of the Company.

For more information or for clarification about any part of this handbook, please contact the HR Manager.

Mission Statement of Anjark Services

Anjark Services is a highly regarded company providing business support services to commercial organisations. We provide a range of services to a variety of companies and organisations. We have a team of hardworking, enthusiastic, professional and motivated people who are committed to our customers and the provision of quality services.

Values

We are a customer-focused company which values:

- understanding our customers' needs
- providing personal and effective service
- providing quality services and support functions
- fostering the skills, knowledge, experience, loyalty and integrity of our staff
- developing a friendly, stable working environment
- dealing with customers and the work team in an honest, constructive, fair and ethical manner

Objectives

To be proactive in providing quality services to our customers.

To provide excellent service to our customers in a timely, clear, and practical manner which meets their expectations.

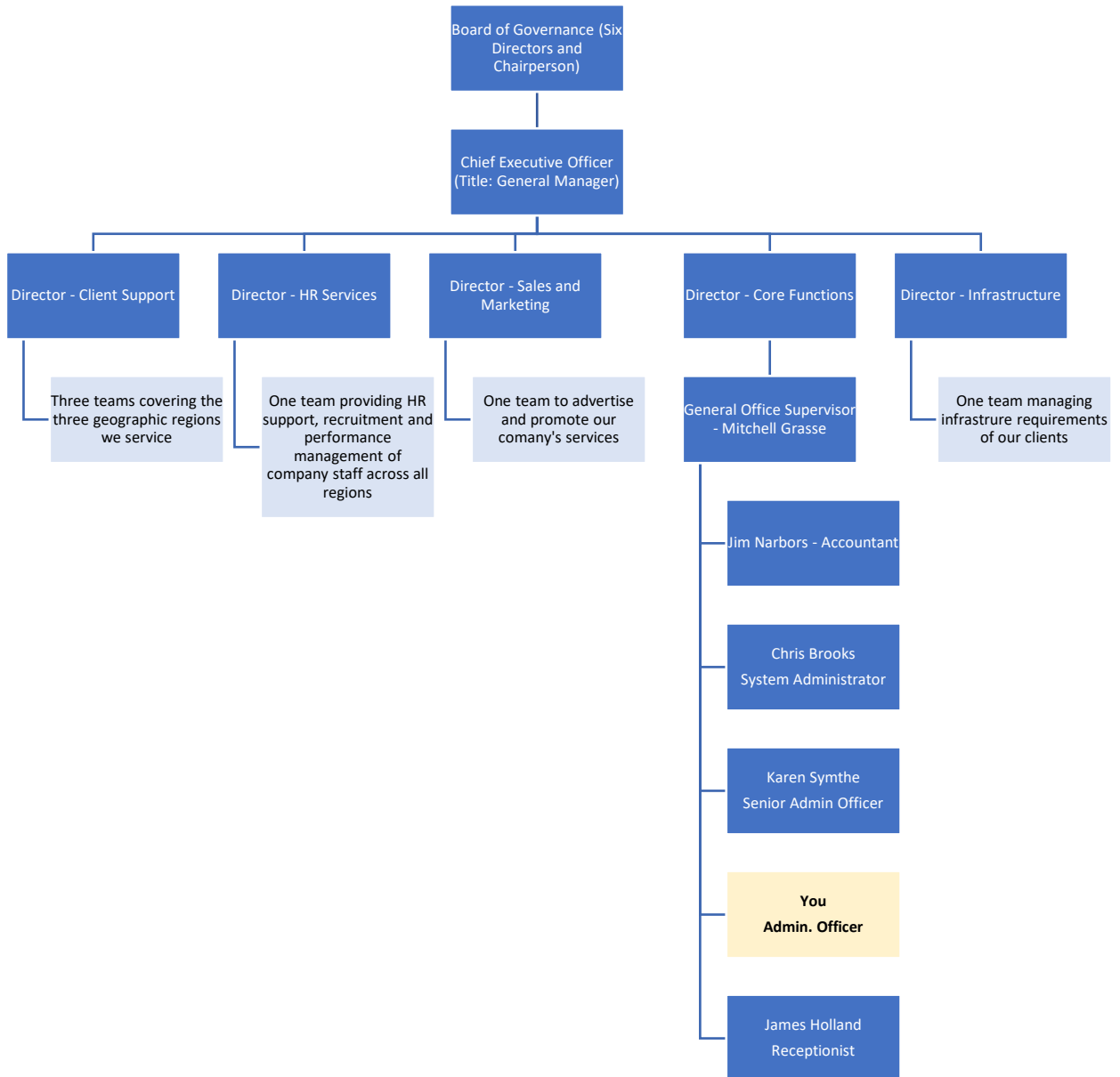
To develop close, long-lasting relationships between ourselves and our customers.

To develop and foster motivated staff and maintain and improve our knowledge, resources and skills.

Organisational Structure of the Company

Anjark Services is a company focused on the provision of business support services to the broader commercial world.

Our organizational structure is displayed below:



Confidentiality and Security

The relationship between business personnel and their clients is based on confidentiality and the understanding that client information is always kept secure. Most reputable businesses have a code of ethics that they follow and that is in line with national standards and expectations.

To make sure that your work complies with the confidentiality and security requirements of your office you need to understand how the following three concepts affect you:

Codes of conduct

Confidentiality

Security

Codes of conduct

Our business has a code of conduct that outlines expectations about how you will behave in business dealings. These codes of conduct include maintaining a customer's confidences and acting honestly and fairly in your activities.

To make sure that your work complies with the codes of conduct you need to understand the following concepts:

- Conflict of interest
- Information dissemination
- Preparing materials
- Conflict of interest

There are several situations where an office should not deal with a case because there is a conflict of interest. A conflict of interest occurs where the people working within a business may not be able to work for the best interests of the business or its customers.

An example of a situation where a conflict of interest may arise is where a person employed by a business has a financial interest in another business that is acting in competition (e.g. If one of our managers had part ownership of a business that provided similar services as Anjark does) or providing services to the employing organisation (e.g. one of our employees in our finance section owns a waste disposal company that Anjark has contracted to service our clients).

Conflict of interest may also occur when:

- A member of the office has a personal or financial interest in people supplying goods and services to the office/business.
- A member of our staff is also in a separate business with a customer.

In some instances you may be involved personally in a situation that could be a conflict of interest. For example, one of your friends may be going through a complaint about a

services provided by Anjark Services and you find out that her complaint is deemed false. In this instance you would need to inform your supervisor that you are a friend of the person as this could be considered a conflict of interest.

Information dissemination

Reporting to customers

Businesses often provide their customers with reports at regular intervals. You may be required to assist one of the Managers or Directors with the preparation of this information. When reporting to customers, it is important that you remember to only include the information that the Director/Manager has directed you to provide.

All paperwork relating to business dealings should be kept up to date and filed according to our company's guidelines. This will make it easier for you to find details when preparing reports.

Always check your work thoroughly before presenting it to your supervisor for review. For example, you should never send a report to a customer until your supervisor has given it a final review and approval.

Providing information on the telephone

You should only give information to a customer over the telephone if you have been directed to do so.

If someone, other than the customer, telephones you requesting confidential information you should politely decline and immediately inform your supervisor. It may also be appropriate to add a file note to alert other staff.

Breaches of confidentiality

Prior to working in an office, you should consult your office's guidelines to see if they have a process in place for dealing with breaches of confidentiality.

If you think you have accidentally given out some information that may be confidential you must inform your supervisor as soon as possible.

An example of a breach of confidentiality would be a situation where a small business has made an order of products. Subsequently, another store in that locality telephones you requesting information about what the order consisted of. It would be very easy to assume that this information is not vital. This is not the case. If you were to disclose any information to the competitor, then this would be a breach of the couple's confidentiality.

Preparing materials

Reviewing your work

As part of your duties within the office, you will be asked to prepare letters and documents. When you have completed a letter or document you should check your work

thoroughly prior to presenting it to your supervisor for review. If your supervisor returns the material with corrections, you should make these corrections and then check your work again before presenting the material for another review.

Signing authority

Most offices have strict guidelines as to who can sign each type of document or letter. Make sure that you are clear on who has the authority to sign the material on which you are working. Do not sign any material you are preparing unless you are specifically instructed to do so.

Generally, you should always return the completed material to your supervisor who is dealing with the issue. They will sign the material or direct you to the appropriate person.

At times, senior people in the office may give you a hand-written note in draft format. Your task may be to type this note as a letter and return it to that person for checking. It is important that you do not send it prior to the person checking your work, as further changes may be required. For instance, the senior person may be waiting for more information before the letter can be completed. A letter may go through several changes prior to receiving the final approval and sign off.

Receiving and dispersing monies

When receiving monies, count the amount carefully in front of the client and complete an official receipt.

General accounts

Your office will either have an accounts department or someone who is responsible for dealing with accounting matters. They will be responsible for dealing with customers paying for the products or services provided by your company. Make sure that you are clear about who in your office can handle customers' money. This will ensure that you can deal appropriately with a situation that may arise.

Confidentiality

It is essential that information relating to your company's business is kept confidential. Confidentiality involves making sure that only authorised people receive information about any aspect of the business and that business matters are only discussed in private locations.

To keep client information confidential you need to be aware of what information is disclosable, who you can discuss matters with and where you can discuss matters.

Business owners and supervisors are responsible for the actions of the staff in their employ, therefore a breach of confidentiality may result in the following actions:

- The business could be open to civil action by the customer who has had their confidentiality breached.
- You could lose your job if you have caused the breach in confidentiality.

You need to be aware of your office's guidelines on confidentiality and ensure that you follow these throughout your work practices.

At times you may be required to use your discretion and judgement. Your supervisor will assist with this process.

Understanding confidentiality requires awareness of the following concepts:

- Disclosable information
- Discussing client matters
- Discretion and judgement
- Disclosable information

Only disclose information if you are directed to do so by your supervisor.

- In general your office will regard the following as non-disclosable:
- Enquiries by existing or potential customers
- Financial details of a customer or your company
- Names, addresses and telephone numbers of customers
- Names, addresses and telephone numbers of staff members
- What contract arrangements your company may have with its customers
- Details about your company, including passwords and security procedures

In some instances you should not even disclose that your company has a person/business as a customer.

You may need to provide certain information to an external party to complete your task, e.g. arrange transportation of purchased goods to a customer in another state. If you are unsure about what you can disclose, make sure you consult with your supervisor.

Discussing customer matters

To work within the guidelines on confidentiality you need to be clear as to who you can discuss matters with and where you can have discussions. Your office will have specific guidelines regarding the discussion of customer matters. However, as a general rule you should only discuss the details of a particular customer with other staff members who are dealing with the matter.

If you feel you need to discuss the matter with anybody else, then you must make sure that you have authority to do so from your supervisor. These restrictions may even apply to speaking to other people who work in your office. You should not assume that because someone works in your office that they have a right to know details of a matter on which you are working.

In fact, in most instances you should not discuss your employer's matters with the following people:

- Friends and family
- Colleagues working in similar jobs or companies

You should even be careful discussing details with the customer. If a customer asks for specific information, then make sure that you discuss the request with your supervisor prior to providing that information. In many instances, your supervisor will provide you with directions as to what information you may release in a general way to all customers, e.g. you may tell any customer who enquires when their products will be shipped to them.

Also, consider where you discuss customer matters. At all times you should ensure that discussions regarding confidential information take place in a private location.

If customers visit your office, then it is always better to discuss matters in a private meeting room. This will ensure that others do not overhear the conversation. When talking on the telephone you should make sure that you cannot be overheard in the general office foyer or other public spaces.

Never discuss the details of business in public places, for example, restaurants, cafes, trains and buses. Further to this, mobile phones should only be used in a private location.

Discretion and judgement

As business matters are often quite complex you may sometimes be required to use your discretion and judgement when dealing with customer information. As you gain experience, working in an office, you will become aware of the issues relating to confidentiality, but you must constantly be vigilant. As new situations arise your judgment, with respect to confidentiality, may be crucial.

If you are unsure, about a confidentiality issue, make sure that you ask your supervisor. It is always better to err on the side of caution.

An example of where you would need to use your discretion and judgement would be a situation where a customer of your company has not paid their accounts and is about to be declared bankrupt. You discover that this customer is attempting to purchase a house from a family friend. As much as you may want to you cannot name or identify the customer to your friend. You should, however, discuss the matter with your manager.

Security

All information relating to business matters must be securely stored. Your office's guidelines will indicate the security procedures that you need to follow. Make sure that you read these guidelines and that you understand the procedures involved.

Most offices have strict guidelines that cover the:

- Securing of information
- Retention of files
- Securing of information

The documents, letters, memos, exhibits and notes relating to business matters are normally kept together in a file. Each office will have strict guidelines on how files should

be kept. Information may be stored in a paper-based format or on a computer system. Both these storage methods will have specific instructions relating to security.

Paper-based files

Ensure you follow the office's specific security guidelines relating to the paper-based filing of customer information.

Files usually contain all the information relating to a specific customer or matter. The specific file will be filed according to the filing system in place.

It is very important that a customer's file is kept up to date. This will help ensure that no information goes missing and that when someone consults the file, they can be assured that all the relevant information is available.

You need to make sure that you do not leave customer information lying around the office. As soon as you have completed working on a letter or document it should be filed or given to the person who requested it.

Storage of paper-based files

The procedure for storing files will be subject to your office's security guidelines. Some files or documents may be stored in safes, filing cabinets or rooms that have security access.

Make sure you are aware of the security measures in place so that you can put important items in the correct place. You will also need to know who has authority to access certain filing cabinets or rooms.

Electronic filing

Certain information will be stored electronically on a computer system. Filing structures will be created so that each file can be stored in the appropriate place. Your office will have security guidelines that relate specifically to the filing of information electronically. You should read these guidelines and make sure that you understand and follow the security procedures.

The following are some general points that you need to be aware of:

- Electronic files are usually stored under a matter number and individual items should be password protected.
- Ensure that your computer has a password that only you and your supervisor know and that a screen saver is activated when you have not used your computer for a short period.
- Whenever you move away from your computer or terminal, ensure that you close any files on which you are working.
- If someone comes to talk to you at your desk, close the file you are working on or activate your screen saver.

- If you share a computer or terminal with others, make sure that you log out as soon as you have finished using the computer.
- Never give your password to another user

Other electronic information

Be aware that customer information can be stored in other electronic formats. These can include voice mail, audio and video files, and email. The information contained in these formats must be treated with the same level of confidentiality and security as any other information. For example, emails should never be made available to anyone other than your supervisor. When you send an email you must ensure that you have used the correct email address. Spelling an email address incorrectly could mean that information is sent to the wrong person.

Never forward emails without the permission of the original sender.

Consult your office's guidelines in terms of emails, audio-recordings and voice mail to ensure that the correct procedures are followed.

Retention of files

Each State and Territory has its own rules relating to how long files must be kept once a business matter has been settled.

The storage method and location of files will depend on the guidelines for your office. Be aware of these guidelines when archiving completed materials.

Manual and electronic databases are used to record the placement of files. It is important that these records accurately match the items held in storage and that all material, folders and boxes are labeled correctly for easy retrieval later.

Some items may have special storage requirements. For example, some original documents, which require a high level of security, may be kept in a fire-proof safe.

You may need to check with your supervisor if the files that you are storing have any of these special requirements.

IT Policy

About

This policy sets out the Company's policy in relation to using and accessing its computer systems, including the internet and email. This policy always applies, including when you are working at home, at a client's premises or at any other place.

Use of IT resources and surveillance

Any email use, internet use or voice communication content must not be detrimental to, nor adversely affect, the reputation or operations of the Company, its employees or customers. Employees are responsible and accountable for their email use, internet use and voice communications, including the content of these.

Any social media use in a personal capacity must also not be detrimental to, nor adversely affect, the reputation or operations of the Company, its employees or customers. You must not present or communicate on behalf of the Company on social media without the prior authorisation of the Company.

Any social media use in a work or personal capacity must comply with this policy.

All access to and usage of the Company's data, or any email or voice communications using company equipment or resources may be monitored or accessed by authorised employees. The Company also reserves the right to monitor, access and record internet usage and web browsing activity of all employees in the workplace or using company resources.

General use

At all times, you must also comply with the following:

- (a) You may use the Company's IT resources for business use and reasonable personal use, provided that such use does not bring the company or its related entities into disrepute and is not contrary to this policy or to any applicable law. Personal use must be kept to a minimum and must not prevent you from properly performing your duties;
- (b) You must not use any of the Company's property or IT resources to deal with illegal, offensive or defamatory material including by creating, downloading, transmitting, forwarding, copying or saving illegal, offensive or defamatory material;
- (c) You must not use of the Company's property or IT resources to act in a manner that could expose the Company, staff members, customers or other related parties to loss or liability;
- (d) You must not use any of the Company's property or IT resources to bully, harass or discriminate against any person. This includes by sending defamatory, threatening or obscene messages to any person, distributing pornography or other offensive material and/or sending emails that denigrate or ridicule any person

(whether a member of staff or other person). Such behaviour will be treated as serious misconduct and result in disciplinary action which may include summary termination;

- (e) You must protect your email account including by keeping your password private, changing it regularly and not letting other people use it or know what it is. You should log off or lock your computer when leaving your computer for an extended period;
- (f) You must not represent your personal opinions as those of the Company; and
- (g) You must not send or disclose confidential or proprietary information belonging to the Company except as strictly necessary in the proper performance of your duties.

Security

The Company's information systems and data must be securely protected by passwords or other authentication methods. Employees with access to the Company's information systems and data are held responsible for the security and secrecy of their own passwords, or any other authentication verification data.

Passwords are not to be written or displayed in a public area, or shared in an email, or other form of electronic communication. Passwords or any other authentication verification tools or devices must never be shared, loaned or sold.

Employees must not act in a way that is detrimental to, or adversely affects, the safety and security of the Company's information systems.

Data Governance

Any data generated during business operations or created by employees for any purpose that relates to the function of the Company's operations or for the Company's benefit, is the property of the Company.

All employees of the Company must ensure appropriate data handling procedures are followed to uphold the security and integrity of the Company's data. An employee's access to and usage of data should conform to the individual's job function and/or description.

Any data that is reasonably sensitive, vulnerable or subject to privileges should be securely encrypted. Release of data should be subject to authorisation by the Company in compliance with any confidentiality procedures.

Company-issued IT equipment

Company resources and equipment, including IT equipment is to be respected by employees. IT equipment includes but is not limited to company-issued phones, laptops, tablets, and any other electronic equipment issued by the Company to employees. All IT equipment belongs to the Company and must be returned by the employee as soon as reasonably possible when requested by the Company.

All employees should take steps to secure IT equipment when such equipment is not use, including when this is taken outside of the workplace.

Breach of this policy may result in disciplinary action, including but not limited to summary termination.

If you have any questions about this policy, please contact Mitchell Grasse.

Drug and Alcohol Policy

About

Employees and other workers are expected to maintain the highest professional standards when conducting Company business. You must present for work sober and not under the influence of alcohol, non-prescription drugs or prohibited substances.

Being under the influence of, or the consumption, use, possession, purchase, sale or transfer of alcohol, illegal or non-prescription drugs or any prohibited substance at work or during work hours (including during meal breaks) is strictly forbidden. Disciplinary action including but not limited to summary termination may be taken where this is breached.

While it is a personal decision to lawfully use alcohol outside of work hours, it is essential that such use does not interfere with the safe performance of your duties, your ability to complete your work, or the reputation of the Company.

Further, an employee may not report to work, or perform work, if their judgment, coordination, or performance could reasonably become impaired during work due to the use of alcohol, illegal or non-prescription drugs or any prohibited substance.

Specific exceptions

At approved Company or social functions, moderate alcohol consumption may be permitted. However, intoxication at such events is prohibited and all employees and other workers must always conduct themselves in a professional manner.

If you must take prescribed medication which may impair your ability to perform your job safely and/or effectively, you must advise Mitchell Grasse before performing any duties so that steps can be taken as necessary to ensure your safety and the safety of others.

Testing

The Company may require alcohol and/or drug screening including pre-employment testing. Such testing may be conducted on a random basis, be based on reasonable suspicion, or occur after an incident or accident. If you perform any of your functions on a client site at any time, you may also be required to participate in regular or random drug and/or alcohol testing.

If you refuse to participate, return a result suggesting you have consumed drugs and/or alcohol, or there is a reasonable suspicion that you are under the influence of drugs

and/or alcohol, you will be required to cease and leave work immediately, and may be subject to disciplinary action.

If you are sent home as a result of this policy, it will be on an unpaid basis until you are fit to return to work and have returned an acceptable result. Upon returning to work, you may be required to report to a disciplinary meeting or undertake counselling or rehabilitation before a return to work is scheduled.

Any action taken due to a reasonable suspicion will be based on a reasonable and clearly definable belief that the employee is under the influence of alcohol or using an illegal drug or other prohibited substance, based on specific and current or ongoing physical, behavioural or performance indications of probable alcohol or drug use.

Smoking

Employees and other workers are prohibited from smoking on Company premises and any Company vehicles where applicable.

Employee assistance

The Company recognises that drug or alcohol abuse, or the abuse of other substances can be successfully treated and is committed to helping employees who suffer from these problems, while holding them responsible for their own recovery.

The intent of this policy is to offer a helping hand to those who need it. The Company will provide any necessary information to the employee and referral to an appropriate treatment provider if treatment is required.

Personal or other leave may be made available for any incidental time required off work. Arrangements to take appropriate leave will be made with the employee for any extended periods of time off work, based on the advice of a treatment provider and accompanied by a medical certificate.

Any information regarding an employee's condition will be treated in the strictest of confidence and in accordance with the Privacy Act 1998 (Cth). No referrals will be made, or information provided to other parties without the permission of the employee involved.

If you have any questions, please contact the HR Manager.

Discrimination Policy

About

The Company is an equal employment opportunity employer and committed to providing a workplace free of all forms of discrimination, including vilification. It is an employee's right to be treated with dignity and respect and it is also the employee's responsibility to treat others the same way.

The Company is committed to meeting its legislative obligations relating to discrimination and will take all reasonable, practicable steps to provide and maintain a working environment free from behaviours and actions that may be discriminatory.

An internal grievance resolution process assists employees to raise issues of concern, and all complaints will be treated confidentially, seriously and sympathetically. No employee shall be penalised or disadvantaged because of raising any genuine concern or complaint.

This policy applies to all activities, and all those involved in those activities, including employees, contractors, customers and visitors, that take place on work premises and elsewhere where activities are undertaken in the course of employment, or at work-related activities, such as social functions.

Discrimination

Discrimination occurs when a person is treated less favourably than another person because of that person's individual characteristics or because that person belongs to a particular group.

Discrimination based on any the following characteristics is unlawful:

- (a) race (including colour, nationality, religion, ethnic or ethno-religious origin);
- (b) sex (including marital status, pregnancy or potential pregnancy, or breastfeeding);
- (c) sexuality (including sexual preference, transgender status or homosexuality);
- (d) disability (including physical, psychiatric or intellectual disabilities, or a disability you believe the person has, whether or not they have that disability);
- (e) age;
- (f) illness or injury;
- (g) parental status or responsibilities as a carer;
- (h) political beliefs and/or activity; or
- (i) membership or non-membership of a union.

Discrimination can be either direct or indirect. No employee is to engage in discriminatory conduct in relation to their treatment of other employees, contractors, customers and visitors (including members of the public).

It is also unlawful to treat a person less favourably because they have a personal association with someone who has one or more of the above attributes.

Vilification

It is unlawful and against the Company's policy to do any public act which vilifies a person based on their race, religious belief or affiliation, gender identity, transgender status, sexual preference or HIV/AIDS status. It is also against Company policy to do any private act which vilifies a person based on any of these characteristics.

Vilification means any public act which could encourage hatred, contempt or ridicule of a person because of their race, religious belief or affiliation, gender identity, transgender status, sexual preference or HIV/AIDS status. Examples of vilification include publicly making speeches or statements or wearing clothing with slogans, that vilify others.

Conduct that breaches this policy

Conduct that breaches this policy is unacceptable and, depending on the severity and circumstances, may lead to disciplinary action, regardless of the seniority of the employee/s involved.

The Company shall take appropriate disciplinary action against any employee who is responsible for, or engages in, any form of unlawful discrimination or vilification.

Disciplinary action may include, but is not limited to, the following:

- (a) demotion;
- (b) a requirement to provide a written or verbal apology;
- (c) a formal warning;
- (d) a requirement to attend training or counselling; or
- (e) dismissal.

It is also unlawful and against Company policy to victimise or otherwise disadvantage a person who alleges that they have been discriminated against or vilified. Any worker including an employee or contractor who victimises, threatens, intimidates or otherwise places at disadvantage a person who alleges they have been discriminated against or vilified will be subject to disciplinary action including, but not limited to dismissal.

What to do if you have a complaint

If you feel that you have been subject to unlawful discrimination, vilification or victimisation, please speak with Mitchell Grasse. If you do not feel comfortable speaking with Mitchell Grasse, you may also speak with the HR Manager.

Your complaint will be investigated and if established, appropriate disciplinary conduct will be taken against the person engaging in unlawful conduct. Your complaint will be treated seriously, and we will respect and maintain your confidentiality and privacy as much as possible.

If you have any questions in relation to this policy, please contact Mitchell Grasse or the HR Manager, as appropriate.

Harassment and Bullying Policy

About

The Company is committed to providing a workplace free of all forms of harassment and bullying, as prescribed by Commonwealth and state legislation. All workers have the right to be treated with dignity and respect and are required to treat each other accordingly.

This policy applies to all employees and any other workers such as contractors engaged by the Company. It applies in the workplace, when you are working off-site and during any activity undertaken in the course of employment, including work-related events such as business trips, meetings, social events and training programs.

Any grievances raised under this policy will be treated seriously and as confidentially as possible. You will not be penalised or disadvantaged because of raising any genuine concern or complaint.

Relevant and appropriate disciplinary action will be taken against anyone found to have breached this policy, which may include, but is not limited to summary dismissal.

Harassment

Harassment is not permitted and means any unwelcome behaviour which a reasonable person in the circumstances would find offensive, humiliating or intimidating. The fact that no offence was intended does not mean that harassment has not occurred. If the behaviour has the effect of being offensive, humiliating or intimidating, that is usually enough.

Harassment may occur as a single act, or as a series of incidents. It may be subtle or openly hostile and occur in private or public settings.

Examples of harassment may include, but are not limited to:

- (a) Swearing in the workplace;
- (b) Gossiping about a person, or asking intrusive questions about another person's private life, including their religion, family or other matters;
- (c) Constantly monitoring what someone else is doing, giving unsolicited or unreasonable criticism or 'nitpicking';
- (d) Openly displaying pictures, graffiti or other written materials which might be offensive; and/or
- (e) Sending communications via phone, email or computer networks which may be threatening, abusive or offensive.

Sexual harassment

Sexual harassment means any unwelcome behaviour of a sexual nature which a reasonable person in the circumstances would find offensive, humiliating or intimidating. Such behaviour is unlawful and not permitted.

Examples of sexual harassment may include, but are not limited to:

- (a) Sexual advances or requests for sexual favours;
- (b) Inappropriate or unsolicited physical contact, such as patting or pinching;
- (c) Sexual violence or indecent and/or sexual assault;
- (d) Public displays of nudity;
- (e) Verbal comments or unwelcome questions about someone's appearance, dress or private life;
- (f) Lewd jokes or wolf whistling; and/or
- (g) Communications displaying offensive material or pornography, including posters, calendars or via email or mobile phone.

Bullying

Workplace bullying means repeated and unreasonable behaviour directed towards another person or group of people that creates a risk to health and safety:

- (a) Repeated behaviour refers to the persistent nature of such behaviour and can be in reference to a range of actions over time; and
- (b) Unreasonable behaviour refers to behaviour that a reasonable person would consider unreasonable in the circumstances. It includes behaviour that is victimising, humiliating, intimidating or threatening.

Such behaviour may be unlawful and is not permitted. Single incidents of such conduct may also present a risk to health and safety and will not be tolerated.

It may include obvious verbal or physical assault to very subtle psychological abuse and can include:

- (a) Physical intimidation or actions such as punching a person;
- (b) Verbal abuse, threats, sarcasm or other forms of demeaning or intimidating language or communication;
- (c) Psychological harassment;
- (d) Excluding or isolating another person;

- (e) Deliberate change of work duties, sabotaging another's work or placing unreasonable work demands on another person.

What is not workplace bullying?

Reasonable management action taken in a reasonable way is not bullying. Managers have a responsibility to conduct performance reviews, manage employees and to provide feedback on performance and work-related behaviour. On occasion, this may include negative review or comment which you may find uncomfortable but will not amount to bullying or harassment.

Workplace bullying does not include:

- (a) Legitimate and relevant counselling, comments or advice relating to your performance or conduct at work; and/or
- (b) Discussion or counselling designed to assist you meet performance targets.

Conduct that breaches this policy

Conduct that breaches this policy is unacceptable and, depending on the severity and circumstances, may lead to disciplinary action, regardless of the seniority of the employee/s involved.

The Company shall take appropriate disciplinary action against any employee who is responsible for, or engages in, any form of bullying or harassment behaviour.

Disciplinary action may include, but is not limited to, the following:

- (a) Demotion;
- (b) A requirement to provide a written or verbal apology;
- (c) A formal warning;
- (d) A requirement to attend training or counselling; or
- (e) Dismissal.

It is also unlawful and against Company policy to victimise or otherwise disadvantage a person who alleges that they have been bullied or harassed. Any worker including an employee or contractor who victimises, threatens, intimidates or otherwise places at disadvantage a person who alleges they have been bullied or harassed will be subject to disciplinary action including, but not limited to dismissal.

What to do if you have a complaint

If you believe you have been bullied or harassed by another worker, please notify Mitchell Grasse. If you do not feel comfortable discussing the behaviour with Mitchell Grasse, you can contact the HR Manager.

If it is safe to do so, you can also speak with the person responsible for the conduct in the first instance and ask them to stop. If this does not work, or you do not feel comfortable doing this, you can still notify the designated contact directly.

Your complaint will be investigated and if established, appropriate disciplinary conduct will be taken against the person engaging in unlawful conduct. Your complaint will be treated seriously, and we will respect and maintain your confidentiality and privacy as much as possible.

If you have any questions in relation to this policy, please contact Mitchell Grasse or the HR Manager, as appropriate.

Grievance Policy

About

This procedure explains what to do if you have a workplace concern, or a grievance about any act, policy, omission, situation or decision that you think is unfair, discriminatory or constitutes harassment or bullying.

We will deal with any complaint seriously, impartially, quickly, fairly and as confidentially as possible. We will do our best to ensure that you are not victimised in any way for lodging a complaint, involvement in the investigation or a complaint, or for supporting someone else's complaint.

All employees of the Company may follow this grievance policy.

What to do if you have a grievance

There are informal and formal ways to manage a grievance.

An informal process is usually nominated unless the employee prefers to follow the formal grievance process, or if the circumstances make it inappropriate to do so.

The informal process may be initiated verbally and does not require lodging a grievance in writing. However, the Company representative should prepare sufficient notes to document the initial discussion, any developments and the reasons behind any decisions made.

The formal process must be lodged in writing and contain sufficient information regarding the nature of the issue. It must be signed and dated by the complainant, and where there is more than one complainant, all complainants must sign and date the document. The Company representative must also take sufficient notes to document all discussions, developments, and outline the reasons for any decisions made.

Any documentation associated with a grievance will be kept in confidential files, which will be separate to the personnel files of both the complainant and respondent. This information will only be placed in a personnel file where the complaint results in

disciplinary action or involves substandard performance. The employee will be notified as appropriate where any such information is recorded on their personnel file.

If an employee is unsure about the most appropriate process to follow for a grievance, they can speak to Mitchell Grasse for guidance, or if they are uncomfortable speaking to Mitchell Grasse, they can speak with the HR Manager.

Informal process

An informal grievance process involves a staff member (the complainant) seeking to resolve a grievance they have with someone else in the Company (respondent) by themselves, or with the help of Mitchell Grasse.

Where there is an allegation of bullying or harassment the complainant may choose not to be directly involved in raising the issue with the respondent.

Where the matter relates to conditions of work, such as workload, the employee's manager may be the respondent, in which case the supervisor's manager may be involved to facilitate the process.

Where the grievance is in relation to a general workplace concern and does not involve a respondent, the complainant should speak with Mitchell Grasse or the HR Manager as appropriate.

An informal process does not result in 'findings' about whether the alleged conduct did or did not occur.

An informal process is appropriate in some circumstances, including where:

- (a) the complainant wishes to deal with the matter informally;
- (b) the complaint is relatively minor in nature;
- (c) the respondent has no recorded history of engaging in conduct of the kind alleged by the complainant; and/or
- (d) the respondent does not deny the substance of the allegation.

Even if a complainant wishes to deal with an issue informally, we may determine that the matter must be dealt with in a formal process. We may determine that an issue should be dealt with formally if it is a serious allegation or there is a history of complaints against the respondent.

Outcomes from an informal process may include, but are not limited to:

- (a) an acknowledgement and apology by the respondent;
- (b) an agreement by the respondent to undertake training or coaching;
- (c) the change or development of a policy or practice; and/or

- (d) a change in behaviour by the respondent, as directed.

A successful outcome to an informal grievance process consists of all parties having had an opportunity to present their story, along with consensus by all on the decisions made and any provisions for resolution of the grievance. Where applicable, the parties should feel capable of continuing to work together in a professional capacity.

Formal process

A formal process involves the initiation of a formal review of an allegation made by a complainant. The formal process is appropriate where:

- (a) the complainant wishes to deal with the matter formally;
- (b) the allegations are serious;
- (c) an informal process has not resolved the complaint (however an informal process is not required before a formal investigation commences); and/or
- (d) there is a history of complaints against the respondent.

A formal process involves the complainant making the complaint to their manager without first speaking directly with the respondent or if the manager determines that a formal process is appropriate in the circumstances.

During the formal process:

- (a) the complainant and the respondent are interviewed separately to give their version of events;
- (b) any other relevant people are interviewed to give their version of events;
- (c) recommendations to resolve the complaint are made;
- (d) parties, including the complainant and the respondent, are kept informed as appropriate; and
- (e) details may be noted on personnel files.

Complaints will be dealt with seriously, impartially, quickly and fairly. For us to deal with a complaint, it may not be possible for the complainant to remain anonymous however we will maintain confidentiality as much as possible.

Outcomes from a formal process may include, but are not limited to:

- (a) an acknowledgement and apology by the respondent;
- (b) changes in office seating or work arrangements, such as reporting lines or work responsibilities;
- (c) a change in behaviour by the respondent, as directed; and/or

(d) disciplinary action, which may include summary dismissal if appropriate.

External process

If you feel that you have been discriminated against, bullied or harassed, you may also seek advice from an external agency such as the Australian Human Rights Commission, or the NSW Anti-Discrimination Board or make a complaint to one of those agencies. However, it is recommended that the grievance policy is followed first before contacting an external agency, to provide the Company with the opportunity to resolve any grievances.

Frivolous and/or vexatious complaints

Any employees who lodge a grievance are expected to cooperate with the process and provide evidence where possible.

If at any stage of the grievance resolution process the Company is satisfied that a grievance is frivolous, vexatious, misconceived or lacking in substance, the complaint may be dismissed. A finding that a complaint has been made frivolously or vexatiously may lead to disciplinary action against the complainant.

However, we encourage staff to speak up if they believe they have a legitimate grievance or complaint. We will do our best to ensure that you are not victimised in any way for lodging a genuine complaint, being involved in the investigation process, or for supporting someone else's complaint.

Poor Performance and Misconduct Policy

About

The Company expects all employees to show competence, care, good faith and compliance with instructions, policies and procedures in the performance of their duties and to conduct themselves in a manner which respects the rights and welfare of other employees of the Company.

Where an employee's work performance or conduct does not meet a satisfactory standard, an appropriate process of investigation and corrective action must be taken. The Company has a framework for managing the conduct and/or performance of employees that will be applied in compliance with relevant legislation, as well as the principles of natural justice and procedural fairness.

The purpose of the framework is to provide employees with a guide to the process which the Company may follow when dealing with instances of poor performance, unsatisfactory conduct and/or serious misconduct.

This process is a guide only, and the disciplinary process may vary depending on the severity of the misconduct, past behaviour, length of service and any other applicable

factors. The framework might not be applied in all cases, and the Company reserves the right to vary the process to be more suited to the specific circumstances.

The following is a guide to how poor performance and/or misconduct may be dealt with by the Company:

- (a) Severity: Unsatisfactory conduct or poor performance
 - (i) 1st instance: Formal Verbal Warning
 - (ii) 2nd instance: Written warning
 - (iii) 3rd instance: Final written warning
 - (iv) 4th instance: Termination
- (b) Severity: Misconduct
 - (i) 1st instance: Final written warning
 - (ii) 2nd instance: Termination
- (c) Serious Misconduct
 - (i) 1st instance: Termination

The Company will make every effort to ensure that the process followed is a fair one, including consideration of your responses to any matters raised with you. This policy will assist in ensuring that there is clear guidance in place in the event of a disciplinary hearing, and you are aware of your expected standards of performance and behaviour at the Company.

The Company will ensure that all disciplinary and performance matters are investigated adequately and that employees are given the opportunity to respond to any disciplinary or performance matters. In some instances, the Company may decide to suspend your employment, on full-pay, until the disciplinary or performance matters are resolved.

Examples of Unsatisfactory Conduct and/or Misconduct

The following is a guide to matters which the Company considers should be the subject of a performance or disciplinary process. This list is not exhaustive and the process may be applied to other conduct.

Examples of Unsatisfactory Conduct and/or Misconduct are:

- (a) unsatisfactory performance;
- (b) not following Company policies or procedures, including Work Health and Safety policies and procedures;
- (c) acting in a manner which may threaten the health or safety of yourself, other employees or any other individuals;
- (d) persistent lateness or absenteeism;
- (e) not adequately devoting your time or attention to allocated work during your normal working hours;
- (f) negligence, damage, loss or unauthorised use of company property or failure to report any such negligence, damage, loss or use; and/or
- (g) if you are required to drive as part of your role, failure to report any driving limitations or loss of license.

Serious misconduct process and/or termination

If the Company is of the view that you may have engaged in serious misconduct, we will arrange a time to meet with you to discuss any alleged serious misconduct. You may choose to have a support person present during the meeting.

You will be informed that we are considering your immediate dismissal without notice for serious misconduct and the reason why. You will be provided with an opportunity to respond. If, after considering your response to the alleged serious misconduct, we are satisfied that you have engaged in serious misconduct, your employment may be terminated immediately and without notice.

The following is a guide to matters which the Company considers as constituting serious misconduct. This list is not exhaustive and other conduct may also be considered serious misconduct.

Examples of serious misconduct include:

- (a) acts of unlawful discrimination, bullying or harassment;
- (b) physical violence;
- (c) deliberate destruction of Company property;
- (d) being under the influence of drugs or alcohol at work;
- (e) theft or fraud; and/or
- (f) any action which may cause significant risks to the health or safety of yourself, employees or any other individual.

If you have any questions about this policy, please contact the HR Manager.

Work Health and Safety (WHS) Policy

Policy statement

The Company and management recognise that the health and safety of all workers and third parties is of vital importance and is key to a successful business.

We aim to continuously maintain and improve the work environment to ensure that it is, so far as is reasonably practicable, safe for all workers and third parties and without risk to their health. The Company will endeavour to continuously improve health and safety in the workplace through consultation, the adoption and improvement of safe work practices, as well as increasing the awareness of health and safety obligations for management and all other workers.

WHS obligations

The Company's responsibilities

The Company aims to:

- (a) Provide and maintain a work environment (including equipment and systems of work) that is, so far as is reasonably practicable, safe for all employees and third parties and without risk to their health; and
- (b) provide adequate facilities for the welfare of workers and other persons at work;
- (c) provide information, training, instruction and supervision as necessary to maintain a healthy and safe workplace;
- (d) monitor the workplace and the health and safety of workers to assist in preventing injury and illness;
- (e) communicate with senior management on a regular basis on any matters that concern the provision of a healthy and safe workplace; and
- (f) consult with workers on matters of work health and safety.

Managers, employees and other workers are responsible for ensuring the health and safety of themselves and others at work.

Duties of management

Specifically, managers, supervisors and other similar position holders are also required to:

- (a) keep updated on work health and safety matters;
- (b) understand the practices and the processes used by the Company to comply with its work health and safety duties;
- (c) ensure that the appropriate resources and processes are available to eliminate or mitigate any risks to health and safety of workers and third parties;
- (d) maintain adequate mechanisms for receiving, considering and acting on any information received regarding workplace incidents or hazards;
- (e) monitor workplace conditions and identify issues that need to be actioned to maintain a healthy and safe workplace, including any matters raised by other workers; and
- (f) consult workers on health and safety matters and ensure that proper supervision and training is provided for a safe workplace.

Duties of employees

As an employee or other worker, your obligations are as follows:

- (a) you must take all reasonable steps at work to ensure your health and safety and the health and safety of others. This includes wearing and using all safety gear provided to you;
- (b) you must comply with any applicable codes of practice and all directions given to you in relation to WHS issues;
- (c) you must not engage in practical jokes or other conduct which may result in injury to others;
- (d) you must immediately notify your manager or supervisor if you become aware of any matter which you consider may affect the health or safety of employees or visitors to the Company;
- (e) you must immediately notify your manager or supervisor if you sustain a workplace injury or become aware that another worker has suffered a workplace injury; and
- (f) as soon as practicable after you have become aware of any potential hazard, have sustained a workplace injury, or have become aware that another worker has sustained a workplace injury, you must complete all relevant reporting forms to report the hazard and/or injury.

Duties of visitors and non-employees

If a person is not a worker, but attends the Company's premises, they must:

- (a) take reasonable care of their own health and safety;
- (b) take reasonable care that their actions or omissions do not adversely affect the health and safety of others, and
- (c) comply, so far as they are reasonably able, with any instructions that may be given by the Company regarding any health or safety matters.

All employees, other staff and visitors to the Company must comply with this policy. Failure to comply with this policy may result in disciplinary steps being taken including termination and may expose you and the Company to prosecution.

Reporting Accidents and Injuries

As per your duties as a worker, all accidents, injuries and 'near misses', whether they occur at work or while travelling to and from work, must be reported immediately to your manager, or if that person is not available, to another person with management responsibilities.

In addition:

- (a) Where there is a very minor injury which requires no treatment or first aid treatment only, a record should be made on the Register of Injuries;
- (b) Where an accident, injury or 'near miss' occurs that requires or has the potential to require medical treatment, it should be reported on the Incident or Hazard Report form as soon as possible, and no later than 24 hours after the event. The Company's workers compensation insurers will be notified of any injuries that may require compensation within 48 hours. The results of any investigations or corrective actions will also be summarised on the Incident or Hazard Report Form;
- (c) If requested, you must also complete a Worker's Injury Claim Form and obtain a certificate of capacity from the treating doctor. Together with the Company's insurance company and the worker's treating doctor, a suitable return-to-work plan will be coordinated for any worker who requires it.

Reported incidents or hazards will be investigated by the Company promptly. We will identify the causes and assess any hazards that need to be controlled. Management will discuss the incident with you or any relevant workers to decide on suitable controls needed to eliminate or mitigate any risks in place.

Hazard and Risk Identification

The Company has processes in place to identify, assess and control workplace hazards along with measures to review those controls.

If a potential hazard is identified, the manager or worker should report the hazard or risk as soon as possible, regardless of how minor it may seem. Once identified, the severity of the hazard will be assessed and appropriate control measures will be implemented to eliminate or mitigate the hazard. The implemented control measures will be reviewed for effectiveness and adjusted if necessary.

Emergency Evacuation Procedure

The Company and management will ensure that employees are familiar with the evacuation procedures and the location of any emergency exits.

In the event of an emergency that may impact the Company's premises or the safety of workers, appropriate instructions will be provided.

If an evacuation is announced, workers should leave the building immediately via the nearest emergency exit to the nearest evacuation assembly point, in accordance with the premises' evacuation plan. At all times you should remain calm and do not run, panic or take any belongings with you while evacuating.

Employee Privacy Policy

About

The Privacy Act 1988 (Privacy Act) regulates the handling, holding, use, access and collection of personal information (including sensitive information) about individuals. Personal information is information or an opinion about an identified or reasonably identifiable individual.

The Company takes its obligations under the Privacy Act seriously when handling all personal information, including information about employees.

Personal information may be collected during your employment, including during the recruitment process.

Personal information can include details relating to your:

- (a) recruitment, performance, discipline, resignation or termination;
- (b) terms and conditions of engagement;
- (c) personal contact details;
- (d) hours of work or remuneration;
- (e) membership of a professional or trade association or trade union;
- (f) leave entitlements; and
- (g) banking, taxation or superannuation details.

We may also access or collect any computer, internet, phone, or other records or information that has been created or accessed during the course of your employment using company equipment or resources.

We may also collect information relating to your health or personal circumstances, where this is disclosed and relevant to your role, such as where a nominated treating doctor has disclosed restrictions on an employee's ability to perform certain tasks for their safety.

Management of records

The primary purpose for collecting this information is to maintain your employee records and adequately manage your employment circumstances, salary and superannuation details. We will only retain your personal information for as long as it is required for this reason, or where we are otherwise required to retain this information by law.

The Company will take all reasonable steps to ensure that any personal information collected is stored in a secure manner, regardless of whether it is collected or stored in electronic or paper format. We will ensure that such information is protected from unauthorised disclosure and will only share such information for purposes related to the management of your employment circumstances, or where legally required to do so

You may request access to, including correction where applicable, to any records regarding your employment, unless this would unreasonably impact on the privacy of others, or breach the Company's legislative obligations.

Employee Obligations

Employees must also take their obligations under the Privacy Act seriously.

You must ensure that you handle any employee or client personal information in accordance with the Privacy Act and do not disclose it unlawfully. This includes ensuring that any personal information you encounter during your employment is kept private and used only for a proper purpose.

Breaches of this policy are taken seriously and disciplinary action, including but not limited to termination, may be taken for such breaches.

If you have any questions about this policy or would like further information, please contact the HR Manager.

Social Media Policy

About

This policy applies to all Company employees and any other persons that may be identified as a worker of the company. This includes where your comments, postings or profile can identify you as an employee or other worker of the Company, irrespective of whether the Company is named, and occurring at any time, irrespective of whether you are using Company or personal computers, devices or equipment.

Activities on social media should be considered public. Despite the availability of privacy functions on social media, it is possible for content to be shared beyond intended recipients. This policy is for the mutual protection of the Company and its workers and is not intended to prevent, discourage or unduly limit expression of personal opinions or online activities.

Only an authorised representative may manage the Company's social media presence or post on the Company's behalf.

This policy covers, but is not limited to, the sites and services mentioned below, and is also intended to cover any other social media services that are developed in the future:

- (a) social networking sites (e.g. Facebook, Instagram);
- (b) professional networking services (e.g. LinkedIn);
- (c) video and photo sharing websites (e.g. Youtube);
- (d) micro-blogging (e.g. Twitter);
- (e) forums and discussion boards (e.g. Google Groups);
- (f) online collaborations (e.g. Wikipedia);
- (g) podcasting;
- (h) blogs including corporate blogs and personal blogs; and
- (i) blogs hosted by traditional media outlets.

Guidelines for appropriate use of social media

The Company expects that all employees and any other persons that may be identified as a worker of the Company will uphold the expected level of professional conduct and ethical behaviour when using social media. It is critical that employees of the Company exhibit a high standard of professional conduct to maintain public confidence in the Company's operations and reinforce the corporate values of transparency, accountability, respect and responsibility.

To protect your own and our reputation, you must adhere to the following guidelines

- (a) think before you post/publish or share information through such sites;
- (b) be thoughtful and show respect for people with whom you interact;
- (c) be respectful of the opinions, cultures and beliefs of others;
- (d) be mindful that what you post/publish will be public for a long time and may be available even after you believe you have deleted it. Take care to protect your personal brand and your privacy and understand a platform's terms of service;
- (e) disclose any conflicts of interest that may arise from associations made through social media. This includes when a personal interest could be perceived as influencing the performance of your official duties and responsibilities;
- (f) if you post/publish material in your personal capacity where you could be identified as being associated with us, you should include a disclaimer such as "The posts on this site are my own and do not represent the positions, plans or opinions of my employer." Irrespective of any disclaimer, you are responsible for any contributions, comments or posts made to social media in a personal capacity.
- (g) You must not at any time:
 - (i) publish or post material that may be reasonably considered to be offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist or homophobic;
 - (ii) publish or post material that infringes copyright, constitutes a contempt of court, breaches a court suppression order or is otherwise unlawful or in breach of your professional obligations; use or disclose proprietary, commercially sensitive or confidential information;
 - (iii) mention the names, employees, services provided by or work undertaken for any client, customer or supplier of the Company, or share any confidential or personal information obtained as a worker of the Company;
 - (iv) state or imply that you are authorised to speak on our behalf or state or give the impression that any views you express are the views of the Company, unless you are authorised to do so;
 - (v) communicate information about the Company, unless you are authorised to do so;
 - (vi) comment negatively about the Company, including employment with the Company; and/or
 - (vii) respond defensively, engage in or initiate comments which are negative or derogatory about the Company, its directors, its managers, its employees or its clients and customers.

Use of social media during work hours

Social media may only be used during breaks or outside of working hours, unless appropriate authorisation has been provided for work-related use, or use during working hours.

Any use of social media is not to impact on the effective performance of your role.

Breaches of this policy

If you are found to have breached this policy, including any inappropriate use of personal, Company-related or other social media outside of work hours, you may be subject to disciplinary action, including summary termination. We may also require you to remove posted material that is deemed inappropriate.

If you have any questions, please contact the HR Manager.

Surveillance Policy

About

The Company reserves the right to conduct ongoing continuous or intermittent surveillance in the workplace and of computer resources. Surveillance of computer resources may occur irrespective of whether resources are accessed or used in the office or off site.

The purpose of such surveillance is to ensure that all property, visitors and workers are safe, secure and that the Company premises, or any Company property is used in an appropriate manner.

General Surveillance

Such surveillance may be conducted using:

- (a) Visual recording devices including all types of camera, e.g. CCTV cameras;
- (b) Audio recording devices; and/or
- (c) Electronic recording devices in the workplace.

If any cameras are used, these will be visible and any recording devices including cameras will not be in change rooms or bathrooms. Such surveillance may be conducted at any time and any worker may be subject to this policy.

The Company reserves the right to use or disclose such surveillance if needed, including CCTV, for disciplinary purposes, or any other reasonable purpose to the extent permitted by privacy legislation.

Computer Surveillance

It should be noted that the home office is considered the 'workplace' under work health and safety legislation and is subject to relevant legislative requirements.

We may monitor access to and use of our computer resources, including access to electronic records, internet access and emails sent and received by employees, contractors or other workers. Email messages may be monitored by us irrespective of whether they are sent or received from the office, or off-site. Records of calls made using our telephones may also be monitored.

We may, at any time, use anti-virus and anti-spam software or similar systems to block, or attempt to block viruses, spam or any other software which may be considered dangerous to company resources.

We may also block access to certain internet sites or services which may have an adverse effect on network security, or which are considered otherwise inappropriate. If you need access to any of these prohibited sites for genuine business reasons you should contact your supervisor who will arrange access if appropriate.

If you have any questions about this policy, please contact Mitchell Grasse.

Leave Policy

Employees of Anjark Services (the Company) are provided with a variety of leave arrangements (paid and unpaid) that enable them to balance work with rest and recreation, family responsibilities and other specific purposes. A safe and healthy workplace enables and encourages staff members to take breaks from their employment and provides them with an opportunity to refresh themselves away from the work environment.

All employees are entitled to accrue and take leave in accordance with the relevant legislation in their state/territory, including relevant awards (if applicable). This policy seeks to clarify the employee's entitlements and obligations in relation to leave as well as defining policy positions for those matters that are not governed by legislation.

You should give proper notice to the Company before you take any form of leave; abuse of leave entitlements (including, but not limited to, sick leave) will be regarded as misconduct and can result in disciplinary action—if for any reason you have insufficient leave, please speak to your Manager or Mitchell Grasse;

If you have any questions about your leave entitlements, please speak to your supervisor.

Annual Leave

Your annual leave entitlement is governed by the Fair Work Act 2009 (Cth) or other applicable legislation.

Please note that casual employees are not entitled to paid annual leave.

The provisions set out in the Fair Work Act 2009 (Cth) (which are subject to change) are summarised as follows:

- (a) full time employees are entitled to 20 working days (four weeks) of paid annual leave per year of service (part-time employees are entitled to a pro rata amount);
- (b) the annual leave entitlement accrues on a pro-rata basis and is cumulative;
- (c) untaken annual leave accumulates from year to year;
- (d) the Company may require you to take a period of paid annual leave if that requirement is reasonable (including without limitation if you have accrued an excessive amount of paid annual leave or if the Company business is being shut down for a period)
- (e) Annual leave must be taken at such times as agreed between your Manager and you.
- (f) You must complete a leave form prior to a period of annual leave.

The scheduling of the taking of annual leave is a mutual responsibility between you and your Supervisor. But in all cases, the final approval for annual leave applications is the sole responsibility of the HR Manager, who must ensure necessary staffing to meet the needs of the Company during that period.

Annual Shut-down

The Company has an annual shut-down period, at which time all employees are required to take leave unless otherwise agreed and approved by the Company.

The period of the shut-down will be communicated by the Company. During the annual shut-down, all employees must submit a leave form for their time off work.

Public Holidays

The Company recognises applicable public holidays as advised by the relevant Government authority. You are entitled to these holidays in addition to normal annual leave entitlements.

The Company shall give reasonable notice to you should you be required to work on a public holiday.

Personal (Sick) / Carer's Leave

Your personal/carers leave entitlement is governed by the Fair Work Act 2009 (Cth) or other applicable legislation.

The provisions set out in the Fair Work Act 2009 (Cth) (which are subject to change) are summarised as follows: The provisions set out in the Fair Work Act 2009 (Cth) (which are subject to change) are summarised as follows:

- (a) full time employees are entitled to ten days of paid personal/carers leave per year of service (part-time employees are entitled to a pro rata amount);

- (b) the employee's personal/carer's leave entitlement accrues progressively during each year of service;
- (c) untaken paid personal/carer's leave accumulates from year to year;
- (d) personal/carer's leave can be taken when:
 - (i) the employee is not fit for work because of a personal illness or injury; or
 - (ii) the employee needs to provide care or support to a member of the employees Immediate Family or a member of the employee's household who requires care or support because of a personal illness or injury or an unexpected emergency;
- (e) full-time and part-time employees will be entitled to up to two days of unpaid carer's leave for each permissible occasion when the employee needs to provide care or support to an Immediate Family member or a member of the employee's household, who requires care or support because of a personal illness or injury or an emergency; and
- (f) unpaid carer's leave will only be available if full time and part-time employees have exhausted their paid personal/carer's leave entitlement.

In accordance with the Fair Work Act 2009 (Cth), casual employees are not entitled to paid personal/carer's leave. However, casual employees are entitled to up to 2 days unpaid carer's leave.

Untaken accrued personal/carer's leave will not be paid out on termination of employment.

Notification Requirements

You must notify your immediate Manager as soon as practicable and prior to 9:00am on the day of absence, of your intention to take personal/carer's leave, including the nature of the illness and estimated duration of absence.

You must notify your immediate Supervisor for each subsequent day of absence.

Medical Certificates

A medical certificate must be supplied to your Manager for personal leave that lasts more than 2 consecutive days. The Company may request a medical certificate from the employee when any personal leave is taken.

Compassionate Leave

Your compassionate leave entitlement is governed by the Fair Work Act 2009 (Cth) or other applicable legislation. The provisions set out in the Fair Work Act 2009 (Cth) (which are subject to change) are summarised as follows:

- (a) all employees (including casual employees) are entitled to two days of compassionate leave for each permissible occasion when a member of the employee's Immediate Family or a member of your household contracts, develops or sustains a seriously life-threatening personal illness or injury, or dies;

- (b) compassionate leave is to be taken;
 - (i) to spend time with the Immediate Family member or member of the employee's household who has the seriously life-threatening personal illness or injury; or
 - (ii) after the death of the Immediate Family member or member of the employee's household; and
 - (iii) to be entitled to compassionate leave, the Company may require the employee to provide evidence of the illness, injury or death.

Notification Requirements

The Company understands that the nature of compassionate leave means that in some cases, it will not be possible to give prior notice of an intention to take Compassionate Leave. You must, however, notify the Company as soon as practicable of a requirement to take compassionate leave.

If requested by the Company, you must provide appropriate documentation supporting your right to Compassionate Leave to your Manager upon your first day back at work.

Acceptable supporting documentation includes a:

- (a) death certificate;
- (b) funeral notice;
- (c) death notice; or
- (d) medical certificate.

Community Service Leave

Your community service leave entitlement is governed by the Fair Work Act 2009 (Cth) or other applicable legislation. This leave covers Jury Duty and being a volunteer with organisations such as State Emergency Service, and the County or Rural Fire Services during recognised emergencies or natural disasters, or the RSPCA if involved in animal rescue during a recognised emergency or natural disaster.

Community service leave is unpaid, except in relation to jury service. The provisions set out in the Fair Work Act 2009 (Cth) (which are subject to change) are summarised as follows:

- (a) the employee is entitled to be absent from work for the purposes of engaging in an Eligible Community Service Activity (see below for what is "Eligible Community Service Activity");
- (b) the employee is entitled to be absent for a period comprising:
 - (i) the time when the employee is engaging in the Eligible Community Service Activity;
 - (ii) reasonable travelling time associated with the Eligible Community Service Activity; and

- (iii) reasonable rest time immediately following the Eligible Community Service Activity.

Eligible Community Service Activity

You must be a member of or have a member-like association with a recognised emergency management body. In addition, you must either be requested to engage in the activity, or it would be reasonable to expect that such a request would have been made if circumstances had permitted. Such service must be as a volunteer.

If you think you may at some time qualify for Community Service Leave because you are a volunteer member of an eligible emergency management organisation, or you later join an emergency management organisation, you should advise the Company as soon as practicable after your employment commences. You must notify the Company of a requirement to take community service leave as soon as practicable (this may be after the leave starts). You must also tell the Company the period or expected period of absence. You must also provide the Company evidence that you are entitled to community service leave.

Jury Service

You must advise the Company as soon as you receive notification from the relevant Court of your requirement to attend for jury service. A copy of the Attendance at Court Notice should be provided to the Company. You are entitled to receive “make up pay”, that is, the difference between the amount you are entitled to jury service fees and the level of your base rate of pay (that is, your normal salary excluding any expense-related allowances, incentive-based payments and bonuses, loadings, monetary allowances, overtime and penalty rates, or any other separately identifiable amount) for the first 10 days that you are absent while serving on jury duty. You must, however, provide to the Company evidence that would satisfy a reasonable person that you have taken all necessary steps to obtain any amount of jury service pay to which you are entitled, and the total amount of jury service pay that has been paid, or is payable, to you for the period (even if there was no jury service payment). Where you serve on a jury while on annual leave, the days served will be recognised for accrual of annual leave. This provision may differ depending on the legislation governing jury duty in your State.

Parental Leave

In accordance with the Fair Work Act 2009 (Cth), employees with at least 12 months continuous service, including long term casual employees, who are employed on a regular and systematic basis, are entitled to take a period of up to 2 months of Parental Leave. For more details of parental leave entitlements, please refer to the Parental Leave Policy.

Long Service Leave

Your long service leave entitlement is usually governed by State-based Long Service Leave Acts, which vary slightly as to entitlements. So reference should be made to the legislation in the State where you work (for some employees, other legislation may apply). Generally, long service leave arises after 10 or 15 years of service and is a period of 2 months (for 10 years) or 3 months (for 15 years). There are provisions for pro-rata payment of long service leave after meeting a qualifying period (usually five or seven years), which is paid out under

certain conditions when employment ends through no fault of the employee. Please speak to your Supervisor if you need to understand your entitlements to long service leave.

Unpaid Leave

If for any reason you have insufficient leave for any period of absence, you should discuss the possibility of taking unpaid leave with your Supervisor. There is no obligation for them to agree to your request for unpaid leave, and the needs of the Company and fairness to other employees will need to be considered, as well as your own circumstances. Under no circumstances should you simply fail to attend work or take leave without authority or as covered by this policy. The Company may discuss with you options to taking unpaid leave. These may include taking leave in advance or flexible working arrangements. You should note that unpaid leave will not normally break the continuity of service but will not count as service, for example, in calculating service for the purposes of long service leave.

Working from Home Policy

Introduction

The Company recognises the role working from home may have in assisting employees balance the demands of work with family or other personal responsibilities. However, working from home is a privilege, not a right.

Employees may only work at home with prior authorisation from their manager and only at times that have been approved, or where otherwise required by law.

Employees who wish to work from home on agreed days should discuss the matter with their manager in the first instance and if given permission to work at home, must:

- (a) work with the Company to ensure that all reasonable steps are taken to ensure your safety when working at home;
- (b) comply with all directions given by their manager; and
- (c) comply with this policy and any other workplace policies.

If employees have any questions about this policy, they should contact the HR Manager.

Assessment of home working environment

Integral to the success of working from home is ensuring the responsibilities that are in place in the office are carried through to the work environment in the home. This includes but is not limited to work health and safety practices and procedures, IT, and performance expectations.

If you are considering working from home, you may be asked to complete a self-assessment of your home workplace, or to allow the Company or a Company-nominated representative to have access to your home workplace to review the equipment, safety and suitability of the working location.

If your proposed workplace does not meet with the required standards, your request may be declined. Any correction required to your home workspace will be your responsibility. We are not responsible for any related costs.

Risk assessment

When considering the suitability of your home working environment, some of the following aspects should be considered in addition to any other work health and safety requirements:

- (a) physical activity and ergonomic environment – adequate breaks for stretching and changing posture are taken, with posture being comfortable and in line with ergonomics principles. Any lifting, pushing or carrying type tasks must be performed within your physical capabilities with trolleys or other appropriate instruments to be used for any heavy or awkward items;
- (b) work environment – the level of illumination and location of lighting fixtures is suited to the task being performed. The location, height and other physical characteristics of furniture and equipment such as your computer and keyboard are suited to the task. Trip hazards are identified and removed, with the workstation segregated from any hazards in the home such as hot cooking surfaces. Equipment should also be safe and properly maintained;
- (c) emergency process – the path to the exit is reasonably direct and free of hazards and obstructions to allow for an unimpeded passageway to the exit;
- (d) electrical – power outlets are not to be overloaded and circuit break protection should be in place. Any wires should not be frayed or pose a risk to health and safety;
- (e) employee isolation, longer hours and/or mental health – ensure that you are managing your working hours and time appropriately and notify your manager promptly if there are any issues doing so while working from home.

Employees – your responsibilities

As an employee, while at work and regardless of the location (including when working from home), you must:

- (a) take reasonable care for yourself and the health and safety of persons who are at your place of work;
- (b) comply with health and safety requirements and our work health and safety policy, including taking all necessary steps to eliminate or minimise hazards and risks to your safety, safeguarding your own health and safety and that of any others in your home; comply with health and safety requirements and our work health and safety policy, including taking all necessary steps to eliminate or minimise hazards and risks to your safety, safeguarding your own health and safety and that of any others in your home;
- (c) report promptly to your manager any work-related incidents and complete any workplace incident report forms;

- (d) ensure that any Company assets (including furniture, equipment, computers, mobile phones and other technology) are managed and kept secure in accordance with any information management, confidentiality and communication technology security processes or policies. This includes taking suitable precautions to prevent theft or misuse of Company equipment and information, unauthorised disclosure of information, or unauthorised access to Company systems;
- (e) comply with the Company's IT processes and policies, ensuring that adequate Internet access is in place;
- (f) use equipment in accordance with any instructions supplied by us and/or the manufacturer or supplier;
- (g) ensure your workplace meets the standards communicated by the Company and any required self-assessment;
- (h) comply with all directions given to you by us including attending the workplace where required;
- (i) be diligent in your work practices and continue to meet the performance requirements of your role;
- (j) be contactable on your phone and/or any other communication channels as required during business hours, and available to dial into any meetings and to receive any communications sent by their colleagues or manager; and comply with your contract of employment and any other policies; and,
- (k) comply with your contract of employment and any other policies.

If you are unable to work because of illness or injury on a work from home day, you must notify us of the illness or injury in accordance with any personal/carer's leave policy or processes.

Any Company property and equipment, including at your home office must be returned to us when your employment terminates.

Employees working from home are managed in the same way as all other employees. Please note that permission to work from home may be withdrawn by us at any time, including where we have concerns relating to your performance or conduct as an employee, or to meet operational and/or staffing requirements.

Conflict of Interest Policy

About

All employees must ensure that they notify the Company in the event of an actual, potential or perceived conflict between the Company's interests, their own interests, or another party's interests.

Conflicts may arise when two or more competing interests are involved which are inconsistent with, or diverge from the interests of another party, such as those of the Company or of the Company's customers. Such conflicts may occur between an employee and the Company, between an employee and a customer, as well as between employees.

Any employee who breaches this policy or who coerces, encourages or assists another person to breach this policy may be subject to disciplinary action.

Types of Conflicts

A conflict may be actual, potential or perceived:

- a. Actual conflicts refer to an activity, transaction or interest that is currently causing a conflict of interest;
- b. Potential conflicts refer to an activity, transaction or interest that could give rise to an actual or perceived interest, either at the time it occurred or at some time in the future; and/or
- c. A perceived conflict occurs when an activity, transaction or interest could reasonably allow a third party to form the view that a conflict currently exists or may exist at some time in the future.

The above types of conflicts are not mutually exclusive and several different types of conflicts may exist at once. A conflict may still exist even when you or another party believes or strives not to be influenced by the conflicting interest or duty.

Some examples of where an actual, potential or perceived conflict may arise includes when:

- (a) A manager hires an applicant who is a family member or friend;
- (b) An employee enters into a purchasing, supply or another contract on behalf of the Company with another entity in which the employee holds a financial interest;
- (c) A person is required to represent or serve the interests of 2 or more parties whose interests are in conflict;
- (d) A person may be a shareholder or have a financial interest in a competing company;
- (e) A board member has a duty to a company that conflicts with a duty to another company; or

- (f) A person takes on an additional project or role that may lead to them breaching the obligations of their original project or role, such as confidentiality.

Identifying, declaring and reporting conflicts

Employees are required to actively consider whether any actual, potential or perceived conflict of interest arises in the course of your employment.

You must declare any conflicts that may affect you or another party that you are aware of to the Company Manager and provide an update as soon as reasonable if any relevant circumstances affecting a declared conflict change.

If you feel uncomfortable disclosing an actual, potential or perceived conflict to the Company Manager, or where the disclosure relates to this person, please contact the the HR Manager.

Register of Conflicts

The Company Manager is responsible for managing conflicts and recording declared conflicts into a register of conflicts. The the HR Manager will also be responsible for managing and recording any disclosures made directly to them, where these cannot be disclosed to the Company Manager.

The following details regarding each disclosed conflict of interest should be included in the register:

- (a) The duties and personal interests that give rise to the conflict;
- (b) The circumstances which give rise to the conflict;
- (c) When the conflict of interest arose, or in the case of a potential conflict of interest, when the conflict of interest is expected to arise;
- (d) The names of all stakeholders who may be affected by the conflict of interest (such as clients, employees, managers); and
- (e) Any proposed action taken to effectively manage the conflict.

Procedure for managing conflicts

The Company and responsible persons will exercise their discretion in determining the appropriate action required to manage any disclosed conflict of interest.

Reasons for any management action taken, including any later changes to the proposed action taken will be provided.

Some of the factors that may be considered when determining appropriate management action include:

- (a) Any available options to resolve the conflict of interest;

- (b) The significance and consequence of the disclosed conflict's likely impact on the Company's business and reputation;
- (c) The impact of the proposed management action on the employee and any other relevant parties;
- (d) Any involvement by the employee in the decision-making process; and
- (e) Whether another person can carry out the duties that conflict with the disclosed interest.

As a guide, action that may be taken to effectively manage the conflict of interest includes, but is not limited to, the following:

- (a) No action taken – this may be appropriate where an assessment has been made that there is no actual, potential or perceived conflict of interest, or the disclosed conflict is very insignificant;
- (b) Surrendering the conflicted interest – this may be appropriate where the disclosed interest may be resolved by surrendering it. For example, if you have received an inducement, you may be required to relinquish it;
- (c) Relieving the employee of their duties – the conflict may be resolved by relieving the employee of the duty giving rise to the conflict. For example, decision-making responsibility related to the matter may be temporarily transferred to another person until the conflict of interest no longer exists; or
- (d) Other action – action may be taken to reduce the risk around the conflict of interest without necessarily resolving the conflict where appropriate, such as:
 - (i) Appointing an independent person to supervise the decision making process;
 - (ii) Requiring the employee to leave the room while any relevant discussions take place, or restricting their access to information; or
 - (iii) Removing the employee's ability to participate in key or critical decisions.

Any relevant action taken should be continually monitored, and any action taken may be amended if the underlying circumstances giving rise to the conflict change.

If you are unsure about a conflict or have any questions about this policy, contact the the HR Manager as appropriate.

Return to Work (Managing Injury) Policy

About

The Company is committed to assisting any employee who has been injured or becomes ill at work to return to work by providing support, injury management and rehabilitation as

required. Where appropriate, we will assist employees to remain at work and if employees need time off, we will assist them to return to work as soon as possible.

When an employee is injured at work, or becomes ill because of work, we will:

- (a) Act consistently with medical advice;
- (b) Commence rehabilitation as soon as possible after the injury or illness is sustained;
- (c) Where possible, provide suitable alternative duties;
- (d) Work with employees to establish an injury management and remain/return to work plan as appropriate;
- (e) Take steps to monitor, review and progress injury management and remain/return to work plans; and
- (f) Maintain an employee's confidentiality as much as possible during the process.

Early notification of significant injuries

Employees are encouraged to report injuries as early as possible, as injuries are best managed when rehabilitation is commenced as soon as possible after an injury. Early reporting and rehabilitation give us the best chance to help employees remain at work wherever possible.

Rehabilitation, injury management and plans to remain or return to work will be developed with the injured employee and any applicable medical advice.

If you are injured at work, notify your Supervisor as soon as possible, of an injury. The insurer will then be notified within the appropriate timeframe regarding any relevant injuries.

Procedure

The process for injury notification varies based on applicable state legislation.

As an example, in New South Wales, the Workplace Injury Management and Workers Compensation Act 1998 (NSW) stipulates that the Company must notify the insurer within 48 hours after becoming aware that an employee has sustained a workplace injury that appears to be a significant injury, that is, an injury which requires more than 7 days off work.

The insurer will then usually contact the employee, (the Injury Management Coordinator), and the nominated treating doctor within 3 days. If contacted, the employee is required to supply the name of a nominated treating doctor who will be authorised to provide relevant information to the insurer, the Company, and other service providers, to help facilitate the injury management process.

For non-significant injuries, the insurer will be notified by the Injury Management Coordinator within 7 days.

Early commencement of injury management

Should an employee require injury management, the Company will ensure the process is commenced as soon as possible after an injury, in a manner consistent with all relevant facts, including medical advice.

Procedure

Early commencement of injury management will be facilitated by:

- (a) prompt reporting of injury/illness to the insurer;
- (b) accurate medical diagnosis and early commencement of treatment;
- (c) liaising with the insurer's injury management adviser; and
- (d) supporting the implementation of an injury management plan, prepared by the insurer (for an employee with a significant injury).

If an employee suffers a significant injury, the services of an accredited rehabilitation provider may be sought, with the consent of the injured employee and the nominated treating doctor. The rehabilitation provider's role is to establish a return to work plan suitable for ensuring the injured employee's early return to work.

The Company may identify accredited rehabilitation providers in consultation with the relevant parties. Notwithstanding such a selection, an injured employee is entitled to nominate any accredited rehabilitation provider to assist in their return to work plan.

Identification of return to work options

The injured employee's return to work should take place as soon as possible, in accordance with the medical advice. This may include a staged process and/or require modifications to the employee's working environment, duties or hours of duty.

The injured employee and their supervisor should have a clear understanding of all work restrictions and observe any limitations imposed by the nominated treating doctor and rehabilitation provider where applicable. The supervisor is responsible for ensuring that other employees are aware of any restrictions.

Procedure

Following the report of injury, and worker's compensation claim being lodged (pending liability being accepted), and if the employee is still at work, a return to work plan shall be developed by the Injury Management Coordinator in consultation with the parties.

It will include:

- (a) identification of return to work options by the nominated treating doctor, the Injury Management Coordinator, the employee, their supervisor, the insurer's Injury Management Adviser and rehabilitation provider as applicable;
- (b) provision of suitable duties;

- (c) documentation of the return to work plan; and
- (d) ongoing review and monitoring by the Injury Management Coordinator.

Provision of suitable duties

Provision of suitable duties is an essential part of this policy. Careful individual assessment of suitable duties is required before a return to work process. The employee will be consulted as part of this assessment.

Procedure

Choice of return to work duties will be made on the basis of:

- (a) the nature and severity of the illness/injury and any restrictions imposed by the nominated treating doctor;
- (b) the predicted time frame for the return to work plan;
- (c) duties available in the employee's division, section, department, or available elsewhere within the Company; and
- (d) the employee's skills, career aspirations, competence and training, and current and potential skill level.

Where possible, the employee's substantive job will be modified and a graded return to pre-injury duties process will be planned. If this is not possible, other suitable duties will be provided as applicable. Some retraining may be required to equip the employee to undertake any alternative duties.

When suitable duties have been identified and agreed upon by the parties, the details will be specified in writing on the return to work plan, and include the following details where applicable:

- (a) the nature of the duties;
- (b) any restriction to be observed;
- (c) any changes in work methods;
- (d) hours and days of duty;
- (e) anticipated progression toward full duties;
- (f) date of commencement and date(s) for review; and
- (g) any changes in conditions of employment.

Review of return to work plan

Any return to work plan will be developed in consultation with the employee. This refers to a written statement of steps designed to help the employee return to work. It outlines details about suitable duties, ongoing monitoring of these duties and any restrictions, including to the hours and days of work.

Procedure

The employee's progress on the return to work plan and any applicable adjustments shall be formally reviewed on a period. In addition, the injured employee's supervisor will perform informal reviews of the plan on an ongoing basis, and liaise with the Injury Management Coordinator as necessary. Any formal changes to suitable duties in writing will only be initiated after consultation between the parties.

In some circumstances, particularly if a return to pre-injury duties is considered unlikely or inadvisable, the employee may be transferred temporarily to another position during the return to work process. Employees who transfer to a temporary position retain their salary and conditions of employment while undergoing a return to work plan.

Income and benefits for an employee participating in a return to work plan are subject to the Workplace Injury Management and Workers Compensation Act 1998 (NSW) or other applicable state legislation. You may contact the Injury Management Coordinator if you have any questions about your rights and obligations under the applicable state legislation.

The injury management plan will cease either when the injury is no longer impacting upon the employee's employment or when long-term arrangements to accommodate the injury have been made. The circumstances may include when the injured employee:

- (a) returns to full employment in the substantive position, but with modified duties acceptable to the workplace;
- (b) is appointed to another position within the Company;
- (c) is deemed by the Company to be unlikely to gain further benefit, or to gain only minimal benefit, from continued participation in the return to work plan;
- (d) withdraws from the return to work plan; or
- (e) ceases to be employed by the Company.

The Company shall try to assist employees with long-term disabilities find suitable alternative positions. If, after a reasonable time, the injured employee is unable to perform productive work of a kind normally available within the Company, the Company may consider medical retirement or termination of employment.

Confidentiality

Information relating to an employee on a return to work plan will be confidential and restricted to those involved in providing rehabilitation, treatment and occupational health

services. The Company shall adhere to the guidelines set by any applicable state authority in this regard.

If you have any questions about this policy, please contact the HR Manager.

Consequences of non-compliance

Employees who breach any of the Company's policies may be subject to disciplinary action which may include informal or formal warnings, transfer, counselling or dismissal. Serious breaches may result in termination without notice or payment in lieu of notice.

Please contact Mitchell Grasse if you have any questions about this employee handbook.