



THE WORKER'S HANDBOOK

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This Worker's Handbook, *brought to you by* RUNPAY®, outlines core and key Workforce Standards in Australia, Policies, Processes, Procedures, Expectations and Guidelines to support an Employer's Workforce. Its main purpose is to clearly communicate Standards of behaviour and operations, promote a safe, fair and compliant environment in line with Australian Laws (including the *Fair Work Act 2009*), ensure consistency across the Business and reflect Standard values and a healthy Australian Workplace culture.

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1. Overview

1.1. About 'The Worker's Handbook'

This is the **Worker's Handbook**, brought to you by **RUNPAY®** — Australia's trusted resource for Payroll solutions, Workforce Management insights and Executive Business Advisory. This *Worker's Handbook* provides a practical guide for workforces regarding **reasonable workplace standards in Australia**. It outlines essential workplace policies, processes, expectations, and best practices to help foster fair, compliant, and productive employment relationships in line with Australian Laws (including the *Fair Work Act 2009 (Cth)*).

1.2. The 'Worker's Handbook' Objective

This *Worker's Handbook* sets out the Employer's expectations and behavioural guidelines that you must abide by as a Worker and/or your rights as Worker of the Business. This is outlined through the introduction of specific Employee-focused policies and any associated processes.

At all times, the Employer will ensure compliance with the *Fair Work Act 2009 (Cth)* (as amended), the *National Employment Standards (NES)*, and any other relevant Industrial Instruments, such as modern Awards or Enterprise Agreements (EA). This ensures that all Workers receive their full entitlements, benefits and Legal protections under the applicable legislation.

It is your responsibility to comply with the contents of this *Worker's Handbook*. If you do not comply with the expectations and policies outlined, you may be subject to appropriate disciplinary action as detailed. We ask that you speak to a 'Delegated Business Leader' if you have any questions or require any additional information.

1.3. Policy Revision and Application

The Employer reserves the right to amend or cancel any of its policies within this *Worker's Handbook* when deemed necessary. The Employer is committed to publishing revisions at the end of this document and communicating significant changes as soon as it is reasonably practicable via the most suitable and approved communication channel adopted for Business use.

Unless expressly stated, this *Worker's Handbook* does not form part of any individual or Employment Contract. It is, however, relied upon when applying rights and obligations under your own Employment Contract upon being shared with you by the Employer.

2. Standard of Conduct

Your conduct at work is a demonstration of the Employer's Core Values, Mission, Vision, Corporate Brand and accepted Workplace Standards. The following reasonable Standards of Conduct outline the Employer's expectations.

The Employer is committed to providing Equal Employment Opportunity for all Workers, regardless of Gender, Race, Age, Disability or any other protected attribute under Australian Law.

2.1. Working Economically and Efficiently

All Workers are expected to undertake their duties in an economical and efficient manner, having regard to environmental impact, business costs, and the effective performance of required duties. This includes avoiding unnecessary use of equipment, consumables, services, time, energy, and other resources.

For clarity, this may include:

- Limiting the use of air conditioning, heating, water, and lighting to only what is necessary for operations (e.g. turning off lights and heating/cooling when not in use, keeping doors closed when heating or air conditioning is operating);
- Taking proper care of the Employer's property, such as vehicles, machinery, and equipment (e.g. not leaving items in locations where they could be damaged, stolen, or cause an accident); and
- Proactively seeking alternative productive tasks if your standard duties temporarily conclude (e.g. completing required training, assisting a colleague, requesting other work, or undertaking outstanding safety checklists).

2.2. Personal Presentation and Hygiene

Your personal presentation is expected to reflect a professional, safe, and appropriate appearance at all times. This includes standards of personal hygiene, cleanliness, and grooming.

The following guidelines apply:

- Where the business provides uniform shirts, they must be worn consistently and only whilst you are working or promoting/representing the business purpose and values; laundered and ironed (as needed) regularly; replaced at your expense if damaged due to your fault (e.g. torn through misuse); and returned upon departure from the business.
- Comfortable long pants or shorts (avoiding unacceptable styles as listed below).
- Business- and office-appropriate footwear (e.g. enclosed shoes with non-slip soles for warehouse or operational staff).
- Neat, tidy, and well-groomed appearance.
- Inappropriate or offensive tattoos must be fully covered and not visible during working hours.

- Perfumes, deodorants, or aftershave are encouraged but must not be overpowering, out of respect for colleagues and customers.
- Jewellery should be limited and modest; however, for safety reasons, you must remove any items that could snag, catch, or dangle (e.g. earrings, rings, watches, necklaces) where required by your role or site rules.

For the avoidance of doubt, for many work areas, the following dress styles are likely to be considered inappropriate most of the time:

- See-through, midriff shirt wear, beach wear or other clothing reasonably considered by other Workers in the same business industry/workplace as 'revealing' (considerations given for sports/fashion/construction/emergency services industries or other workplace partnerships, clients or supplier events that accept otherwise);
- Clothing that is torn, dirty, creased, wrinkled, or in a generally untidy state.
- Flip-flop sandals, thongs, or open-toed sandals.

If you arrive at work in breach of these standards, you may be asked to remedy the issue (e.g. change clothing) before commencing or continuing duties. Persistent or deliberate breaches may lead to disciplinary action, up to and including termination of employment. If you are unsure about what is appropriate for dress attire to your role, please speak to a Delegated Business Leader.

2.3. Negligent Behaviour

You will be held accountable for any careless, deliberate, or negligent actions that cause damage to vehicles, equipment, property (including that of clients or suppliers), or result in unnecessary costs to the business (e.g. through failure to follow instructions, process or policies).

Such behaviors may lead to disciplinary action, up to and including termination of employment. Where damage or loss occurs, the Employer may pursue appropriate recovery options in accordance with applicable laws (e.g. deductions from salary/wages will be agreed between employer and employee in accordance with the *Fair Work Act 2009 (Cth)*).

2.4. Personal Relationships at Work

We understand that personal relationships may sometimes exist or develop in the workplace. We respect your privacy and personal life outside of work.

However, we ask that any personal relationships do not negatively affect your work performance, your colleagues, the workplace environment, culture, or the genuine overall reputation of the Employer or Business operations.

Personal relationships (including romantic or intimate relationships) between Workers, employees, or between an employee and a non-employee (such as a client, supplier, or contractor), may give rise to actual or perceived conflicts of interest. This is particularly relevant where there is a direct or indirect reporting line, supervisory responsibility, involvement in decisions affecting pay, performance, promotions, or other employment matters, or where the relationship could influence professional judgement or create a 'favouritism' perception or

otherwise considered easier workplace solution (e.g. years of experience, reliability and commitment considerations all required).

To manage such risks effectively and in line with the Employer's obligations under the *Fair Work Act 2009 (Cth)*, Anti-Discrimination Laws, and Work Health and Safety requirements (including preventing Sexual Harassment and Hostile Work Environments), Workers are encouraged to disclose any such relationship to a Delegated Business Leader or the Employer's HR representative as soon as practicable if it involves a potential conflict of interest. Disclosure allows the Employer to assess and address any issues proactively, such as by adjusting reporting lines, reassigning duties, changing working times/days, or implementing other reasonable measures to mitigate risks.

The Employer reserves the right to determine whether a personal relationship presents an 'actual problem to ongoing Business operations' or 'potential conflict of interest' or otherwise 'impact that will affect the core Business operations and purpose' negatively. Where necessary, we may take appropriate and proportionate action to protect the workplace, including (but not limited to) transfers, re-assignment of duties, changes to working times/days or reporting structures, or, in serious cases where no other reasonable option resolves the issue, termination of employment.

Any action taken will be trialled by the Employer with mutual agreement as fair, reasonable, and consistent within applicable laws, including avoiding unlawful discrimination (e.g. on the basis of marital status, disability, privacy or any other Australian law applicable in the circumstances) or adverse action under the *Fair Work Act*. We will handle disclosures confidentially to the extent possible.

If a relationship ends and this leads to issues such as unwelcome conduct, harassment, or a hostile work environment, these will be addressed under other policies such as sexual harassment, anti-bullying, and grievance policies.

If you have any concerns about a personal relationship (yours or one you are aware of) or are unsure whether disclosure is required, please speak confidentially to a Delegated Business Leader or the Employer's HR representative for advice.

3. Working for the Business

3.1. Probationary Period

Full-time and Part-time employees are subject to a probationary period as outlined in your employment contract. This does NOT apply to Casual employees.

The probationary period provides an opportunity for both you and the Employer to assess suitability for the role and the Business. During this period, you are entitled to all minimum entitlements under the *National Employment Standards (NES)* and any applicable modern Award or Enterprise Agreement, including accrual of paid leave (such as annual leave and personal/carer's leave), as well as protections under the *Fair Work Act 2009 (Cth)*.

It allows you, as a new employee, to determine if the role and workplace culture align with your values and support your success. For the Business, it enables assessment of your performance, capabilities, potential, and interpersonal skills to ensure they meet the requirements of the role and the Business.

You may be required to attend probationary review meetings during or at the end of your probationary period to discuss your progress. If your performance and suitability are deemed satisfactory, your employment will continue.

If your performance or suitability is assessed as not meeting Business requirements, the Employer or the Employer's delegated representative may extend the probationary period (if provided for in your contract) or terminate your employment. Termination during probation must still comply with notice requirements under the *NES* (or your contract if longer) and any applicable Award or Agreement. Note that probationary periods do not override statutory protections, including general protections under the *Fair Work Act 2009 (Cth)*.

The Employer may apply a streamlined approach to performance and disciplinary processes during probation, but any termination must be lawful and not for a prohibited reason.

3.2. Personal Details

Upon commencing employment with the Employer, you are required to provide current and accurate personal information. This includes (but is not limited to):

- your full name;
- residential address;
- contact phone number(s);
- personal email address;
- emergency contact details (including name, relationship, and phone number);
- payroll and taxation details (e.g. bank account information, superannuation fund details, tax file number); and
- any other information reasonably requested by the Employer.

This information is necessary for the Employer to conduct Workplace Clearances, maintain compliant employment records, process your pay and entitlements, and fulfil its ongoing duty of care obligations under Australian law.

You must promptly notify the Employer in writing (e.g. via email or the designated Payroll/HR system) of any changes to these details. This ensures accurate records are kept for payroll accuracy, emergency response, incident management, and the Employer's compliance with relevant legislation, including:

- the *Fair Work Act 2009 (Cth)* (which requires employers to keep employee records containing specified personal and employment details);
- the *Work Health and Safety Act 2011* (or the equivalent Work Health and Safety legislation in your state or territory), which imposes a primary duty of care on the Employer (as a PCBU) to ensure, so far as is reasonably practicable, the health and safety of Workers — including through effective emergency planning and response measures that rely on up-to-date contact information; and
- applicable privacy laws (including the *Privacy Act 1988 (Cth)* where relevant), which govern the collection, use, storage, and protection of your personal information.

Failure to provide or update this information promptly may affect your pay, entitlements, emergency welfare support, or the Employer's ability to meet its legal obligations.

3.3. Personal Property

You are responsible for any personal property (including valuables, tools, equipment, or devices) you bring to the workplace. The Employer accepts no liability for loss, theft, or damage to your personal items, except where it directly results from the Employer's proven negligence. To minimise risks:

- Avoid bringing valuable or non-essential items to work.
- Do not leave items unsecured, especially overnight.
- Use any provided secure storage (e.g. lockers) if available.
- Do not use personal tools or equipment for work unless expressly authorised in writing.
- Keep personal items away from work areas or hazards.

These steps help maintain a safe workplace in line with Work Health and Safety obligations (including providing secure personal storage if reasonably practicable, per Safe Work Australia guidance).

3.4. Use of Personal Technology Devices and Artificial Intelligence

Personal Technology devices (including mobile phones, headphones, music players and similar) should not be used during working time, except as *authorised* for work purposes or in the case of an emergency.

The Employer recognises that Artificial Intelligence (AI) tools, including text generators such as ChatGPT, Grok, Claude, Copilot and Gemini, as well as image generators such as Midjourney, DALL-E and other generative AI platforms, can improve efficiency and productivity when used responsibly. The Employer may nominate or approve specific AI platforms for business use. **You should only use AI tools that have been APPROVED by the Employer.** This policy applies to all Workers and all forms of AI tools, whether used on-site or off-site.

Acceptable Use

You may use AI tools for legitimate business purposes related to your role, provided the use complies with all Employer Policies and the Employer's values. *If you are **unsure which AI platforms are approved or whether a particular use is appropriate** (particularly for Client or external communications), you **MUST** seek guidance from a Delegated Business Leader.*

Security, Confidentiality and Privacy

You must never input, upload or share any *Confidential, Personal, Sensitive or Proprietary Information* belonging to the Employer, its Customers, Employees or Suppliers into any AI tool. **All inputs to AI tools are considered external disclosures and must comply with the Employer's Confidentiality and Privacy obligations** (e.g. *Privacy Act 1988 (Cth)* and the *Australian Privacy Principles*). If you accidentally input restricted information, you must immediately report the incident to the appropriate Delegated Business Leader.

Validation, Transparency and Ownership

You are **personally responsible** for reviewing, validating and editing all AI-generated content for accuracy and quality before use. Where AI is used for external or client-facing material, you are encouraged to disclose such use, where reasonably considered appropriate (e.g. "*Content assisted by AI and reviewed by [Your Name]*"). Any output generated using AI in the course of your duties, belongs to the Employer.

High-Risk Decisions

AI must NOT be used as the sole basis for decisions affecting Employees' Pay, Performance, Safety or Employment Entitlements without appropriate human oversight.

Training and Breaches

All Workers must complete any AI training provided by the Employer as requested. Breaches of this policy may result in disciplinary action, up to and including termination of Employment.

Further Information

The Employer will review this policy periodically as technology and Australian Laws evolve. For clarification, contact a Delegated Business Leader.

3.5. Criminal Convictions and Offences

You are required to notify a Delegated Business Leader immediately if you are charged with, or convicted of, any criminal offence that may impact your role, workplace safety, or the Employer's business operations (e.g. offences involving fraud, violence, dishonesty, or driving if your role involves vehicles). This includes providing details upon receipt of any notice from authorities or if you anticipate such an outcome from an incident.

Disclosure helps ensure compliance with legal and safety obligations. Failure to report may lead to disciplinary action.

3.6. Onboarding to Business Operations

At the commencement of your employment, you will complete the Employer's Onboarding Program (also known as an induction program). This covers key topics in the *Worker's Handbook*, and any role-specific duties and requirements required of you.

Further details will be provided during this workplace orientation. If anything is unclear, take proactive steps to seek clarification. Raise any concerns with a Delegated Business Leader as soon as possible.

3.7. Attendance

We expect full commitment to your role during working hours. You must devote your time, attention, and abilities to the success of the business.

This includes:

- Being present and ready to commence work at your agreed start time;
- Maintaining focus on duties until your designated finish time (with personal activities to occur after work ends);
- Adhering to authorised breaks and returning punctually; and
- Not engaging in non-work-related activities without express approval.

3.8. Hours of Work

Standard business hours of operation and your specific hours of work are set out in your Employment contract, work schedule, or as directed, and may vary or change from time to time to meet operational needs.

Employees have the right to refuse to monitor, read or respond to work-related contact or attempted contact (including emails, calls and messages) outside their Ordinary Working Hours, *unless* the refusal is 'unreasonable', in accordance with the *Fair Work Act 2009 (Cth)* (i.e. Right to Disconnect).

Important Note For Casuals ONLY: Casual Employees are engaged with no firm advance commitment to ongoing work. They are entitled to Casual loading (where applicable) and may exercise the Employee Choice Pathway to notify the Employer in writing of their intention to convert to permanent employment if they believe they no longer meet the 'Casual' definition. The Employer must respond in writing within 21 days.

3.9. Breaks

Breaks are provided in accordance with the applicable industrial instrument (modern Award or Enterprise Agreement) and scheduled to suit daily operations and duration of work. Generally, employees working more than five (5) hours are entitled to an unpaid meal break of 30 minutes. Paid rest breaks (e.g. ten (10) minutes per four (4) hours worked) *may* also apply, which can include short pauses for tea, rest, toilet, or drinks. Exact entitlements depend on your Award or Agreement — speak to a Delegated Business Leader or the Employer's HR representative for specifics.

3.10. Stand Down

The Employer may stand you down Without Pay (WoP) where no useful work is available due to circumstances beyond the Employer's control, such as equipment breakdown (not caused by the employer), industrial action, natural disasters, or enforceable government directions (as per sections 524–525 of the Fair Work Act 2009 (Cth)).

This is not for reasons like low workload alone. Annual Leave is NOT automatically deducted for stand-down periods, but you may request to use your accrued leave — discuss this with a Delegated Business Leader.

3.11. Time Keeping Records

You must accurately record all hours worked, start/finish times, breaks, and absences in accordance with timekeeping processes. Records should be reviewed and approved by your Delegated Business Leader before submission.

3.12. Punctuality

If you expect to be late, notify a Delegated Business Leader as soon as possible, providing an estimated arrival time and contact number. Leaving a message alone does not suffice unless confirmed.

Unauthorised lateness may be treated as an absence and addressed through discussion or disciplinary processes. Deductions from pay for lateness are generally not permitted under the *Fair Work Act 2009 (Cth)* unless authorised in writing (principally for your benefit), by law, or under an applicable Award/Agreement.

If you arrive more than one hour late without notification, we may have arranged cover for your duties — you may be assigned alternative tasks or stood down Without Pay (WoP) for the remainder of the shift. For any planned absences (e.g. annual, personal/carer's, compassionate, family and domestic violence, or community service leave), follow the relevant leave policies.

Non-compliance may result in disciplinary action, up to and including termination.

3.13. Your Position

You may receive a job description outlining key responsibilities. This can change over time to reflect evolving business needs, new technologies, or your developing capabilities and experience. You are expected to perform duties to the required standard in line with this *Worker's Handbook* and other policies. If requirements are not met, performance discussions will occur, potentially leading to formal performance management or disciplinary processes. If you are struggling or need support, speak to a Delegated Business Leader early — we are committed to providing reasonable assistance.

3.14. Flexibility

You may be required to perform duties outside your usual role to support smooth operations, such as covering absences, managing workload changes, or addressing imbalances across areas.

3.15. Employee Training and Professional Development

The Employer supports skill development and career growth where possible.

3.16. Compulsory Training

You will receive job-specific training at commencement and ongoing as required. Attendance at compulsory training is mandatory and paid accordingly.

3.17. Professional Development

We encourage further development. Voluntary training requested by you is typically undertaken outside work hours and unpaid, with costs usually not covered. Discuss options with a Delegated Business Leader —if approved, a training agreement may outline arrangements (e.g. repayment if you leave within a period).

3.18. Performance and Review

We monitor performance continuously (formally or informally) to build on strengths and address development needs.

3.19. Lodging a Grievance

The purpose of this policy is to ensure that a fair, confidential, and effective process is followed to resolve any Worker's grievance or dissatisfaction with any employment related matter.

Nothing within this process is intended to prevent you from informally raising with a Delegated Business Leader in any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record.

However, if you wish to raise a formal grievance you should normally do so in writing as soon as it is reasonably practicable.

If you feel aggrieved at any matter relating to work undertaken by you, you should first raise the matter with your Delegated Business Leader, detailing the nature and extent of the circumstances. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take reasonable steps to attend this meeting.

You will be notified of the decision in writing.

3.20. Whistleblowers Policy

If you reasonably believe wrongdoing has occurred or may occur (e.g. criminal offences, breaches of legal obligations, risks to health and safety, environmental harm, or unauthorised disclosure of sensitive information), report it promptly to a Delegated Business Leader or via our designated channels.

This includes concerns about officers, Workers, or employees. Disclosures can involve social media, photos, videos, or other communications if they reveal wrongdoing.

We are committed to treating genuine disclosures confidentially and protecting you from detriment (in line with protections under the *Corporations Act 2001 (Cth)* where applicable, or general protections under the *Fair Work Act 2009 (Cth)*). You will not face disadvantages due to making a protected disclosure.

If unsatisfied internally, you may escalate to relevant authorities (e.g. police, Work Health and Safety regulators, or ASIC where applicable).

Malicious or vexatious reports (e.g. for personal grudges) may lead to disciplinary action, up to and including termination.

4. Workplace Health & Safety

4.1. Introduction

We are committed to providing a safe and healthy work environment in which all Workers are treated fairly, with dignity and respect. This policy outlines the Employer's commitment to a safe workplace and aims to prevent or minimise any risk of injury or harm to the health and safety of Workers or others at the workplace. It describes the standards of behaviour expected and the consequences of breaching the policy.

In addition to the specific guidelines and processes outlined throughout this *Worker's Handbook* and in any other Workplace Safety Policy or guidelines provided by the Business, there are simple day-to-day measures that Delegated Business Leaders and Workers alike can adopt to reduce risks to health and safety in the workplace.

4.2. General Safety Obligations for All Workers

Business Leaders and all Workers must ensure:

- No plant, equipment or safety device (including Personal Protective Equipment (PPE)) is altered or removed from the workplace without appropriate authorisation;
- All safety signs, policies and processes are complied with in full;
- Any personal protective equipment and clothing issued for your protection is worn and used at all appropriate times;
- Illegal drugs are not brought into, or used, in the workplace; and
- Persons affected by alcohol or drugs are not permitted to access or remain at the workplace.

These obligations align with the Employer's duties under the model Work Health and Safety Act (as adopted in your jurisdiction) to ensure, so far as is reasonably practicable, the health and safety of Workers and others.

4.3. Housekeeping

Failure to keep the workplace neat and tidy can create unnecessary hazards.

All Workers are responsible for maintaining a neat and tidy workplace. This includes ensuring emergency exits, thoroughfares and pedestrian access points are not obstructed; keeping aisles and work areas free from obstructions that could cause slip, trip or fall hazards; and disposing of rubbish appropriately.

4.4. Hygiene

Any exposed cut or burn must be covered with a first-aid dressing. If you are suffering from an infectious or contagious disease or illness (such as rubella or hepatitis), you must not enter the

workplace without clearance from your doctor. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

4.5. Fitness for Work

If, in a Delegated Business Leader's reasonable opinion, you arrive at work unfit to perform your duties safely (e.g. due to fatigue, illness, or impairment), the Delegated Business Leader may exercise the Employer's duty of care under work health and safety laws and direct you to leave the workplace for the remainder of the work shift. This protects you and other Workers if it is believed you may not be able to undertake duties safely or may pose a risk to others.

Depending on the circumstances, this may be with or Without Pay (WoP) (noting that unpaid stand-down is generally limited under the *Fair Work Act 2009 (Cth)* unless it meets specific criteria, such as no useful work available due to factors beyond control). You may be required to provide a medical certificate from your treating doctor confirming fitness for duties (with any necessary restrictions) before returning to work.

4.6. Drug and Alcohol Policy

The use of alcohol, illicit drugs, or synthetic substances can impair safe work performance and endanger yourself and others.

The Employer has a zero-tolerance policy for:

- Being under the influence of illicit drugs, synthetic substances, or alcohol while at work or performing duties; and
- Possessing, using, distributing, or selling illicit drugs/synthetics in connection with work.

You must not attend work, remain at work, or carry out duties if impaired by any of these substances. Workplace includes Employer premises, vehicles, client sites, and any work-related events/functions.

Alcohol exception: Limited consumption is permitted *only at pre-approved work-related social/business events*, provided it is responsible, complies with Australian liquor laws, and does not lead to impairment, serious harm to another person or inappropriate behaviour that affects the ongoing reputation of the business as determined by the Employer or the Employer's Delegated Business Leader. Breaches may result in disciplinary action, up to termination.

4.7. Provide Advice About Access To Support Services

The Employer recognises that issues with alcohol or other drugs are often linked to underlying health conditions (such as anxiety, depression, trauma, or other medical factors) or influenced by personal circumstances (such as stress, family dynamics, or social pressures). These matters are treated as highly sensitive and confidential.

If you voluntarily disclose to a Delegated Business Leader that an alcohol or drug issue is affecting your work performance or safety, the Employer will respond supportively and confidentially on a case-by-case basis.

The Employer or the Delegated Business Leader will discuss suitable options with you, which may include:

- Encouraging access to rehabilitation programs, counselling, or other appropriate resources;
- Providing details of external support services;
- If available, access to an employer-provided Employee Assistance Program (EAP) which typically offers short-term counselling and referrals.

Early voluntary disclosure and seeking help is encouraged, as it supports workplace safety and your wellbeing under relevant Australian health and safety laws.

To check your current entitlements (including eligibility or any availability to paid or unpaid EAP assistance or other benefit), contact your Delegated Business Leader.

Every Worker must comply with this policy at all times. Breaches of the policy may result in disciplinary action, depending on the circumstances and severity of the breach. This can include performance management, formal warnings, suspension, or termination of employment.

4.8. Medical Conditions

Workers taking any prescribed medication or over-the-counter drugs that may affect their ability to perform work safely (e.g. those causing drowsiness or impairing operation of vehicles/equipment) must notify a Delegated Business Leader as soon as possible. You may be required to provide a medical certificate stating fitness for work or specifying restrictions.

If a medication includes warnings about operating vehicles or machinery, you must advise a Delegated Business Leader before commencing work and must not drive or operate such equipment unless express approval is given (considering any required adjustments under disability discrimination laws).

4.9. Drug or Alcohol Possession

If there is reasonable suspicion that a Worker has drugs or alcohol in their possession at work, a Delegated Business Leader may request inspection of bags, desks, workstations, lockers, vehicles, or pockets as part of an investigation. Other Workers or Visitors may be interviewed. All Workers are expected to cooperate with reasonable inspections and investigations. Failure to comply or providing false information may result in disciplinary action. If illicit drugs are found, this may become a police matter and the Employer may have a Duty to report it.

4.10. Drug Testing and Screening

The Employer may implement drug and alcohol screening at various stages, consistent with work health and safety risk management obligations. This may include pre-employment, reasonable suspicion, post-incident/accident, or random testing (where justified by the nature of the work and risks, such as safety-critical roles). Testing will be conducted fairly, confidentially, and in accordance with relevant Australian Standards (e.g. AS/NZS 4308 for urine, AS 4760 for oral fluid) and privacy laws. Examples of conduct that may lead to disciplinary action (up to and including termination) include:

- Returning a positive test result for illicit drugs;
- Returning a blood alcohol level above 0.00 (or equivalent in other samples);
- Being removed from the workplace due to observed impairment or reasonable suspicion;
- Refusing a reasonable direction to undergo screening; or
- Possession of illegal drugs for supply or consumption in the workplace.

A zero-tolerance approach applies, but any disciplinary outcome will consider all circumstances, including whether the breach was deliberate, the role's safety sensitivity, and procedural fairness (in line with *Fair Work Act 2009 (Cth)* requirements to avoid findings of harsh, unjust or unreasonable dismissal).

If you return a positive result or refuse testing, you will be required to cease work immediately and leave the workplace (transport arrangements may be made if needed; you must not drive). This time is generally unpaid until you are fit to return. Returning to work requires test clearance and discussion with a Delegated Business Leader about the incident.

4.11. No Smoking Policy

Smoking (including e-cigarettes/vaping) is not permitted in the workplace except in specifically designated areas during authorised rest breaks. Extending breaks for smoking is not permitted and may result in disciplinary action. The policy applies to Employer-owned vehicles.

Designated smoking areas must be kept clean, with proper disposal of butts and materials. When at client, supplier, or public sites, you must follow all site-specific smoking rules.

5. Working From Home

5.1. Introduction

Where authorised by the Employer, you may be permitted to carry out work from your designated residential home.

During such times, your home is considered part of the workplace, and you must observe sound health and safety practices in line with the Employer's obligations under the model Work Health and Safety Act (as adopted in your jurisdiction) and related regulations. The Employer must ensure, so far as is reasonably practicable, your health and safety (including physical and psychological) while you are at work, even when working from home.

To support safe working from home, the Employer may conduct a risk assessment or hazard identification process and discuss relevant conditions with you, including:

- The tasks to be performed from home;
- Your agreed hours of work;
- Access to appropriate first aid facilities and emergency contact information;
- Safe access to the workspace, hygiene standards, and housekeeping;
- The specific location within the home where work will be carried out;
- Primary and secondary risks (physical and psychosocial) present in the home environment; and
- The furniture, equipment, and workstation setup required to perform the work safely.

The Employer may arrange workplace inspections or assessments of your home environment (e.g. virtual or in-person, with your consent) if working from home is regular or ongoing, to help identify and manage risks. You must cooperate reasonably with these processes, including providing accurate information about your home setup.

5.2. Identifying Hazards Associated with Working From Home

Hazards when working from home can be identified through methods such as:

- Completing the Employer's Working from Home Checklist (or **Safe Work Australia's Working From Home Checklist** as a reference);
- Reviewing the specific tasks associated with working from home;
- Observing or discussing how you perform your tasks; and
- Consulting with you and any relevant Workers or health and safety representatives.

When identifying hazards, the Employer will consider (among other things) whether the following are present or could arise:

➤ Office Safety

A range of hazards common to office environments may also exist when working from home, including poor ergonomics, inadequate lighting, unsuitable temperature control, glare on screens, electrical hazards, trip risks, or noise distractions.

➤ Drugs and Alcohol

The misuse of drugs or alcohol can impair your health and safety, as well as that of others. The Employer's drug and alcohol policy applies fully when working from home.

➤ Remote/Isolated Work

Working from home may involve remote or isolated conditions (e.g. working alone without ready access to colleagues, support, or emergency services). This can increase exposure to certain risks, including psychosocial hazards (such as loneliness or reduced oversight), delayed emergency response, or limited access to immediate assistance. In line with model WHS Regulations (e.g. regulation 48 on remote or isolated work), the Employer must manage these risks, which may include regular check-ins, communication protocols, or emergency response plans.

➤ Manual Handling and Ergonomics

Manual handling involves any task requiring lifting, lowering, pushing, pulling, holding, carrying, moving, or restraining objects (animate or inanimate). Hazardous manual handling can lead to musculoskeletal disorders, which remain one of the most common types of workplace injuries in Australia and can occur when working from home (e.g. awkward postures, repetitive movements, or handling heavy items).

To reduce risks related to manual handling and ergonomics, the Employer will check (via self-assessment, checklist, or discussion) that your chair, desk, screen height, sitting/standing position, keyboard/mouse setup, and overall workstation are comfortable, supportive, and set up ergonomically (refer to Safe Work Australia's workstation setup guidance or infographic where provided). You are encouraged to report any discomfort or concerns promptly.

6. Payroll

6.1. Introduction

You will be paid in accordance with the relevant industrial instruments (such as any applicable modern Award or Enterprise Agreement), the *National Employment Standards (NES)*, superannuation guarantee obligations, and *Australian Taxation Office (ATO)* requirements. In addition, the Employer has policies that must be followed to ensure the smooth and compliant operation of the payroll process.

Your pay details are confidential information and will not be shared with other unauthorised employees or parties. The Employer expects employees too to respect the confidential nature of their own and colleagues' pay details if known. Breaches of this confidentiality may lead to disciplinary action.

6.2. Payment (Wages/Salary)

Your pay will be processed in accordance with the Employer's usual payroll cycle (whether that is weekly, fortnightly, or monthly) and in accordance with your contract. Funds typically reach your nominated bank account within two (2) business days. This timing may vary slightly depending on your financial institution's processing times or due to other circumstances beyond the Employer's control (e.g. technical issues or public holidays). Where possible, the Employer will endeavour to accommodate public holidays that could potentially affect processing and money disbursement.

You must accurately record your start and finish times (e.g. clock in and out) in accordance with the Employer's approved working hours, unless a written variation is agreed by the Employer. Failure to do so may result in inaccurate pay calculations. Deliberate, negligent, or wilful breaches of time-recording requirements will be treated seriously and may lead to disciplinary action.

Your payslip will be issued no later than one (1) working day after payment (in line with Fair Work Regulation requirements). It will detail:

- Your name;
- The Employer's name and ABN;
- The pay period (start and end dates);
- Date of payment;
- Gross and net pay amounts;
- Ordinary hourly rate (if paid by the hour i.e. wages), number of hours worked at that rate, and the total amount for those hours;
- Any loadings (including casual loading), allowances, bonuses, penalty rates, overtime, incentive-based payments, or other separately identifiable entitlements;
- Any deductions (including the amount and nature/reason for each, such as PAYG tax, superannuation, and other authorised amounts);

- Leave taken and accrued (where relevant; note - paid family and domestic violence leave must not be shown on your payslip); and
- Superannuation contributions the employer is required to make for that period (including the amount and the super fund name or number).

If you have questions about your payslip or payroll processes, please speak to your Delegated Business Leader in the first instance.

6.3. Expense Reimbursement

The Employer will reimburse authorised work-related expenses upon presentation of receipts or appropriate documentation. Reimbursement will typically be processed in the next payroll cycle.

Any use of business cards, accounts, or reimbursements must be limited to legitimate business expenses and handled securely. Unauthorised or personal use may result in disciplinary action and potential recovery of funds.

6.4. Payroll Adjustments

If you are underpaid or overpaid (e.g. due to errors in hours, rates, or entitlements), the Employer will promptly notify you and discuss the matter to resolve it fairly.

For underpayments, the amount owed will normally be paid in the next regular pay cycle. However, if paying the underpayment in the next cycle would cause you financial hardship (e.g. due to immediate cash flow needs, tax implications, or other personal circumstances), please raise this with a Delegated Business Leader as soon as possible. In such cases, the Employer will aim to make a separate payment (e.g. via electronic transfer or overnight disbursement where practicable) to ensure you receive the correct amount promptly and without undue hardship.

For overpayments, the Employer and you should discuss and agree on a reasonable repayment arrangement. If you agree to repay, a written agreement will be made outlining the reason for the overpayment, the amount, and the repayment method and schedule (e.g. instalments via deductions from future pay, where permitted). The repayment terms must be reasonable, considering your circumstances.

Any deductions from your pay (whether for overpayment recovery or other reasons) must comply with the *Fair Work Act 2009 (Cth)* requirements. Deductions are generally only lawful if authorised in writing by you and principally for your benefit, or if allowed under an applicable modern Award, Enterprise Agreement, law, or court/Fair Work Commission order.

If a deduction is not permitted, alternative repayment options (e.g. direct payment) will be arranged. If any adjustment or repayment arrangement (underpayment or overpayment) would cause financial hardship, please raise this with your Delegated Business Leader as early as possible so we can work together on a suitable solution.

6.5. Tax Obligations

Pay As You Go (PAYG) withholding tax will be deducted from your wages in accordance with ATO requirements and shown on your payslip. At the end of each financial year, you will receive an income statement (via myGov) summarising your annual wages, tax withheld, super contributions, and other relevant details for your personal tax return. Further information is available on the ATO website (www.ato.gov.au). These processes may change at any time in the future in line with ATO updates.

6.6. Superannuation Obligations

Superannuation Guarantee (SG) contributions will be made on your behalf in accordance with Superannuation Guarantee legislation. The minimum SG rate is 12% of your Ordinary Time Earnings (OTE). Superannuation contributions will be paid at the same time as your salary/wages and reach your Super fund within seven (7) Business days of payday in accordance with Payday Super requirements from 1 July 2026.

You have the right to choose your own complying superannuation fund. If you do not nominate a fund within the required timeframe (typically by your first pay cycle or as per ATO rules), contributions will be made to the Employer's default superannuation provider. If you wish to make additional voluntary contributions (e.g. personal contributions or salary sacrificed contributions if offered by the Employer), discuss this with Payroll or a Delegated Business Leader.

6.7. Overtime Vs Unpaid Reasonable Additional Hours

Any hours worked beyond your ordinary agreed hours (as set out in your Employment contract, modern Award, Enterprise Agreement, or work schedule) must be approved in writing by a Delegated Business Leader prior to being worked. Approved overtime will be paid (or time off in lieu provided, where applicable) in accordance with your employment contract, any applicable modern Award, or Enterprise Agreement.

Under the *Fair Work Act 2009* (Cth) (section 62), an employer must not request or require an employee to work more than the following number of hours in a week unless the additional hours are reasonable:

- For a full-time employee — 38 hours; or
- For an employee who is NOT Full-time (including Part-time and Casual employees) — the **lesser of 38 hours** (i.e. < 37.75 hours per week) and the Employee's ordinary hours of work in a week.

Employees may refuse to work additional hours *if they are unreasonable*, based on factors such as:

- Any risk to your health and safety from working the additional hours;
- Your personal circumstances (including family or caring responsibilities);
- The needs of the workplace;
- Whether you receive overtime payments, penalty rates, other compensation, or a level of remuneration that reflects an expectation of additional hours;

- The notice given for the additional hours;
- The nature of your role and level of responsibility;
- Any averaging arrangements under an Award, Agreement, or individual agreement; and
- Any other relevant matter.

Reasonable Additional Hours are distinct from Overtime.

- Reasonable additional hours refer to extra hours beyond ordinary hours that an Employer may lawfully request or require (subject to the reasonableness test above). Employees are not automatically entitled to extra pay for these hours unless an Award, Agreement, or Contract provides for it (e.g. penalty rates or loadings). This protection applies to all employees (Full-time, Part-time and Casual), with the maximum weekly hours cap adjusted for non-full-time employees based on their ordinary hours.
- Overtime typically refers to hours that attract specific penalty rates or additional pay under an applicable modern Award, Enterprise Agreement, or your employment contract (e.g. time-and-a-half or double time for hours outside ordinary spans or exceeding certain thresholds).

Additional hours worked to correct errors (e.g. fixing a mistake made), or additional hours worked by choice without prior written approval, will not automatically qualify as overtime or attract additional pay. Such hours may still count toward reasonable additional hours if they exceed ordinary limits, but they must comply with the *reasonableness* factors above.

If you are asked to work additional hours and believe they may be unreasonable (considering the factors listed), discuss this with your Delegate Business Leader promptly. The Employer is committed to ensuring any additional hours requested are reasonable and support work-life balance, health, and safety.

7. Leave and Work Availability

7.1. Annual Leave

All Employees, other than Casual Employees, are entitled to accrue annual leave in accordance with the *National Employment Standards (NES)*, unless otherwise stated in your employment contract. Full-time employees accrue four (4) weeks (20 days) of paid annual leave per year of service, with Part-time employees accruing on a pro-rata basis. Shift Workers (as defined in the applicable modern Award or Enterprise Agreement) are entitled to an additional week (i.e. five (5) weeks total).

When requesting paid and/or unpaid annual leave, complete the annual leave request form through the Employer's nominated Payroll/HR system/process prior to making any holiday arrangements and provide reasonable notice:

- At least two (2) weeks' notice for leave of one (1) day up to two (2) weeks;
- At least four (4) weeks' notice for leave greater than two (2) weeks.

The Employer must maintain operational efficiency with appropriate staffing levels throughout the year and will endeavour to approve leave requests where possible. A "first in, first served" basis will normally apply, but peak holiday periods will be distributed fairly and equitably.

During busy or peak periods, annual leave requests may not be approved. The Employer encourages taking annual leave during quieter periods, such as January for the majority of industries. Check with a Delegated Business Leader prior to submitting a request.

The Employer may temporarily close for certain periods (e.g. Christmas shutdown) and will provide at least 28 days' written notice of the anticipated closure, or a shorter period if agreed with the majority of affected employees. You are encouraged to reserve adequate accrued annual leave to cover the period. If you do not have sufficient accrued annual leave, you may agree to take annual leave in advance or unpaid leave, where permitted under your applicable modern Award or Enterprise Agreement. Directions to take accrued paid annual leave during a closure must be reasonable and in writing. If skeleton staff is required during such periods, employees will be notified.

7.2. Planned Time Off for Casuals

If you anticipate being unavailable for work, provide your Delegated Business Leader with notice as early as possible to allow for alternative staffing arrangements and maintain operational efficiency.

Failure to attend a scheduled work shift or arriving late without reasonable excuse may result in disciplinary action, up to and including termination of employment.

7.3. Personal Leave

Permanent employees (full-time and part-time) are entitled to paid personal/carer's leave in accordance with the *National Employment Standards (NES)*, unless otherwise stated in your employment contract.

Casual Employees are NOT entitled to paid personal leave but may access up to two (2) days of *unpaid* carer's leave per permissible occasion.

Full-time employees accrue ten (10) days of paid personal/carer's leave per year of service. Part-time employees accrue this on a pro-rata basis. The leave accrues progressively during the year and accumulates from year to year (i.e. unused leave carries over).

This entitlement covers the following circumstances:

- Personal illness or injury that renders you unfit for work; or
- Providing care or support to an immediate family member or a member of your household who requires care or support because of:
 - an illness or injury affecting the person; or
 - an unexpected emergency affecting the person.

If your paid personal/carer's leave entitlement is exhausted, you may take up to two (2) days of unpaid carer's leave for each permissible occasion.

An immediate family member includes:

- your spouse or de facto partner (including a former spouse or de facto partner);
- a child (including an adult child, adopted child, step-child, or foster child);
- a parent, grandparent, grandchild, or sibling; or
- the immediate family of your spouse or de facto partner.

A household member is any person who lives with you in the same household.

7.4. Personal Leave Notification

Other than in exceptional circumstances, you must notify a Delegated Business Leader by phone or text message at the earliest possible opportunity, and in any case no later than one (1) hour before your usual start time. We do encourage all employees to provide more notice where possible, to assist with work coverage.

Emails or notifications via a third party are not acceptable as the first attempt.

You must follow the notification process for each day of absence unless the absence is covered by a medical certificate. If your expected Return-to-Work date changes or is extended, notify a Delegated Business Leader as soon as possible.

If your absence extends beyond seven (7) days, you must provide weekly updates on your continued incapacity, unless otherwise agreed with your Delegated Business Leader.

7.5. Evidence of Incapacity

The Employer may request evidence to support your absence, such as:

- A medical certificate from a registered health practitioner (e.g. doctor, nurse practitioner); or
- If it is not reasonably practicable to obtain a medical certificate, a statutory declaration made by you setting out the reasons for the absence.

In certain circumstances (e.g. frequent or repeated short absences), a medical certificate may not be accepted as sufficient justification. The Employer will consider the extent, pattern, and reasons for absences, as excessive unplanned absences can impact the business's ability to operate effectively.

If deemed necessary, and with your permission, the Employer may contact your treating doctor for clarification or require you to attend an independent medical examination (at the Employer's expense) to assess your fitness for work.

Non-genuine absences or misuse of personal leave will not be tolerated and may result in disciplinary action, up to and including termination of employment.

7.6. Return to Work

You may be required to attend a return-to-work meeting to discuss your capacity to perform your duties safely, based on health and fitness considerations. Any information arising from the meeting will be treated with the strictest confidentiality.

You may be required to provide a medical certificate from your treating doctor stating that you are fit to return to your existing duties or to undertake modified/lighter duties (where appropriate). This requirement is mandatory if the absence was due to a workplace injury or illness that required medical treatment.

You must not report for work without clearance from your doctor if you have been suffering from an infectious or contagious disease or illness (such as rubella or hepatitis).

7.7. Unplanned Time Off for Casuals

If you are unable to attend work due to illness, injury, or the need to care for a sick family or household member, you must notify a Delegated Business Leader by telephone at least one (1) hour before your usual start time (and preferably as early as possible).

All other relevant elements of the personal leave policies and guidelines outlined in this *Worker's Handbook* will be relied upon in these circumstances.

7.8. Public Holidays

Your entitlement to public holidays is in accordance with the *National Employment Standards (NES)* under the *Fair Work Act 2009 (Cth)*, unless otherwise stated in your employment contract or applicable modern Award/Enterprise Agreement.

All employees (including Casuals) have the right to be absent from work on a Public Holiday without penalty. Public holidays include national days (e.g. New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Christmas Day) and State/Territory-specific days (e.g. King's Birthday, Ekka in Queensland). The relevant Public Holidays depend on where the employee is based for work.

Not Working on a Public Holiday

Full-time and part-time employees are entitled to be paid their base rate of pay for the ordinary hours they would have worked if the public holiday falls on a day they normally work (i.e., it is part of their regular roster or agreed hours). If the public holiday falls on a day they do not normally work, they are not entitled to payment.

Casual employees are NOT entitled to payment for a public holiday if they do not work on that day—even if they would usually be rostered or have worked similar hours in the past. Casual employment is on an as-needed basis, so there is no guaranteed pay for non-worked public holidays under the NES (This applies regardless of whether the Casual has regular or systematic shifts; the entitlement is tied to actual hours worked, not expected or rostered hours).

Working on a Public Holiday

Due to the nature of our operations, you may be reasonably required to work on a public holiday. Any such requirement must comply with your Award/Agreement (e.g. penalty rates, loadings, or substitute days).

- Full-time and Part-time employees who work on a public holiday are entitled to at least their base rate of pay for the hours worked, plus any applicable public holiday penalty rates or loadings under their Award/Agreement (e.g. 250% rate for a worked shift or Time-Off-In-Lieu).
- Casual employees who work on a public holiday are entitled to their ordinary Casual hourly rate (including the 25% Casual Loading) plus the applicable public holiday penalty rate (typically resulting in 225%–275% of the base rate, depending on the Award/Agreement—e.g. 250% inclusive of Casual Loading in many cases).

Where permitted under your industrial instrument and mutually agreed, a public holiday may be substituted for another day (e.g. Ekka Day swapped for another local Show Holiday). If you work on a public holiday, you are entitled to the applicable penalty rates or benefits under your Award/Agreement).

7.9. Compassionate Leave (also known as Bereavement Leave)

Full-time and part-time employees are entitled to two (2) days of paid Compassionate Leave (also known as Bereavement Leave) per occasion under the NES. Casual Employees are entitled to two (2) days unpaid per occasion.

This leave applies when:

- A member of your immediate family or household contracts or develops a life-threatening illness or injury; or
- A member of your immediate family or household dies.

Immediate family includes your spouse/de facto partner (including former), child (including adult, adopted, step, or foster), parent, grandparent, grandchild, sibling, or the immediate family of your spouse/de facto partner. Household member means anyone living with you.

The Employer may request reasonable evidence (e.g. medical certificate or death certificate) to support the request.

7.10. Long Service Leave

Permanent employees and regular/systematic Casual Employees are entitled to Long Service Leave in accordance with the relevant state law (*Industrial Relations Act 2016*).

In Queensland:

- After 10 years of continuous service: 8.6667 weeks paid long service leave.
- After a further 5 years (total 15 years): An additional 4.3333 weeks (total 13 weeks).
- Thereafter: Further accrual at the same rate with no additional qualifying period.

Continuous service includes Casual employment if regular and systematic. Breaks in service may affect continuity (e.g. gaps over 3 months for Casuals may break it unless due to employer reasons). Long Service Leave should be taken as soon as reasonably practicable after entitlement arises.

Specific rules apply for Casuals (e.g. paid at loaded Casual rate based on ordinary hours). Accurate timekeeping records are required for part-time and Casual Employees to calculate entitlements. Requests for periods exceeding four (4) weeks require three (3) months' notice.

7.11. Community Service Leave

Community Service Leave is available under the NES for eligible voluntary community service activities (e.g. State Emergency Service (SES), volunteer firefighting, or other prescribed emergency management). This leave is generally unpaid.

Jury Duty (also known as Jury Service) is a form of Community Service Leave. All employees (including Casuals) may take unpaid leave for jury duty attendance or selection.

For full-time and part-time employees:

- The Employer must provide make-up pay (difference between jury pay/allowances and base pay for ordinary hours) for the first 10 days of absence.

In Queensland, court payments include daily attendance allowances (around \$42–\$126 per day/part-day depending on empanelment), meal allowances, and travel. You must show

evidence of jury pay received. Casual Employees receive no make-up pay under the NES but may have entitlements under an Award/Agreement.

If you have questions about eligibility or payments, speak to a Delegated Business Leader.

7.12. Family and Domestic Violence Leave

All employees (Full-time, Part-time, and Casual) are entitled to ten (10) days of paid family and domestic violence leave per 12-month period under the NES. The full ten (10) days are available upfront from your work anniversary (or start date for new employees) and do not accumulate if unused.

This leave applies if you are experiencing family and domestic violence and need to deal with its impacts when it is impractical to do so outside ordinary work hours. Examples include arranging safety/relocation, attending urgent court hearings, accessing police services, or supporting a family member's safety.

The Employer will take all reasonably practicable steps to maintain confidentiality of any disclosures (including incidents, notice, or evidence), except where required by law or necessary to protect life, health, or safety (yours or others in the workplace).

If your safety (or others') is at risk in the workplace, notify your Delegated Business Leader as soon as possible. The Employer will work with you to discuss and agree on appropriate workplace arrangements.

The Employer may request reasonable evidence to support the request for one (1) or more days of leave.

7.13. Parental Leave

Employees who will have at least 12 months of continuous service as at the expected date of birth of the child, are entitled to 52 weeks of unpaid parental leave. Casuals with regular on-going work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused on reasonable business grounds. Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave must not exceed the 52-week period.

7.14. Eligibility

Leave is available only to the primary caregiver of the child, except at the birth of the child where the other parent is entitled to eight (8) weeks of concurrent unpaid leave. Any parental leave taken by the other parent will be deducted from the total entitlement of 52 weeks unpaid leave.

7.15. Notice Process

You must give the business at least ten (10) weeks prior notice of your intention to take unpaid parental leave. This can be done in accordance with our leave application process. When

advising of your intention to take unpaid parental leave you must provide a medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement; an expected return date; and details of any parental leave your partner intends to take.

7.16. Unpaid Parental Leave and Government Paid Parental Leave Scheme

Employees with at least 12 months of continuous service before the expected date of birth or adoption placement are entitled to up to 12 months of unpaid parental leave under the NES. Regular and systematic Casual employees are also eligible.

You may request an extension to a total of 24 months, which can only be refused on reasonable business grounds.

Other paid leave (e.g. annual leave, long service leave) may be taken concurrently, but the total period cannot exceed 24 months.

Leave is primarily for the primary carer, but parents can share it. Both parents may take up to eight (8) weeks concurrently (at the same time) around the birth/adoption. Any leave taken by one (1) parent reduces the total available to the family.

Notice Process

Provide at least ten (10) weeks' written notice of intention to take unpaid parental leave, including:

- Expected start and end dates;
- A medical certificate or adoption document with the expected birth/placement date;
- Expected return date; and
- Details of any parental leave your partner intends to take.

This can follow the Employer's leave application process.

Government Paid Parental Leave Scheme

Eligible employees may receive government-funded Paid Parental Leave (PPL) through Services Australia as follows:

- For children born or adopted on or after 1 July 2026: Up to 26 weeks (130 flexible days) shared between parents.
- Paid at the national minimum wage rate (currently around \$948.10 per 5-day week before tax; indexed annually).
- Includes reserved periods for each parent (use-it-or-lose-it to encourage shared care).
- Flexible: Can be taken in blocks (minimum 1 day) within 24 months of birth/adoption.
- Superannuation: From 1 July 2025, the Government pays 12% super contributions on PPL (deposited after the financial year, starting 2026).

Eligibility includes a work test, income test, and primary carer requirements.

It is the employee's responsibility to check their eligibility, apply for Paid Parental Leave, and manage all aspects of the government scheme. *The Employer is not responsible for assessing eligibility, submitting applications, or administering payments under the Paid Parental Leave scheme.* For further details, eligibility criteria, and to apply, please refer to Services Australia (www.servicesaustralia.gov.au).

The Employer does not provide any additional paid parental leave beyond the government scheme.

7.17. Other Non-Attendance

We understand circumstances may arise where you need time off for personal administrative tasks or medical appointments during work hours. Make all reasonable efforts to schedule these outside normal hours. If unavoidable, time off may be granted at a Delegated Business Leader's discretion and is generally unpaid.

8. Capability Process

8.1. Introduction

The Employer recognises that, during your employment, your ability to perform your duties to the required standard may be affected by various factors. These may include progressive changes to the role (e.g. new technologies, processes, or responsibilities) that make it difficult to keep pace, or personal circumstances such as health conditions, family commitments, or other life factors that impact your capacity to meet the demands of the job.

The Employer is committed to supporting employees through fair and lawful processes when capability concerns arise, in line with *the Fair Work Act 2009 (Cth)*, anti-discrimination laws, and work health and safety obligations. This includes considering reasonable adjustments where appropriate (e.g. for disabilities under the *Disability Discrimination Act 1992 (Cth)*).

8.2. Capability

If the Employer has concerns about your ability to perform your job to the required standard, or if the nature of your role changes, the following approach will normally apply:

- The Employer will first ensure you clearly understand the expected level of performance, including any updated duties or standards.

- You will be provided with adequate training, coaching, supervision, and reasonable support to help you meet those expectations.
- Concerns about capability will usually be raised informally in the first instance. You will be given a reasonable period to demonstrate improvement, with clear feedback, specific performance goals (where appropriate), and regular check-ins.

If, after this informal support and reasonable time, your performance remains below the required standard, the matter may progress to a more formal process:

- You will normally receive a written warning outlining the concerns, the required improvements, the timeframe for improvement, the support to be provided, and the potential consequences of not meeting the standard.
- The Employer will continue to monitor progress and provide feedback. If improvement is not sustained, further warnings or escalation may follow.
- Throughout the process, the Employer will consider reasonable alternatives, such as transferring you to a more suitable role (if one is available and appropriate) or making reasonable adjustments to the role or workplace.

If, despite the support provided and reasonable time given, there is no sustained improvement, and no suitable alternative role or adjustment is available (or feasible), or if the level of performance has a serious or substantial negative impact on the business, the Employer may decide to terminate your employment. Any termination will be with the appropriate notice period (or payment in lieu) under the NES, your contract, and any applicable Award/Agreement.

The process will be conducted fairly, with procedural fairness (e.g. opportunity to respond, access to support such as a representative), and in compliance with general protections under the *Fair Work Act 2009 (Cth)* (no adverse action for prohibited reasons, such as exercising workplace rights or temporary illness).

8.3. Personal Circumstance/Health Issues

Personal circumstances or health conditions may arise that affect your ability to carry out your normal duties, even if you are attending work (e.g. reduced dexterity, chronic ill health, or other limitations), or that result in prolonged absence or frequent short absences.

In such cases, the Employer will seek to understand the situation through consultation with you. This may include requesting reasonable medical information to make informed decisions about your ongoing employment.

- The Employer may ask for a medical report from your treating doctor (or specialist) outlining your diagnosis, prognosis, functional capacity, recommended adjustments, and expected timeframe for recovery or improvement.
- Your consent is required before the Employer can request or obtain any medical report directly from your doctor. The Employer will explain the purpose and scope of the request, and you will be given the opportunity to provide the information yourself or through your doctor.
- You are expected to cooperate reasonably with this process (e.g. by providing consent or relevant information) to allow the Employer to assess options and comply with its obligations.

- Once sufficient information is available, and after consultation with you, the Employer will consider:
 - Whether reasonable adjustments can be made to your current role (e.g. modified duties, equipment, hours, or environment) to enable you to perform the inherent requirements of the job;
 - Whether a transfer to a more suitable alternative role is possible and appropriate; or
 - Other options to support your continued employment.

If, after exploring these options, it is not reasonably practicable to continue your employment in the current role or a suitable alternative (e.g. due to the nature and duration of the incapacity, safety risks, or business impact), termination may be considered. Any termination will follow a fair process, with appropriate notice, and will not be for a prohibited reason under the *Fair Work Act 2009 (Cth)* (e.g. temporary absence due to illness).

The Employer will handle all medical and personal information confidentially, in accordance with privacy laws and only for the purpose of managing your employment.

9. Bullying and Harassment

The Employer is committed to providing a safe and healthy work environment in which all Workers are treated fairly, with dignity and respect, and in which no individual or group is subjected to any form of bullying, harassment, threats, or intimidation.

Bullying and harassment in any form are unacceptable and will not be tolerated. Such behaviour can have serious negative effects on individuals, including physical and psychological harm, reduced productivity, lowered morale, and damage to workplace culture and the Employer's reputation. It can also expose the Employer to significant legal and financial risks under work health and safety laws, anti-discrimination legislation, and the *Fair Work Act 2009 (Cth)*.

9.1. Your Responsibility

It is the responsibility of every Worker (including employees, contractors, and visitors) to:

- Understand and comply with this policy;
- Refrain from engaging in any conduct that may constitute bullying or harassment;
- Not aid, abet, or encourage others to engage in bullying or harassment;
- Report any bullying or harassment they experience or witness, in accordance with this policy;
- Follow the complaint process when raising concerns; and
- Maintain confidentiality about any reported incidents in which they are involved (subject to legal obligations or workplace safety requirements).

9.2. What Constitutes Bullying

Workplace bullying is defined under Safe Work Australia and the model Work Health and Safety laws as repeated and/or unreasonable behaviour directed towards a Worker or group of Workers that creates a risk to health and safety.

Bullying can occur:

- In the workplace;
- At work-related events (e.g. social functions, client meetings, conferences, or business travel); or
- Through work-related communications (including emails, messaging apps, or social media).

Examples of unreasonable behaviour may include (but are not limited to):

- Abusive, insulting, offensive, or intimidating language or comments;
- Spreading malicious rumours or misinformation;
- Belittling, humiliating, or degrading behaviour (including yelling, screaming, or constant unjustified criticism);
- Physical or emotional threats;
- Displaying or sharing abusive or offensive material;
- Inappropriate comments about appearance, lifestyle, family, or personal characteristics;

- Teasing, pranks, or practical jokes that humiliate or isolate;
- Unwelcome physical contact;
- Interfering with personal property or work equipment;
- Harmful initiation practices;
- Overloading with work, setting unrealistic deadlines, or constantly changing expectations;
- Deliberately excluding or isolating someone from work activities, conversations, or social events;
- Withholding necessary information, resources, training, or entitlements;
- Unjustified or excessive monitoring, micromanaging, or changing rosters/arrangements to inconvenience; or
- Denying reasonable opportunities (e.g. promotion, development).

A single incident of unreasonable behaviour does not usually meet the definition of bullying, but it should not be ignored as it may escalate or constitute other misconduct (e.g. harassment or a breach of conduct policy). Bullying is also **not** reasonable for action undertaken by a Delegated Business Leader in the course of their work duties (e.g. fair performance feedback, disciplinary processes, or legitimate allocation of duties).

9.3. What Constitutes Harassment

Harassment is any unwanted conduct related to a protected attribute that has the purpose or effect of violating dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment. Protected attributes include age, disability, gender identity, intersex status, marriage/civil partnership status, pregnancy/maternity, race, religion/belief, sex, sexual orientation, and family/carer responsibilities (under federal and anti-discrimination laws).

Harassment can be a single incident or repeated behaviour and may include:

- Unwelcome sexual advances, requests for sexual favours, or other conduct of a sexual nature (sexual harassment);
- Offensive jokes, comments, gestures, or innuendo based on protected attributes;
- Displaying or distributing material that is derogatory, pornographic, or discriminatory;
- Intrusive questions about personal life or appearance; or
- Any behaviour that creates a hostile or intimidating environment due to a protected attribute.

9.4. Bullying and Harassment Complaint Process

The Employer takes all reports of bullying and harassment seriously and will respond promptly, fairly, impartially, and confidentially (to the extent possible). No Worker will be victimised, penalised, or disadvantaged for making a genuine complaint or participating in an investigation.

You have several options to raise concerns:

Informal Resolution

If you feel safe and comfortable doing so, you may address the behaviour directly with the person involved. Clearly explain that the behaviour is unwelcome and ask it to stop. This may be done verbally or in writing.

This step is **not compulsory**. If you do not wish to confront the person, or if the behaviour continues after you do, proceed to formal reporting.

Formal Complaint

If informal resolution is not appropriate or does not resolve the issue, or if the behaviour is serious, raise the matter formally with a Delegated Business Leader or the Employer's HR representative (particularly in the case where a direct Leader you report to is involved).

You are encouraged to provide a written complaint (or email) including, where possible:

- The name of the alleged perpetrator;
- Details of the alleged incidents (what happened, when, where);
- Dates and times;
- Names of any witnesses;
- Any supporting evidence (e.g. messages, notes); and
- Any steps already taken.

On receipt of a formal complaint, the Employer will take immediate steps to ensure your safety and wellbeing. This may include temporary separation of the parties (e.g. changing working days/hours, locations, or reporting lines) or, in serious cases, suspension on full pay pending investigation.

9.5. Investigation Process

Investigations may be conducted internally by a suitably trained Delegated Business Leader or HR representative, or by an external investigator if the matter is complex, sensitive, or involves senior personnel.

All parties will be interviewed separately, given the opportunity to provide their account, submit evidence, and respond to allegations. Meetings will be scheduled at mutually convenient times and locations. You may bring a support person (e.g. colleague, union representative, or friend) who may observe but not speak on your behalf.

All participants must maintain confidentiality about the process and details, except as required by law or for safety reasons. Breaches of confidentiality may result in disciplinary action.

A written record will be kept of interviews and findings. The outcome will be communicated in writing to the complainant and the respondent, including whether the complaint was substantiated, partially substantiated, or not substantiated.

9.6. False or Malicious Complaints and Disciplinary Action

If an investigation finds that a complaint was knowingly false, malicious, or made in bad faith, appropriate disciplinary action may be taken against the complainant. This may include formal warning, suspension, or, in serious cases, termination of employment.

This does not apply to complaints made in good faith, even if the investigation does not substantiate the allegations.

If a complaint is substantiated (in whole or in part), disciplinary action will be taken against the person(s) responsible for the bullying or harassment, proportionate to the seriousness of the breach. Possible outcomes include:

- Formal warning;
- Mandatory training, coaching, or counselling;
- Suspension (with or Without Pay (WoP), depending on the circumstances);
- Demotion or transfer to another role; or
- Termination of employment.

Disciplinary action may also apply to any other Workers who aided, abetted, encouraged, or knowingly failed to report serious bullying or harassment of which they were aware.

Suppliers, Independent Contractors, Workers, Volunteers or Visitors found to have breached this policy may have their engagement terminated immediately, not renewed, or otherwise restricted from the workplace.

10. Business Protections

10.1. Conflict of interest

You must not engage in any activity, employment, business interest, or other arrangement (whether paid or unpaid) that creates, or is likely to create, an actual or potential conflict of interest with your duties to the Employer.

A conflict of interest may arise if your personal interests (financial, familial, personal relationships, or otherwise) could influence, or appear to influence, your ability to act impartially in the best interests of the Employer, or if it could compromise the Employer's reputation, confidentiality, or commercial position.

If you become aware of a potential or actual conflict of interest (including one arising from personal relationships at work, secondary employment, or external activities), you must disclose it promptly and in writing to a Delegated Business Leader or the Employer's HR representative. The Employer will assess the situation and may take appropriate action to manage or eliminate the conflict. Such action may include (but is not limited to):

- Requiring you to cease the conflicting activity;
- Adjusting your duties, reporting lines, start/stop times of work, or location;
- Transfer or reassignment to another role; or
- In serious cases where the conflict cannot be adequately managed, termination of employment.

Failure to disclose a known conflict of interest may result in disciplinary action, up to and including termination.

10.2. Secondary Employment

During your working hours with the Employer, you are expected to devote your full time, attention, and effort to performing your duties to the best of your ability.

If you wish to undertake any secondary employment, self-employment, business interest, or other external activity (including voluntary work that may impact your availability or performance), you must obtain the Employer's prior written approval. You should discuss the proposal with a Delegated Business Leader in advance and provide full details, including:

- Nature of the activity;
- Hours and days involved;
- Any potential overlap with your Employer duties or rest periods;
- Whether it involves competition with the Employer, use of Employer resources/knowledge, or any risk to health, safety, or welfare; and
- Any other relevant factors (e.g. impact on performance, fatigue, or confidentiality).

The Employer will consider the request and respond in writing. Approval may be granted with conditions, refused, or withdrawn if circumstances change. Working in secondary employment

without prior written approval, or in breach of any conditions, may be treated as a serious breach of policy and may result in disciplinary action, up to and including termination of employment.

You must not undertake any non-Employer duties or activities during your working hours, or while on Employer or client premises, without prior written approval.

10.3. Illegal Activity

The Employer has a zero-tolerance approach to any illegal activity in the workplace or that affects the workplace. If there is reasonable suspicion that you may be involved in illegal activity (e.g. theft, possession or use of illegal drugs, carrying concealed/illegal weapons, possession of child exploitation material, or other criminal conduct), the Employer may conduct a search of your person, bags, lockers, vehicles, desks, or other areas under your control.

Searches will be conducted reasonably and proportionately. Where practicable, a search will be witnessed by:

- A colleague of your choice who is available on the premises; or
- An independent third party (if no colleague is available).

You have the right to refuse a search. However, refusal to comply with a reasonable direction to allow a search may be treated as a serious breach of policy and may result in disciplinary action, up to and including termination of employment. If you refuse, you may be directed to remain on the premises to assist with any related processes (e.g. documentation) or asked to leave for the remainder of the day (generally Without Pay (WoP)). The Employer reserves the right to involve police at any stage if illegal activity is suspected.

10.4. Statements to the Media

All requests for statements, comments, or information from media outlets (newspapers, radio, television, online publications, or any other media) regarding the Employer, its operations, clients, employees, non-employees or any related matters must be directed immediately to a Delegated Business Leader or the designated media representative of the business. Unless expressly authorised in writing by the Employer, no Worker has authority to speak to the media, provide comments, or make statements on behalf of the Employer. Unauthorised statements may result in disciplinary action, up to and including termination, and may expose you to personal liability.

10.5. Social Media

You must not access or use social media platforms (including personal accounts) on business devices or during working hours unless expressly authorised for legitimate business purposes.

You must not post, share, comment on, or otherwise publish any content on social media (during or outside working hours) that:

- Relates to the Employer, its operations, clients, suppliers, colleagues, or any work-related matter;

- Could identify or be linked to the Employer or any related parties;
- Breaches confidentiality, privacy, intellectual property, or any other Employer policy (including code of conduct, bullying and harassment, or confidentiality obligations);
- Is derogatory, defamatory, discriminatory, harassing, offensive, or damaging to the Employer's reputation; or
- Includes photos, videos, or images of yourself in uniform, colleagues, the workplace, equipment, client sites, or any identifiable Employer property.

Posting such content (even on private accounts) may result in disciplinary action, up to and including termination of employment, and may expose you to legal liability (e.g. defamation or breach of confidence claims).

10.6. Surveillance

To protect the safety and security of the Workplace, Workers, Visitors, property and confidential information, the Employer may undertake continuous or intermittent surveillance at its discretion. Surveillance will be conducted in accordance with applicable Queensland and federal legislation, including the *Invasion of Privacy Act 1971 (Qld)*, *Surveillance Devices Act* (if applicable), and *Privacy* laws.

Surveillance may include:

- Internet and email usage monitoring (e.g. data capture, web browsing history, email logs);
- Visual recording devices (e.g. CCTV cameras);
- Audio recording devices (where permitted by law); or
- GPS tracking or electronic monitoring devices in work vehicles or equipment.

All visible cameras and recording devices will be clearly signposted where practicable. No cameras or recording devices will be placed in bathrooms, change rooms, or other areas where a reasonable expectation of privacy exists.

The Employer may review and use surveillance records for legitimate purposes, including disciplinary proceedings, investigations, safety incidents, or legal requirements. Records will be handled confidentially and retained only as long as necessary.

If you have any concerns about surveillance practices, speak to a Delegated Business Leader or the Employer's HR representative in the first instance.

11. Technology Policy

The purpose of this policy is to provide a clear framework for the acceptable use of technology, including devices, systems, networks, software, internet, and email, while performing duties for the Employer. This policy applies to all Employer-supplied or Employer-approved technology, as well as any personal devices that access corporate networks, data, systems, email, or applications (Bring Your Own Device – BYOD).

All Workers (i.e. employees, contractors, volunteers and any other authorised users) are required to use technology responsibly, securely, and in compliance with this policy, relevant legislation (including the *Privacy Act 1988 (Cth)*, *Spam Act 2003 (Cth)*, and applicable work health and safety laws), and industry standards.

Unauthorised access, data breaches, inappropriate use, or any breach of this policy may result in disciplinary action, up to and including termination of employment, and may also expose the individual to civil or criminal liability.

11.1. Technical Requirements

To maintain security and compatibility, all devices (Employer-supplied or personal) that access Employer systems must meet the following minimum standards:

- Operating systems: Android 10 or later, or iOS 15 or later (or the most recent supported versions at the time of connection). Older versions will not be permitted due to security vulnerabilities.
- Devices must use a secure, encrypted password manager or keychain to store user-saved passwords.
- A strong, unique device password or biometric authentication must be set in accordance with the Employer's password policy (e.g. minimum 8 characters, including uppercase, lowercase, numbers, and symbols; no reuse of corporate credentials).
- With the exception of devices centrally managed by IT, personal devices must not connect directly to the internal corporate network (e.g. use secure remote access tools such as VPN or approved cloud services).
- Devices must be fully encrypted (full-disk encryption) in line with current compliance standards.
- Devices must have up-to-date manufacturer or network-provided security patches. Users must check for updates weekly and apply critical patches at least monthly (or sooner if directed).
- Devices must not be jailbroken, rooted, or have any software/firmware installed that bypasses manufacturer security restrictions or exposes unauthorised functionality.
- Anti-malware protection must be installed and active on any PC used to connect or sync with the device.

11.2. User Requirements

Users must:

- Load only data and applications essential to their role onto mobile or other devices.
- Report any lost, stolen, or compromised device to IT immediately (within 1 hour if possible).

- Report any suspected unauthorised access to business data or systems via a mobile device immediately, in line with the Employer's incident response process.
- Install applications only from official, trusted sources (e.g. Google Play Store, Apple App Store). Installation from untrusted or sideloaded sources is prohibited. If unsure, contact IT for verification.
- Not load pirated software, illegal content, or any material that breaches copyright, licensing, or Australian law.
- Exercise caution when merging personal and work email accounts on the same device. Business-related data must only be sent via the corporate email system. If business-related data is accidentally sent from a personal account (in body text or attachment), notify IT immediately.
- Not use corporate workstations to back up or synchronise personal media files, photos, music, or other non-business content unless expressly authorised for legitimate business purposes.

11.3. Password Protection

Passwords are sensitive, confidential information and must be treated as such. You must:

- Never share passwords with anyone (including colleagues including Business Leaders, family, or administrative staff).
- Not insert passwords into emails, messages, questionnaires, security forms, or any electronic communication.
- Not reveal passwords over the phone or hint at their format (e.g. "it's my family name").
- Not write passwords down and store them unsecured in the office or on devices without encryption.
- Not use the "Remember Password" feature in browsers or applications unless the device is fully encrypted and managed securely.

If you suspect your password has been compromised, stolen, or disclosed, report the incident immediately to IT and change all affected passwords.

11.4. Computer Equipment

To reduce risks and control use of the Employer's computer equipment:

- Any new software, applications, USB drives, external hard drives, CDs, internet downloads, or other media must be checked and authorised by IT or management before installation or use.
- Only authorised Workers are permitted to access computer equipment and in accordance with their position.
- Only approved, licensed software for business purposes may be installed.
- No software or data may be brought onto or removed from the premises without prior authorisation.
- Equipment and software must not be copied, duplicated, or removed from the premises without approval.

11.5. Internet and Email

Authorised Workers are encouraged to use the internet and email for legitimate business purposes. Unauthorised or inappropriate use is prohibited and may constitute serious misconduct.

Prohibited activities include (but are not limited to):

- Accessing websites that may expose the Employer to viruses, malware, copyright infringement, or intellectual property risks.
- Using business-owned devices or networks for illegal, offensive, or inappropriate purposes.
- Accessing or using social media in breach of Employer's policies related to internet use or social media.
- Using internet or other cloud-based services on personal devices without prior approval.
- Viewing, posting, or downloading content unrelated to employment duties.
- Engaging in hacking, attempting to disable security controls, or compromising systems.

These activities may also constitute criminal offences under Australian law.

11.6. Email Use

When using work email, you must:

- Use email only for legitimate business communication directly related to your role.
- Not use email as a substitute for appropriate face-to-face or telephone discussions where tone or context is important.
- Avoid sending inflammatory, abusive, or aggressive emails.
- Mark confidential emails appropriately and take reasonable steps to protect sensitive information.
- Be aware that emails can create legally binding obligations (e.g. contracts, offers) equivalent to written documents.
- Exercise care to avoid hasty or ill-considered messages that could cause misunderstanding or harm.

Prohibited email use includes (but is not limited to):

- Messages that could constitute bullying, harassment, discrimination, or vilification.
- Personal use (e.g. social invitations, jokes, cartoons, chain letters, or private matters).
- Online gambling, accessing or transmitting pornography, or other inappropriate content.
- Personal social media activity or links.
- Transmitting copyrighted material or unlicensed software.
- Sharing confidential information about any Worker (e.g. employees, contractors, volunteers), the Employer, clients or suppliers.

All emails sent or received using the Employer's systems are considered the Employer's property and may be monitored, reviewed, or disclosed in accordance with law and policy.

12. Equal Opportunity and Anti-Discrimination

12.1. Introduction

The Employer is committed to providing a workplace that is free from discrimination, harassment, vilification, and victimisation, and where all job applicants, employees, contractors, volunteers and any other Workers are treated fairly, with dignity and respect.

We recognise that discrimination is unacceptable and unlawful under Australian federal and Queensland laws. The Employer will not tolerate any form of direct or indirect discrimination, harassment, or adverse treatment on the grounds of any protected attribute, including:

- age;
- disability (including physical, intellectual, psychiatric, sensory, neurological, or learning disabilities, and illnesses such as HIV/AIDS);
- gender identity;
- intersex status;
- marital or relationship status (including de facto, married, single, divorced, or separated);
- pregnancy and potential pregnancy;
- breastfeeding;
- family or carer responsibilities;
- race (including colour, descent, ethnic or ethno-religious origin, nationality, or national extraction);
- religion or religious belief;
- sex;
- sexual orientation; or
- association with a person identified by any of the above attributes.

This commitment extends to all aspects of employment, including recruitment, terms and conditions of employment, training and development, promotion, transfer, performance management, remuneration, benefits, termination, and workplace environment.

Breaches of this policy, or any conduct that constitutes unlawful discrimination, harassment, vilification, or victimisation, will be treated as serious misconduct and may result in disciplinary action, up to and including termination of employment (or termination of engagement for contractors). Such conduct may also expose individuals to personal liability under anti-discrimination laws.

The Employer has a positive duty to take reasonable and proportionate steps to prevent unlawful discrimination, sexual harassment, sex-based harassment, hostile work environments, and related victimisation (under the *Sex Discrimination Act 1984 (Cth)* as amended, and other federal and state laws).

12.2. Recruitment

The Employer is committed to fair, merit-based, and non-discriminatory recruitment practices. All stages of the recruitment process will be conducted in accordance with this policy and relevant legislation. To prevent discrimination (conscious or unconscious), the Employer will:

- Advertise vacancies using a broad range of sources and inclusive language to attract diverse applicants;
- Assess all applicants solely on their ability to perform the inherent requirements of the role, taking into account any reasonable adjustments that may be required;
- Ensure selection criteria, job descriptions, application forms, and interview questions are relevant to the role and free from discriminatory assumptions or requirements;
- Where practicable, involve more than one person in shortlisting, interviewing, and selection decisions to reduce individual bias;
- Not allow decisions to be influenced by irrelevant factors or perceived prejudices of others;
- Provide reasonable adjustments during the recruitment process for applicants with disability (e.g. accessible formats, extended time, or alternative interview methods); and
- Periodically review recruitment processes, advertising, and outcomes to identify and address any patterns of under-representation or potential indirect discrimination.

12.3. Career Advancement

Promotion, transfer, training opportunities, and other career advancement decisions will be made on merit and in accordance with the principles of this policy.

All employees will be given a fair opportunity to apply for vacant positions, promotions, or development programs. Selection processes will be transparent, consistent, and based on objective criteria related to the role and the individual's skills, performance, and potential.

The Employer will not tolerate discrimination, favouritism, or nepotism in advancement decisions. Any employee who believes they have been unfairly overlooked or disadvantaged may raise the matter through the grievance process

12.4. General Obligations

All Workers are required to:

- Treat colleagues, applicants, clients, and others with respect and without discrimination or harassment;
- Report any suspected or observed breaches of this policy promptly (see grievance and bullying/harassment process);
- Participate in any required training on equal employment opportunity, anti-discrimination, and prevention of sexual harassment; and
- Cooperate with any investigation into alleged discrimination or harassment.

The Employer will provide appropriate training and resources to support compliance with this policy and foster an inclusive workplace culture.

Any Worker who experiences or witnesses discrimination, harassment, or related conduct is encouraged to report it without fear of reprisal. The Employer will handle complaints fairly, confidentially (to the extent possible), and promptly, and will take appropriate remedial action where a breach is substantiated.

13. Privacy Policy

13.1. Introduction

The Employer is committed to protecting the privacy of all individuals whose personal information we handle, including employees, job applicants, contractors, volunteers, clients, suppliers, and other stakeholders.

We take our obligations under the *Privacy Act 1988 (Cth)* (Privacy Act), the *Australian Privacy Principles (APPs)*, and any applicable registered Australian Privacy Principles codes very seriously. This policy explains how the Employer collects, uses, holds, discloses, and protects personal information. All employees, contractors, volunteers and any other Worker or authorised personnel is required to comply with this policy and the *Privacy Act* when handling personal information.

Breaches of this policy or the Privacy Act may result in disciplinary action, up to and including termination of employment (or termination of engagement for contractors), and may also expose individuals or the Employer to civil penalties, investigations by the Office of the Australian Information Commissioner (OAIC), or other legal consequences.

13.2. Collection of Personal Information

The Employer collects personal information only where it is reasonably necessary for one or more of our functions or activities, and only by lawful and fair means. Personal information is typically collected:

- During the recruitment process (e.g. from application forms, resumes, referees, background checks, and interviews);
- Throughout employment (e.g. Payroll, Performance Management, Leave records, Training, Disciplinary matters, Health and Safety records, Workers' compensation claims);
- From third parties where permitted (e.g. superannuation funds, recruitment agencies, medical professionals for fitness-for-work assessments, or government agencies); and
- In limited cases, from publicly available sources or with your consent.

Examples of personal information we may collect include:

- Full name, date of birth, address, contact details (phone, email);
- Emergency contact details;
- Tax file number, bank account details, superannuation fund information;
- Employment history, qualifications, references, and performance records;
- Leave records, hours of work, wages, allowances, and deductions;
- Health information (where relevant and with consent or as required by law, e.g. for workplace adjustments, return-to-work plans, or Workers' compensation);
- Details of any disciplinary or grievance matters;
- Union or professional association membership (if disclosed); and
- Any other information necessary for managing the employment relationship or business operations.

We will generally collect sensitive information (e.g. health, racial/ethnic origin, religious beliefs, criminal record, or membership of a trade union) only with your express consent, where required or authorised by law, or where necessary to prevent a serious threat to life or health.

13.3. Use and Disclosure of Personal Information

Personal information will only be used or disclosed for the primary purpose for which it was collected (e.g. managing recruitment, employment, payroll, performance, safety, or compliance obligations), or for a directly related secondary purpose that you would reasonably expect.

We may disclose personal information to:

- Internal personnel on a need-to-know basis (e.g. HR/Payroll, Delegated Business Leaders);
- External service providers (e.g. payroll processors, superannuation funds, recruitment agencies, IT/cloud providers, insurers, or legal advisers) under strict confidentiality obligations;
- Government agencies or regulators where required or authorised by law (e.g. ATO, Fair Work Ombudsman, WorkCover Queensland);
- Referees or background checking agencies during recruitment; or
- In limited cases, with your consent or in response to a legal request (e.g. court order).

We will not use or disclose personal information for unrelated marketing purposes without your consent.

13.4. Your Responsibilities

Every Worker must:

- Handle all personal information (whether relating to other employees, contractors, clients, suppliers, or any other individual) in a secure, confidential, and lawful manner;
- Only access, use, or disclose personal information for legitimate business purposes directly related to their role;
- Not disclose personal information to unauthorised persons, including family, friends, or external parties;
- Not use personal information for personal gain or any purpose unrelated to the Employer's business;
- Immediately report any suspected or actual unauthorised access, disclosure, loss, or breach of personal information to their Delegated Business Leader or HR representative;
- Comply with any reasonable directions regarding secure storage, disposal, or handling of personal information; and
- Participate in privacy training as required.

Failure to comply with this policy or the Privacy Act may constitute serious misconduct and result in disciplinary action, up to and including termination of employment.

13.5. Data Quality, Security and Access

The Employer will take reasonable steps to ensure personal information is accurate, up to date, complete, and relevant. You are responsible for promptly notifying the Employer's HR Representative of any changes to your personal details (e.g. address, bank details, emergency contacts).

We maintain reasonable technical, physical, and administrative safeguards to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. This includes secure storage, access controls, encryption where appropriate, and regular security reviews.

You have the right to access and correct your personal information held by the Employer, subject to exceptions under the Privacy Act (e.g. where access would reveal information about another person or prejudice an investigation). Requests should be made in writing to the Employer's HR Representative. We will respond within a reasonable timeframe (usually 30 days).

13.6. Data Breaches

In the event of a suspected eligible data breach (likely to result in serious harm), the Employer will contain the breach, assess the risk, and, where required, notify affected individuals and the OAIC in accordance with the *Notifiable Data Breaches* scheme under the Privacy Act.

13.7. Privacy Complaints

If you believe your privacy has been breached or this policy has not been followed, contact HR in the first instance. Complaints will be handled confidentially and investigated promptly and impartially. You may also lodge a complaint with the Office of the Australian Information Commissioner (oaic.gov.au).

This policy is reviewed regularly to ensure ongoing compliance with the Privacy Act and best practice. Any updates will be communicated to Workers.

14. Performance Management & Disciplinary Process

14.1. Introduction

This policy aims to ensure fairness, procedural fairness, and due process when addressing performance or conduct issues. The primary objective is to support and encourage improvement in performance and/or behaviour where an employee is not meeting the required standards, rather than serving solely as a mechanism for punishment or termination.

This policy works in conjunction with the standards of performance and conduct outlined throughout this *Worker's Handbook* and provides a structured, consistent process for dealing with disciplinary matters.

The Employer is committed to ensuring that any action taken under this process is fair and reasonable. This includes:

- Making you fully aware of the required standards of performance, conduct, and behaviour;
- Conducting disciplinary action in a respectful, fair, efficient, and consistent manner;
- Following correct process at any disciplinary meeting;
- Investigating facts thoroughly and giving you the opportunity to present your side of the case;
- Allowing you the right to be accompanied by a support person (of your choice) at all formal disciplinary meetings (not investigatory meetings);
- Not normally dismissing for a first breach of policy, except in cases of serious misconduct; and
- Providing a written explanation of any penalty imposed.

In some circumstances, it may be necessary to suspend you on full pay temporarily to allow an uninterrupted investigation. Such suspension is a neutral act, not disciplinary or punitive, and may be implemented for your welfare, health and safety, or that of others. Suspension will be reviewed regularly and lifted as soon as practicable.

14.2. Disciplinary Rules

It is not possible to list every possible breach of policy or standard of conduct that may lead to disciplinary action, as these depend on the nature of your role and the circumstances. The examples below are indicative and do not limit the Employer's right to take action for other breaches. Any failure to comply with policies, process or lawful and reasonable directions in this *Worker's Handbook* (or otherwise communicated) may also trigger this process.

14.3. Unsatisfactory Conduct

Disciplinary action may be taken for (but is not limited to):

- Failure to follow safety policies, processes or instructions;

- Actions that endanger or risk the health and safety of yourself, colleagues, clients, or others;
- Persistent absenteeism, lateness, or unauthorised absences;
- Unsatisfactory or substandard work performance;
- Rudeness, inappropriate language, or unprofessional behaviour towards clients, colleagues, suppliers, or members of the public;
- Objectionable, insulting, harassing, or bullying behaviour;
- Failure to devote your full time, attention, and abilities to the Employer's business during working hours;
- Unauthorised use of computers, software, email, internet, or social media;
- Failure to carry out reasonable instructions or follow established rules or processes;
- Unauthorised use, negligent damage, or loss of Employer property;
- Failure to report damage to property or premises caused by you;
- Unauthorised use of business-owned vehicles;
- Failure to report vehicle incidents (regardless of injury or damage); or
- (If driving is part of your role) failure to report driving convictions, summons, or loss of licence.

14.4. Serious Misconduct

Serious misconduct may justify summary dismissal (termination without notice or payment in lieu), even without prior warnings, where the conduct constitutes a fundamental breach of the employment contract and destroys the necessary trust and confidence in the employment relationship.

Examples of conduct that will normally be regarded as serious misconduct include (but are not limited to):

- Any action or negligence that endangers lives or is likely to cause serious injury to others;
- Physical violence, threats of violence, or bullying;
- Possession, use, distribution, or being under the influence of illegal drugs at work;
- Theft, fraud, or dishonesty (including falsification of records or timesheets);
- Deliberate damage to Employer or client property;
- Deliberate acts of unlawful discrimination, harassment, sexual harassment, or vilification;
- Serious breach of confidentiality or misuse of Employer information;
- Serious breach of safety rules causing or risking major harm; or
- Any other conduct that makes continued employment untenable.

14.5. Disciplinary Process

The Employer will normally follow a progressive approach, taking into account the nature and severity of the issue, your length of service, previous record, and any mitigating circumstances. The process may be adjusted at the Employer's discretion (e.g. accelerated steps for serious matters or during probation).

Typical progression for unsatisfactory conduct / misconduct:

Offence Category	Initial Occurrence	2nd Occurrence	3rd Occurrence	4th Occurrence
Unsatisfactory conduct	Verbal warning	Written warning	Final written warning	Termination
Misconduct	Final written warning	Termination		
Serious misconduct	Termination			

- Warnings will be issued in writing (except verbal warnings, which may be confirmed in writing).
- Each warning will clearly state the concern, required improvement, timeframe, support provided, and consequences of further breaches.
- You will have the opportunity to respond and be accompanied by a support person at formal disciplinary meetings.
- In some cases (e.g. a serious first breach that is not quite serious misconduct), the Employer may issue a first and final written warning.
- Where performance is the primary issue, a Performance Improvement Plan (PIP) [*otherwise known as a Performance Discussion Plan, (PDP)*] will normally be implemented alongside or instead of formal warnings. The plan will set clear, measurable, achievable goals, timeframes, and regular review meetings.

14.6. Duration of Warnings

Warnings are progressive and will generally remain active for the following periods, after which they will normally be disregarded for future disciplinary purposes (unless a pattern of behaviour persists):

- Verbal warning: 6 months
- Written warning: 12 months
- Final written warning: 18 months

The Employer retains discretion to consider expired warnings where relevant (e.g. repeated similar conduct).

14.7. Performance Management Outcomes

Where performance concerns are identified, the Employer will normally implement a Performance Plan as part of the process. The plan will be developed in consultation with you and will include:

- Specific, measurable performance goals;
- Clear timeframes for improvement;
- Support, training, or resources to be provided; and

- Regular review meetings to monitor progress and provide feedback.

The aim is to achieve a positive outcome through support and clear expectations. In appropriate cases (except serious misconduct), alternatives to termination may be considered, such as:

- Temporary or permanent demotion or transfer to a more suitable role (at the appropriate pay rate);
- Additional training or coaching; or
- Other reasonable adjustments.

14.8. Serious Misconduct

In cases of serious misconduct, the Employer may proceed directly to termination without prior warnings or a plan for managing the individual's performance. Termination for serious misconduct is usually without notice or payment in lieu of notice.

General principles

- All disciplinary action will be proportionate, fair, and based on a reasonable investigation.
- You will be given the opportunity to respond to allegations before any decision is made.
- Decisions will be communicated in writing, including reasons and any appeal rights (if applicable).
- The Employer will comply with the *Fair Work Act 2009 (Cth)*, including general protections, unfair dismissal rules (for eligible employees), and procedural fairness requirements.

15. Employment Departures

15.1. Resignations

If you wish to resign from your employment, you must provide your resignation in writing (e.g. letter or email) to a Delegated Business Leader or the Employer's HR representative.

The notice period you are required to give is as set out in your employment contract. If your contract is silent on notice or provides a shorter period than the minimum required under the *National Employment Standards (NES)*, the NES minimum notice periods will apply:

- Not more than 1 year of continuous service: 1 week
- More than 1 year but not more than 3 years: 2 weeks
- More than 3 years but not more than 5 years: 3 weeks
- More than 5 years: 4 weeks

An additional week applies if you are over 45 years of age and have completed at least 2 years of continuous service.

You are encouraged (but not required) to state your reason for resigning. The Employer may offer an exit interview to discuss your reasons and any feedback (see below).

15.2. Terminating your Employment without Required Notice

If you resign without giving or working the full required notice period (as per your employment contract or the NES minimum), the Employer may, where permitted under an applicable modern Award or Enterprise Agreement, deduct from your final pay an amount of up to one week's wages equivalent to the reasonable additional cost incurred by the Employer to cover your duties during the unworked portion of the notice period. Any such deduction will comply with *section 324 of the Fair Work Act 2009 (Cth)* (e.g. authorised by the Award/Agreement, reasonable in the circumstances, and limited to wages owed under the Award). If no Award or Agreement permits the deduction, it will only be made with your written authorisation where principally for your benefit, or otherwise as permitted by law.

15.3. Upholding the Values and Confidentiality

During your notice period (whether you are serving it or have been asked to leave immediately), you remain bound by all obligations in this handbook and your employment contract, including:

- Maintaining the expected standards of behaviour and professionalism;
- Upholding confidentiality of Employer information, client details, trade secrets, and other sensitive matters;
- Continuing to perform your duties diligently and efficiently; and
- Protecting the Employer's interests and reputation.

Any malicious comments, actions, venting of personal grudges, or conduct that damages the Employer, its clients, or its reputation (including on social media or to third parties) will not be tolerated and may be treated as serious misconduct. This may result in immediate termination without further notice or payment in lieu, potentially forfeiting any entitlement to notice pay or other termination entitlements.

15.4. Handover

You are expected to provide a comprehensive handover to a Delegated Business Leader or a nominated colleague before your final day of employment. This should include:

- Details of any outstanding work, projects, or tasks;
- Instructions, processes, or knowledge critical to your role;
- Passwords, account numbers, access codes, and login details (where authorised);
- Contact details for key suppliers, clients, or external stakeholders; and
- Any other information necessary for a smooth transition.

Failure to provide an adequate handover may be taken into account in any final pay calculations or references.

15.5. Exit Interview

Although not compulsory, the Employer may offer (or you may request) an exit interview before your last day. The purpose is to gather constructive feedback on your experience, reasons for leaving, and suggestions for improvement.

All information discussed during an exit interview will be treated confidentially and used only to help improve business operations, workplace culture, or the Worker's experience. If you wish to have an exit interview, please advise the Employer's HR representative as soon as reasonably possible after giving notice (or receiving notice of termination).

15.6. The Employer's Property

On the termination of your employment (for any reason), you must immediately return all Employer property in your possession or under your control. This includes (but is not limited to):

- Keys, access cards, security passes, or fobs;
- Mobile phones, laptops, tablets, or other devices;
- Uniforms, tools, equipment, or protective clothing;
- Documents, files, manuals, or confidential materials (physical or electronic);
- Credit cards, fuel cards, or other payment methods; and
- Any other items belonging to the Employer.

All property must be returned to a Delegated Business Leader (not to a colleague) on or before your final day. Failure to return items may result in:

- The reasonable cost of replacement or repair being deducted from any final pay or entitlements due to you (in compliance with *section 324 of the Fair Work Act 2009 (Cth)*); or
- Recovery action for the cost of the property if no monies are owing.

15.7. Termination by the Employer

Where the Employer terminates your employment (other than for serious misconduct), you will receive the notice period (or payment in lieu) required under your employment contract and/or the NES (whichever is greater).

In cases of serious misconduct (as defined in the Performance Management and Disciplinary Process section), the Employer may terminate your employment without notice or payment in lieu of notice.

All terminations will be handled in accordance with the *Fair Work Act 2009 (Cth)*, including:

- Providing a valid reason (not a prohibited reason under general protections);
- Affording procedural fairness where required (e.g. opportunity to respond to allegations); and
- Issuing a written notice of termination (including the reason and date of effect).

A final pay summary and any required documentation (e.g. payment summary, superannuation details, or certificate of service) will be provided in accordance with legal requirements.

16. Explanatory Notes

The following definitions apply throughout this *Worker's Handbook* unless the context otherwise requires. These definitions ensure clarity and consistency in interpreting the policies, processes, and obligations outlined in this *Worker's Handbook*.

Entity

(Also referred to interchangeably as “the Employer”, “we”, “us”, “our”, “the company”, “the business”, or similar terms) means the legal entity that employs you under your employment contract.

Associated Entity

Has the same meaning as in section 50AAA of the *Corporations Act 2001 (Cth)* and includes any entity that controls, is controlled by, or is under common control with the Employer.

Client

Means any person, firm, company, or entity who at any time during your employment (or in the 12 months immediately prior to the commencement of your employment) was a client, customer, or business contact of the Employer or any Associated Entity, in respect of the part or parts of the business in which you were employed or had material involvement. This definition applies throughout the period of your employment and for 12 months following the termination of your employment (howsoever terminated).

Confidential Information

Means all information (whether oral, written, electronic, or in any other form) that is not in the public domain (otherwise than through a breach of an obligation of confidentiality) and that relates to the Employer or any Associated Entity, including but not limited to:

- trade secrets, know-how, and technical data;
- intellectual property, inventions, processes, formulas, and methodologies;
- marketing strategies, business plans, budgets, financial information, operating margins, pricing structures, and forecasts;
- client, customer, supplier, prospect, and contact lists (including any details or relationships developed during your employment);
- computer software, applications, programs, databases, source code, and system configurations;
- remuneration details, payroll records, Worker’s personal information, and internal policies;
- any other information that is commercially sensitive, proprietary, or confidential to the Employer or its clients/suppliers.

Confidential Information does not include information that: (a) is or becomes publicly available through no fault of yours; (b) was lawfully known to you prior to disclosure by the Employer (as evidenced in writing); or (c) is lawfully received by you from a third party without any obligation of confidentiality.

Contract

Means your individual employment contract (including any variations) with the Employer, whether written or partly oral.

Delegated Business Leader

(Also referred to as “DBL”, “Delegated Leader” or similar terms) means a Senior Worker, Supervisor or Manager who has been formally delegated authority by the Employer (or higher leadership) to lead and manage specific areas of the business or team. This includes exercising delegated management responsibilities such as overseeing operations, supervising employees or other Workers, implementing policies, making decisions, allocating resources, and handling performance matters —while remaining accountable to the Employer. Delegations are typically documented in Position Descriptions, Contracts, or formal instruments. Delegated Business Leaders support effective management by empowering teams, driving performance, and aligning with business goals.

Employee

May be referred to interchangeably as Worker, Staff Member, Team Member, You, Your, or Employee throughout this *Worker's Handbook*. References to “Employee” include Full-time, Part-time and Casual Employees unless expressly stated otherwise.

Fair Work Act

Means the *Fair Work Act 2009 (Cth)* as amended from time to time, including the *National Employment Standards (NES)* contained within it.

Industrial Instrument

Means any instrument that legally applies to your employment and sets minimum entitlements, including but not limited to:

- the *National Employment Standards (NES)*;
- modern Awards made under the *Fair Work Act 2009 (Cth)*;
- Enterprise Agreements;
- other Registered Agreements;
- State-based Awards or Laws (where applicable and not overridden by federal law); or
- any other Industrial Instrument that has legal effect in respect of your role or employment.

Intellectual Property

Means all forms of intellectual property rights throughout the world (whether registered or unregistered, existing now or in the future), including but not limited to:

- copyright and related rights;
- patents, inventions, and patentable subject matter;
- registered and unregistered trademark(s), service marks, and trade names;
- registered and unregistered designs;
- trade secrets, know-how, confidential information, and proprietary processes;
- circuit layouts, plant breeder's rights, and semiconductor chip rights;
- moral rights; and
- any other intellectual or industrial property rights, discoveries, improvements, or creations whether arising under statute, common law, or in equity.

Moral Rights

Means all rights of attribution of authorship, rights against false attribution of authorship, and rights of integrity of authorship that exist or may come to exist anywhere in the world, as provided under *Part IX of the Copyright Act 1968 (Cth)* (as amended by the Copyright Amendment (*Moral Rights*) Act 2000 (Cth)) and equivalent laws in other jurisdictions.

Permits

Includes any Licences, Certificates, Qualifications, Accreditations, Workplace Clearances (e.g. Police Checks, Working with Children Checks [Blue Card/WCC], Right to Work Visas), Registrations, Tickets, or Authorisations required by Law or by the Employer to lawfully and safely undertake the duties of your role.

Related Entity

Has the same meaning as in section 9 of the *Corporations Act 2001 (Cth)* (i.e., an entity that controls, is controlled by, or is under common control with the Employer).

Works

Means all ideas, creations, inventions, discoveries, improvements, developments, policies, practices, designs, drawings, plans, specifications, software (including source code and object code), hardware configurations, reports, documents, databases, systems, processes, methodologies, materials, and other outputs (whether or not protectable by intellectual property rights) that are created, conceived, reduced to practice, or developed by you:

- during your employment;
- in the course of performing your duties or using Employer resources; or
- that relate to or arise from the business of the Employer or any Associated Entity.

Additional notes

- *Where a term is not defined in this section but is used in a specific policy (e.g. “serious misconduct” in the Disciplinary Process section), the meaning given in that policy applies for the purposes of that section.*
- *References to legislation include any amendments, re-enactments, or successor legislation in force from time to time.*
- *Headings and examples are for guidance only and do not limit the meaning of the defined terms.*
- *Singular terms include the plural and vice versa.*
- *References to one gender include all genders.*

17. Acknowledgement

All Workers who sign a contract with the Employer automatically accept and agree to be bound by the terms, policies, processes, procedures, rules, and standards set out in this *Worker's Handbook* (as applicable to their position and amended from time to time in accordance with immediate business need or Australian regulatory compliance).

By signing a contract with us, you have confirmed that:

- You have received, read, and understood this *Worker's Handbook*;
- You agree to comply with all policies, processes, rules, and standards contained in the *Worker's Handbook* applicable to your role;
- You have (or have had) been given the opportunity to ask any questions with a Delegated Business Leader or the Employer's HR representative; and
- You understand that failure to comply with the *Worker's Handbook* may result in disciplinary action, up to and including termination of your contract with the Employer.

Your signature on our contract constitutes your formal acceptance of this *Worker's Handbook* and all its contents (as applicable to your position) as a condition of engagement with the business.

18. Document Version History

Version	Date	Author/Reviewer	Initial/Change Description
1.0	16/03/2026	RUNPAY® – Debbie Cowan	Initial
1.1	18/03/2026	RUNPAY® – Debbie Cowan	Document formatting.
1.2	01/04/2026	RUNPAY® – Debbie Cowan	Minor formatting, grammatical, and typographical corrections throughout the document. Blank page removed, Legislative references consistently italicised.
1.3	09/04/2026	RUNPAY® – Debbie Cowan	<p>Added full Artificial Intelligence policy to new subsection 3.4 (Use of Personal Technology Devices and Artificial Intelligence), covering approved platforms, responsible use, security/privacy and high-risk decisions.</p> <p>Added Equal Employment Opportunity commitment statement in Section 2 (Standard of Conduct).</p> <p>Minor additional typographical and formatting corrections made throughout.</p> <p>Updated the opening paragraph on Page 1 to include the full 'Disclaimer' clarifying that the Handbook and templates are general examples only and are not customised Legal Advice and that Independent Legal Advice should always be sought before use for the Business's own specific needs.</p>
1.4	24/05/2026	RUNPAY® – Debbie Cowan	Added 'Right To Disconnect' and 'Casual Employee Choice Pathway' information. Updated all 'RUNPAY™' to Registered Trademark - RUNPAY®.