

# Jims Antenna's & Security Albany

## Future Technologies Trust

## Employee Handbook



# Table of Contents

1 INTRODUCTION .....	5
1.1 WELCOME .....	5
1.2 PURPOSE OF THE EMPLOYEE HANDBOOK .....	5
1.3 GENERAL .....	5
1.4 CHANGES IN PERSONAL DETAILS .....	5
1.5 TIME RECORDING .....	5
1.6 LATENESS & ABSENTEEISM .....	5
1.7 BREAKS .....	5
1.8 FITNESS FOR WORK .....	6
1.9 SHORTAGE OF WORK .....	6
1.10 STAND DOWN .....	6
2 STANDARDS .....	7
2.1 BEHAVIOUR AT WORK .....	7
2.2 CUSTOMER SERVICE EXPECTATIONS .....	7
2.3 CONFLICT OF INTEREST .....	7
2.4 UNIFORM & PRESENTATION .....	7
2.5 UNIFORM PROVISION .....	7
2.6 UNIFORM CARE & APPEARANCE .....	7
2.7 UNIFORM REPLACEMENT .....	8
2.8 NON-COMPLIANCE .....	8
2.9 GUIDANCE .....	8
2.10 WORKING IN CUSTOMERS' HOMES WHEN NOT PRESENT .....	8
3 WHISTLEBLOWER POLICY .....	9
3.1 INTRODUCTION .....	9
3.2 WHO DOES THIS POLICY APPLY TO? .....	9
3.3 REPORTABLE CONDUCT .....	9
3.4 RESPONSIBILITY TO REPORT .....	9
3.5 HOW TO REPORT .....	10
3.6 INVESTIGATION OF REPORTABLE CONDUCT .....	10
3.7 CONFIDENTIAL REPORTING .....	10
3.8 PROTECTIONS AND SUPPORT AVAILABLE TO DISCLOSERS .....	10
4 CAPABILITIES .....	11
4.1 JOB CHANGES/GENERAL CAPABILITY ISSUES .....	11
4.2 PERSONAL CIRCUMSTANCE/HEALTH ISSUES .....	11
4.3 REQUIRED QUALIFICATIONS .....	11
5 DISCIPLINARY .....	12
5.1 INTRODUCTION .....	12
5.2 DISCIPLINARY RULES .....	12
5.3 RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT .....	12
5.4 SERIOUS MISCONDUCT .....	13

5.5 DISCIPLINARY PROCEDURE .....	13
5.6 GENERAL NOTES .....	13
6 BULLYING AND HARASSMENT .....	14
6.1 INTRODUCTION .....	14
6.2 HARASSMENT.....	14
6.3 BULLYING.....	14
6.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY.....	15
6.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES .....	15
6.6 GENERAL NOTES.....	15
7. EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION .....	16
7.1 INTRODUCTION .....	16
7.2 RECRUITMENT AND SELECTION .....	16
7.3 COMPLAINTS PROCEDURE.....	16
8 SEXUAL HARASSMENTS .....	17
8.1 INTRODUCTION .....	17
8.2 SEXUAL HARASSMENT .....	17
8.3 SEXUAL HARASSMENT COMPLAINT PROCEDURE.....	17
8.4 GENERAL NOTES.....	18
9 GRIEVANCES .....	19
10 PRIVACIES.....	20
10.1 COLLECTION OF PERSONAL INFORMATION .....	20
10.2 YOUR RESPONSIBILITIES.....	20
11 DRUGS AND ALCOHOL .....	21
11.1 ILLICIT DRUGS AND ALCOHOL.....	21
11.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION .....	21
11.3 SCREENING.....	21
11.4 SMOKING/VAPING & E-CIGARETTES POLICY.....	21
12 EMPLOYEE TRAVEL AND VEHICLES .....	22
12.1 OVERVIEW .....	22
12.2 REIMBURSEMENT RATE.....	22
12.3 ELIGIBLE TRAVEL.....	22
12.4 KILOMETRE LIMITS.....	22
12.5 TRAVEL TIME PAYMENT .....	22
12.6 RECORD-KEEPING REQUIREMENTS.....	22
12.7 APPROVAL AND PAYMENT .....	22
12.8 COMPLIANCE.....	22
13 COMPANY SUPPLIED VEHICLE .....	23
13.1 OVERVIEW .....	23
13.2 VEHICLE ALLOCATIONS AND USAGE .....	23
13.3 THE COMPANIES RESPONSIBILITIES .....	23
13.4 WHAT THE COMPANY IS NOT RESPONSIBLE FOR .....	23

13.5 COMPANY VEHICLE FOR PERSONAL USE .....	23
13.6 ACCIDENTS .....	23
13.7 COMPANY DRIVER RULES .....	24
13.8 GPS VEHICLE TRACKING .....	24
13.9 HANDSFREE HEADSET USAGE .....	24
13.10 DRIVING ETIQUETTE .....	24
14 OVERNIGHT TRAVEL AND MEAL ALLOWANCES .....	25
14.1 OVERVIEW .....	25
14.2 ACCOMMODATION .....	25
14.3 DAILY MEAL ALLOWANCE .....	25
14.4 OVERNIGHT STIPEND .....	25
14.2 GENERAL CONDITIONS .....	25
15 TOOLS OF THE TRADE .....	26
15.1 OVERVIEW .....	26
15.2 LOSS, DAMAGE OR THEFT .....	26
15.3 LOCK OUT TAG OUT (LOTO) POLICY .....	26
15.4 LIST OF COMPANY SUPPLIED TOOLS: .....	26
16 MOBILE PHONE/TABLET .....	27
16.1 OVERVIEW .....	27
16.2 USAGE GUIDELINES .....	27
16.3 CALLS/MESSAGES WITH CUSTOMERS .....	27
16.4 DISPLINARY ACTIONS .....	27
17 SALES INCENTIVE PROGRAM .....	28
17.1 OBJECTIVE .....	28
17.2 DEFINITION OF SALES INCENTIVE .....	28
17.3 DOCUMENTATION REQUIREMENT .....	28
17.4 INCENTIVE STRUCTURE .....	28
17.5 PAYMENT SCHEDULE .....	28
17.6 QUALIFYING CRITERIA .....	28
17.7 ETHICAL GUIDELINES .....	28
17.8 REVIEW AND ADJUSTMENT .....	28
18 TERMINATION OF EMPLOYMENT .....	29
18.1 RESIGNATIONS .....	29
18.2 FAILURE TO PROVIDE REQUIRED NOTICE .....	29
18.3 RETURN OF EMPLOYER PROPERTY .....	29
18.4 GARDEN LEAVE .....	29
19 REVIEW AMENDMENT AND AVAILABILITY .....	30

Revision	Date	Author	Description of Changes
1.0	11-02-2023	Gregory Collins	Initial Document
1.1	03-02-2024	Gregory Collins	Improved Formatting, addition of Vehicle Policy, Qualification Requirements, Company Tools, working in homes with customer not present, LOTO Procedure, Sales Incentive Program, updates to Smoking and phone usage policies
1.2	14-05-2025	Gregory Collins	Addition of overnight stays accommodation and food policy
1.3	28-09-2025	Gregory Collins	Updates to private vehicle use, travel reimbursement layout and claims, uniform policy

# 1 INTRODUCTION

---

## 1.1 WELCOME

Future Technologies Trust (the Employer) would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

## 1.2 PURPOSE OF THE EMPLOYEE HANDBOOK

The Employee Handbook sets out the Employer's rules and regulations, the policies and procedures relating to your employment and contains information on your benefits and protections. If you require any clarification or additional information, please speak to your manager. All employees are required to comply with the Employee Handbook. Therefore, we ask that you read the content carefully as you may be subject to appropriate disciplinary action (up to and including termination) if you breach the Employee Handbook

## 1.3 GENERAL

Amendments to this Employee Handbook will be issued from time to time.

This Employee Handbook does not form part of your contract of employment, unless expressly stated otherwise. However, in any event, the Employee Handbook may be considered when interpreting your rights and obligations under your terms of employment.

## 1.4 CHANGES IN PERSONAL DETAILS

You must notify the Employer of any changes in your personal details including but not limited to your name, address, telephone number, emergency contact so that we can maintain accurate records.

During your employment, you are required to immediately report to the Employer any convictions or offences with which you may be potentially or have been charged.

## 1.5 TIME RECORDING

You are required to sign in and out using the ServiceM8 application at the commencement and end of your shifts, when taking breaks and otherwise as directed. There will also be a manual process provided that must be kept up to date.

Any failure to correctly and accurately complete your time recording may result in the processing of your pay being delayed until the following pay period.

Deceitful behaviour, including incorrectly completing time recordings, completing time recordings on behalf of another employee, or allowing another employee to complete time recordings on your behalf is prohibited and may result in disciplinary action up to and including termination.

## 1.6 LATENESS & ABSENTEEISM

In the event you are going to be late to work, or following an authorised break, you are required to notify your manager as soon as possible and indicate when you expect to arrive.

If at any time during your working hours, you believe that you are unfit to continue working or need to leave the workplace for any reason, you must approach your manager to discuss the reason for your departure and obtain approval prior to leaving the workplace. Your manager will then advise you of whether any evidence of the reasons for your absence, such as a medical certificate or statutory declaration, is required.

Lateness or unauthorised absence may result in disciplinary action and/or loss of pay.

## 1.7 BREAKS

Breaks are to be taken when arranged by the Employer. You are required to adhere to the break length as directed by management and be ready to commence work at the end of the break. Where required, update the Blip application on commencement and end of your break periods. You are required to notify management immediately if you are struggling to take the break, so that it can be rectified or varied.

### **1.8 FITNESS FOR WORK**

If you arrive for work and, in the Employer's opinion, you are not fit to work, the Employer reserves the right to exercise its duty of care, particularly where the Employer believes that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances, you may be liable to disciplinary action.

You may be required to provide a certificate from your treating doctor stating your fitness for duties before being permitted to return to work.

### **1.9 SHORTAGE OF WORK**

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on reduced hours, or alternatively, temporary leave. If you agree to be placed on reduced hours, your pay will be reduced according to time worked. If you are placed on leave, this will be processed as leave without pay unless you elect to utilise any accrued leave entitlements.

### **1.10 STAND DOWN**

The Employer may send you home where there is no useful work for you to do, such as during:

- breakdown of equipment industrial action or
- a cause which the Employer cannot be held responsible, such as natural disaster.
- a cause which the Employer cannot be held responsible, such as natural disaster.

This list is not exhaustive. Generally, you will not be paid for this time. However, by agreement you may be able to access accrued leave.

## 2 STANDARDS

---

### 2.1 BEHAVIOUR AT WORK

You should behave with civility towards fellow colleagues, clients, and members of the public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including termination. You should use your best endeavours to promote the interests of the Employer and shall, during normal working hours, devote the whole of your time, attention and abilities to the Employer and its affairs. Any involvement in activities which could be construed as being in competition with the Employer is not allowed.

### 2.2 CUSTOMER SERVICE EXPECTATIONS

You are required to adhere to essential standards of customer service. Specifically:

- Attend to customers and your jobs promptly.
- Introduce yourself by name.
- Acknowledge customers by name when possible.
- Greet and thank customers courteously.
- Listen and respond in an attentive way to customer inquiries.
- Be polite, friendly, and welcoming when communicating with customers
- Do not swear or speak crudely when in work situations
- Respect and protect customer property
- Protect confidential information relating to customers.

This list is not exhaustive but a guide of the important principals of service to our company.

### 2.3 CONFLICT OF INTEREST

You may not be involved, employed, or engaged in any activity which may be or is likely to create a conflict of interest. The Employer may take whatever action it determines appropriate to avoid the actual or potential conflict of interest. Such action may include transfers, reassignments, changing shifts, or, where the Employer deems such action appropriate, termination of employment.

### 2.4 UNIFORM & PRESENTATION

Consistent with the culture of the Employer, you will be expected to present a professional image with regard to your appearance and standards of dress and maintain excellent standards of personal hygiene at all times.

### 2.5 UNIFORM PROVISION

The company will supply the following branded uniform items:

- Jim's Antennas & Security shirts
- Jacket
- Jumper
- Headwear

Employees are required to provide their own:

- Suitable work footwear (enclosed and safe for duties)
- Black cargo work pants

### 2.6 UNIFORM CARE & APPEARANCE

- Uniform items must be kept clean, neat, and in good repair.
- Employees are responsible for laundering their uniforms regularly.
- Clothing and footwear must be appropriate to the duties being undertaken and present a professional image.
- If you arrive for work in a manner that does not comply with this policy, your manager may direct you to return home and change. Any resulting lost time will be unpaid.

## 2.7 UNIFORM REPLACEMENT

- An initial allocation of uniforms will be provided at the commencement of employment.
- Uniforms will be replaced on a fair wear-and-tear basis, generally every **12–24 months**, or sooner if damaged through normal work duties.
- Replacement of uniforms lost or damaged due to negligence or outside of work duties will be at the employee's cost.
- All company-issued uniform items remain the property of the company and must be returned on termination of employment.

## 2.8 NON-COMPLIANCE

Any deliberate or persistent breaches of this policy may result in disciplinary action.

## 2.9 GUIDANCE

If you are unsure whether any aspect of your appearance or attire is appropriate for your role, please contact management for guidance.

## 2.10 WORKING IN CUSTOMERS' HOMES WHEN NOT PRESENT

- **Prior Authorization:** Employees must obtain prior authorization from the customer and the company before entering their homes in their absence. This authorization can be obtained through written consent, email confirmation, or recorded verbal consent.
- **Identification and Uniform:** Employees must wear company-issued uniforms and prominently display identification badges while working in customers' homes. This helps customers easily identify authorized personnel and enhances the company's professional image.
- **Scheduling and Communication:** Employees must schedule work appointments with customers in advance. In cases where the customer cannot be present, clear communication regarding the date, time, and nature of the work must be established. Employees should inform customers of their expected arrival and departure times.
- **No Unauthorized Access:** Employees are prohibited from entering any area of the customer's home that is not related to the agreed-upon work. Access is limited to the areas necessary for completing the assigned tasks.
- **Respect for Property:** Employees must treat customers' homes and property with the utmost respect. Any damage caused during work must be reported immediately to the customer and the company. The company will take responsibility for necessary repairs or replacements.
- **Confidentiality:** Employees must respect the privacy of the customer and refrain from disclosing any personal information or sensitive details about the customer or their home to unauthorized individuals.
- **Safety and Security Measures:** Employees must follow safety protocols and adhere to security measures established by the company. This includes securely locking doors and windows upon entering and leaving the customer's home and ensuring that all equipment and tools are accounted for.
- **Reporting and Documentation:** Employees must document the work performed, any issues encountered, and any recommendations made during their visit. This information should be reported to the company for record-keeping and future reference.
- **Customer Feedback:** The company encourages customers to provide feedback on the services received, including instances when work was conducted in their absence. Feedback will be used to continually improve our services and customer satisfaction.
- **Compliance:** Failure to comply with this policy may result in disciplinary action, up to and including termination of employment.

## 3 WHISTLEBLOWER POLICY

---

### 3.1 INTRODUCTION

The *Corporations Act 2001 (Cth)* provides protections for certain types of persons that make a disclosure of Reportable Conduct. This policy has been put in place to ensure employees and other Disclosers can raise concerns regarding any misconduct or improper situation or circumstances of the Employer (including any related entities of the Employer) (**the Employer**) without being subject to victimisation, harassment, or discriminatory treatment.

### 3.2 WHO DOES THIS POLICY APPLY TO?

The protections in this policy apply to Disclosers, which means anyone who is, or has been, any of the following with respect to the Employer:

- Employee
- Director
- Officer
- Contractor (including employees of a contractor)
- Supplier (including employees of suppliers)
- Associate
- Consultant

A relative, dependant, spouse, or dependant of a spouse of any of the above.

The protections in this policy will also apply to any person who has made a disclosure of information relating to the Employer to a legal practitioner for the purpose of obtaining legal advice or legal representation in relation to whistleblowing protection laws.

### 3.3 REPORTABLE CONDUCT

- Reportable Conduct is conduct which involves:
  - dishonest behaviour
  - fraudulent activity
  - unlawful, corrupt, or unethical use of company funds or practices
  - improper or misleading accounting or financial reporting practices
  - behaviour that is oppressive, discriminatory, or grossly negligent
  - unsafe work practices
  - a serious risk to the health and safety of any person at the workplace
  - a serious risk to public health, public safety, or the environment
  - behaviour which may cause financial loss to the Employer, damage its reputation or be otherwise detrimental to the Employer's interests.

Personal work-related grievances regarding matters such as an interpersonal conflict with the Discloser and another employee or a business decision relating to an engagement, transfer, promotion, terms and conditions, suspension or termination of the Discloser's employment typically fall outside this policy and should be raised in accordance with the relevant employee grievance policy that applies. An exception to this is where a personal work-related grievance is related to detrimental treatment taken against the Discloser because the Discloser has made (or is suspected of making) a disclosure under this policy, or because the Discloser proposes to (or could) make a disclosure under this policy.

### 3.4 RESPONSIBILITY TO REPORT

The Employer relies on its employees and Disclosers to maintain its culture of honest and ethical behaviour. To this end, it is expected that any Discloser who becomes aware of Reportable Conduct will make a formal report.

### 3.5 HOW TO REPORT

Employees of the Employer should initially report the Reportable Conduct to their relevant Senior Manager by telephone or email. If a Discloser is unable to use the above reporting channel, a report can be made to an Eligible Recipient within the Employer. Eligible Recipients in relation to the Employer are:

- Directors
- Officers
- Senior managers
- Any appointed external auditor or actuary of the Employer

Reports to an Eligible Recipient may be made in person or by telephone, and the Discloser must inform the Eligible Recipient that they wish to make a report under this policy.

### 3.6 INVESTIGATION OF REPORTABLE CONDUCT

Upon receiving a report, the relevant Senior Manager/s of the Employer will determine if the report relates to Reportable Conduct and, if so, the report will be investigated as appropriate. The investigation may be conducted internally or via an externally appointed investigator.

The investigation process and enquiries will be determined by the nature and substance of the report. All investigations will be conducted in an objective and fair manner and will be reasonable and appropriate having regard to the nature of the Reportable Conduct and the circumstances.

Where a Discloser wishes to remain anonymous, the Discloser's identity will not be disclosed to the investigator or to any other person. Information that is likely to lead to the identification of the Discloser can be disclosed without the Discloser's consent, provided that:

- the disclosure of the confidential information is necessary for the purposes of investigating the conduct disclosed by the Discloser, and
- all reasonable steps are taken to reduce the risk that the Discloser will be identified.

Where appropriate, the Eligible Recipient or appointed investigator will provide feedback to the Discloser regarding the investigation's progress and/or outcome. This will be subject to privacy and confidentiality considerations.

### 3.7 CONFIDENTIAL REPORTING

All reasonable steps will be taken to protect a Discloser's identity following a report of any matter that is considered Reportable Conduct. Information about a Discloser's identity and information that is likely to lead to the identification of the Discloser may be disclosed in the following circumstances:

- where the information is disclosed to ASIC, APRA, or the Australian Federal Police
- where the information is disclosed to a legal practitioner for the purpose of obtaining legal advice in relation to the operation of applicable whistleblowing protection laws, or
- where the Discloser consents.

All information, files and records that form part of an investigation into Reportable Conduct will be retained securely.

### 3.8 PROTECTIONS AND SUPPORT AVAILABLE TO DISCLOSERS

A Discloser will not be subject to any civil, criminal, or disciplinary action for making a report that is covered by this policy, or for participating in any subsequent investigation by the Employer.

The Employer will not tolerate any retaliation against any Discloser. Retaliation occurs where a person causes or threatens detrimental treatment to another person because of making a report of Reportable Conduct. Detrimental treatment may include, but is not limited to:

- Dismissal
- injury of an employee in their employment
- alteration of an employee's position or duties to their disadvantage
- discrimination between an employee and other employees of the same employer
- harassment or intimidation of a person
- damage to a person's property.
- damage to a person's reputation.
- damage to a person's business or financial position, or
- any other damage to a person.

Detrimental treatment by any employee will be deemed a serious breach of this policy and may result in disciplinary action up to and including termination of employment. Retaliatory conduct may also attract civil or criminal liability. The Employer will connect the Discloser with internal and external support providers, as necessary.

## 4 CAPABILITIES

---

We recognise that during your employment with us you may find yourself less capable of conducting your duties. This might commonly be because either the job changes over a period and you fail to keep pace with the changes, or you change (perhaps because of health reasons) and you can no longer cope with the work. We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly.

### 4.1 JOB CHANGES/GENERAL CAPABILITY ISSUES

If we have general concerns about your ability to perform your job or if the nature of your job changes, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve. If your standard of performance is still not adequate, you will be warned in writing that a failure to improve and to maintain the performance required could lead to your termination. We will also consider the possibility of a transfer to more suitable work if possible. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on the Employer to its detriment, you will be dismissed with the appropriate notice.

### 4.2 PERSONAL CIRCUMSTANCE/HEALTH ISSUES

Personal circumstances may arise which do not prevent you from attending work, but which prevent you from performing your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances, this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to cooperate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role. There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances, we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

### 4.3 REQUIRED QUALIFICATIONS

The cost associated with obtaining and renewing the following qualifications is the responsibility of the employee:

- WA driver's license (Manual Preferred)
- HLTAID011 – Provide First Aid & CPR
- ACMA Approved Open Cablers License
- WA POLICE Security Consultant & Installer Licences (Security Technicians Only)
- CPCWHS2001 - APPLY WHS REQUIREMENTS, POLICIES AND PROCEDURES IN THE CONSTRUCTION INDUSTRY (White Card)

Future Technologies will bear the expenses related to Working at Heights training (RIIWH204E), including initial training and any regularly required refreshers. If re-training is necessitated due to a lapse in adherence to safety procedures, the employee will be responsible for covering the associated costs. This policy aims to underscore our commitment to workplace safety while establishing clear guidelines for the acquisition and maintenance of essential certifications along with ensuring that our company complies with industry regulations and standards.

## 5 DISCIPLINARY

---

### 5.1 INTRODUCTION

This policy sets standards of performance and behaviour expected by the Employer, together with the procedure to be followed in the event of disciplinary issues. The policy aims to help promote fairness and order in the treatment of individuals. It is the Employer's aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

The following rules and procedures should ensure that:

- the correct procedure is used when requiring you to attend a disciplinary hearing.
- you are fully aware of the standards of performance, action and behaviour required of you.
- disciplinary action, where necessary, is taken speedily and in a fair, uniform, and consistent manner.
- you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case.
- at all disciplinary hearings, rather than investigatory meetings, you have the right to be accompanied by a support person at all stages of the formal disciplinary process.
- you will not normally be dismissed for a first breach of discipline, except in the case of serious misconduct and
- if you are disciplined, you will receive an explanation of the penalty imposed.

On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This should not be regarded as disciplinary action or a penalty of any kind.

### 5.2 DISCIPLINARY RULES

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and serious misconduct shown in this policy, a breach of other specific conditions, procedures and practices set out elsewhere in this Employee Handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

### 5.3 RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- failure to abide by the Employer's health and safety policies and procedures and your general health and safety responsibilities.
- actions which could threaten the health and safety of yourself, your colleagues, or others.
- persistent absenteeism and/or lateness
- unsatisfactory standards or output of work
- rudeness towards customers/clients, members of the public or your colleagues, objectionable or insulting behaviour, harassment, bullying or bad language.
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours.
- unauthorised use of email, internet and/or social media
- failure to carry out all reasonable instructions or follow our rules and procedures.
- unauthorised use or negligent damage or loss of our property and
- failure to report immediately any damage to property or premises caused by you.

This list is not exhaustive.

### 5.4 SERIOUS MISCONDUCT

Occurrences of serious misconduct are significant because the penalty may be termination without notice, even without any previous warning being issued. It is not possible to provide an exhaustive list of examples of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute serious misconduct. Examples of offences that will normally be serious misconduct include serious instances of:

- theft or fraud
- any conduct that may constitute a criminal offence.
- physical violence or bullying
- deliberate damage to property
- deliberate acts of unlawful discrimination or harassment
- possession, or being under the influence, of illegal drugs at work and
- breach of the Employer’s health and safety policies and procedures and your general health and safety responsibilities or any actions that endangers the lives of, or may cause serious injury to, employees or any other person.

### 5.5 DISCIPLINARY PROCEDURE

Disciplinary action taken against you may be based on the following procedure:

Offence	1 <sup>st</sup> occasion	2 <sup>nd</sup> occasion	3 <sup>rd</sup> occasion	4 <sup>th</sup> occasion
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Termination
Misconduct	Final written warning	Termination		
Serious misconduct	Termination			

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or termination, and full details will be given to you.

There may be occasions where the performance or conduct of an employee is serious enough to by-pass one of the above steps and move immediately to a first and final written warning but not a summary termination. This option might be used in circumstances where the Employer’s policy is breached but it is not so serious as to warrant instant termination.

In all cases, warnings will be issued for misconduct, irrespective of the precise matters concerned and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to termination if the warnings do not change behaviour.

### 5.6 GENERAL NOTES

If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate of pay may be considered as an alternative to termination, except in cases of serious misconduct.

Serious misconduct offences will result in termination without notice.

## 6 BULLYING AND HARASSMENT

---

### 6.1 INTRODUCTION

The Employer is committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened, or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect workers' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

### 6.2 HARASSMENT

The intention of these procedures is to inform workers of the type of behaviour that is unacceptable and to provide procedural guidance. We recognise that we have a duty to implement this policy and all workers are expected to comply with it.

Harassment is any unwanted physical, verbal, or non-verbal conduct based on grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks
- lewd or abusive comments about appearance
- deliberate exclusion from conversations
- displaying abusive or offensive writing or material
- unwelcome touching and
- abusive, threatening, or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

### 6.3 BULLYING

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated, or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal, and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting, or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours and
- the denial of access to information, supervision, or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

## 6.4 REASONABLE MANAGEMENT ACTION TAKEN IN A REASONABLE WAY

It is reasonable for managers and supervisors to allocate work and to give fair and reasonable feedback on a worker's performance. These actions are not considered to be workplace bullying or harassment if they are conducted lawfully and in a reasonable manner, taking the circumstances into account.

Examples of reasonable management action can include but are not limited to:

- setting reasonable performance goals, standards, and deadlines
- rostering and allocating working hours where the requirements are reasonable.
- transferring a worker for operational reasons
- deciding not to select a worker for promotion where a reasonable process is followed.
- informing a worker of their unsatisfactory work performance
- meeting with a worker to discuss performance and/or conduct.
- informing a worker of their unreasonable or inappropriate behaviour in an objective and confidential way
- implementing organisational changes or restructuring and
- taking disciplinary action including suspension or termination of employment.

## 6.5 BULLYING AND HARASSMENT COMPLAINT PROCEDURES

### i) Informal complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the alleged bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

### ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser
- the nature of the alleged incident of bullying or harassment
- the dates and times when the alleged incident of bullying or harassment occurred.
- the names of any witnesses and any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint, we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

## 6.6 GENERAL NOTES

If the report concludes that the allegation is well founded, appropriate action will be taken against the bully or harasser.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

## 7. EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION

### 7.1 INTRODUCTION

We recognise that discrimination is unacceptable and, although equality of opportunity has been a long-standing feature of our practices and procedure, we have made the decision to adopt a formal equal opportunities policy.

Breaches of the policy will lead to disciplinary proceedings up to and including termination.

The aim of the policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy or maternity, breastfeeding, race, religion or belief, sex, sexual orientation, or intersex status.

The policy will be communicated to all private contractors reminding them of their responsibilities in respect of equality of opportunity. We will maintain a neutral workplace in which no employee or other worker feels under threat or intimidated.

### 7.2 RECRUITMENT AND SELECTION

The recruitment and selection process are crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or subconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies. We will not confine our recruitment to areas or media sources which provide only, or applicants of a particular group. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

Selection decisions will not be influenced by any perceived prejudices of other staff. All promotions will be in line with this policy.

### 7.3 COMPLAINTS PROCEDURE

We take allegations of discrimination seriously. If you believe that you have been the victim of discrimination, we encourage you to follow the grievance procedures outlined in the Employee Handbook.

## 8 SEXUAL HARASSMENTS

---

### 8.1 INTRODUCTION

We are committed to the provision of a fair, healthy and safe workplace in which everyone is treated with dignity and respect and in which no individual or group feels offended, threatened, or intimidated. Everyone in the workplace has the right to a workplace that is safe and free from sexual harassment.

Sexual harassment is a legally recognised form of sex discrimination. Sexual harassment and sex discrimination are both unlawful under the Sex Discrimination Act and Fair Work Act. Sexual harassment in any form will not be tolerated. We recognise that sexual harassment can seriously affect workers' working lives by detracting from a productive working environment and can seriously impact on the health, confidence, morale, and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour. Any person who is subject to sexual harassment in the workplace is encouraged to speak up and follow sexual harassment complaints procedure outlined in this policy.

### 8.2 SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated, or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- inappropriate physical contact, such as unwelcome touching
- inappropriate staring or leering
- making a suggestive comment or joke
- sharing sexually explicit pictures or posters, sending sexually explicit emails or messages
- making an unwanted invitation to go out on a date.
- a request for sex
- intrusive questioning about a person's private life or body
- unnecessary familiarity, such as deliberately brushing up against a person.
- an insult or a taunt of a sexual nature
- harassment on the grounds of sex
- behaviour that may also be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment in connection with the workplace can be committed by "all workers," including employees, contractors, subcontractors, outworkers, apprentices, trainees, students, and volunteers as well as prospective workers and third parties such as clients and customers.

Sexual harassment does not necessarily have to take place in the workplace to be unlawful. Sexual harassment in the course of employment can occur during work hours, at work related events such as training or social events, between people sharing the same workplace, or even between colleagues outside of work behaviour that may be considered sexual harassment in one situation may not be in others, for example flirtation or love and affection between two consenting individuals which is mutual, consensual or reciprocated is not sexual harassment.

A single incident is enough to constitute sexual harassment – it does not have to be repeated. If substantiated, sexual harassment is considered serious misconduct under the Fair Work Act and can amount to a valid reason for termination without notice.

Sexual harassment includes behaviour which could result in a workplace being offensive, intimidating or humiliating to a person because of their gender, even if the behaviour is not directed at a single person e.g., where employees engage in sexist conversation.

Manager and supervisors have an additional responsibility to ensure the safety and welfare of their employees this includes modelling appropriate standards of behaviour, taking steps to educate and make staff aware of their obligations under this policy and the law and responding quickly and appropriately to any form of sexual harassment.

The employer takes sexual harassment seriously including the duty to eliminate discriminatory behaviour in the workplace. This policy requires all staff (including apprentices and trainees) volunteers as well as contractors to ensure their behaviour is respectful and appropriate. These examples are not exhaustive and disciplinary action up to and including termination of employment, will be taken against workers committing any form of sexual harassment. Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the employer.

### 8.3 SEXUAL HARASSMENT COMPLAINT PROCEDURE

#### **i) Informal complaint**

We recognise that complaints of sexual harassment can be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of sexual harassment, we encourage you to make it clear to the alleged harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

## **ii) Formal complaint**

Where the informal approach fails or if the sexual harassment is more serious, you should bring the matter to the immediate attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the sexual harassment so that the written complaint can include:

- the name of the alleged sexual harasser.
- the nature of the alleged incident of sexual harassment.
- the dates and times when the alleged incident of sexual harassment occurred.
- the names of any witnesses and
- any action already taken by you to stop the alleged sexual harassment.

On receipt of a formal complaint, we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension of employees (with contractual pay) until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and conduct a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

Due to the serious nature of sexual harassment, if you decide to not proceed with a formal or informal complaint, the Employer reserves the right to consider appropriate action in the circumstances to ensure the safety and wellbeing of its employees. The Employer will consider the seriousness of the behaviour and circumstances in taking action this may include a review of current processes for preventing and responding to sexual harassment, providing training and reminders to employees of their general obligations not to sexually harass others, following up with you on your concerns as well as monitoring behaviour in the workplace.

## **8.4 GENERAL NOTES**

If the report concludes that the allegation is well founded, appropriate action will be taken against the harasser.

If you bring a complaint of sexual harassment, you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent, appropriate action will be taken against you.

Appropriate action in relation to an employee will include disciplinary action in accordance with the Employer's disciplinary and disciplinary termination procedure. For other workers, appropriate action may include termination of their engagement with the Employer.

## 9 GRIEVANCES

---

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with your manager 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 from the outset.

If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure), you should first raise the matter with your manager, explaining fully the nature and extent of your grievance. 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 all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting.

## 10 PRIVACIES

---

While the operation of the Privacy Act does not apply to the Employer regarding any acts which relate to:

- the employment relationship between the Employer and the individual and
- by the Employer,

the Employer treats the handling of your personal information very seriously. Accordingly, the purpose of this policy is to ensure the protection of your privacy in relation to the handling of your personal information.

### 10.1 COLLECTION OF PERSONAL INFORMATION

Personal information may be collected during the recruiting process and throughout your employment with the Employer. This personal information may be disclosed to other areas within the business for administrative purposes and for the progression of your application. All confidential information will be used for legitimate purposes in accordance with relevant legislation.

**Personal information** includes information relating to:

- the engagement, training, disciplining or resignation of the employee.
- termination of the employment of the employee
- terms and conditions of employment of the employee
- employee's personal and emergency contact details
- employee's performance or conduct
- employee's hours of employment
- employee's salary or wages
- employee's membership of a professional or trade association
- employee's trade union membership
- employee's recreation, long service, sick, personal, maternity, paternity or other leave and employee's taxation, banking, or superannuation affairs.

All reasonable attempts will be made to keep this information relevant, complete, and current. You must ensure that any personal information provided is accurate and current.

### 10.2 YOUR RESPONSIBILITIES

Considering the above objective, every employee is responsible for the appropriate handling of such information and to prevent unlawful disclosure.

If you have access to this information or any such personal information belonging to another employee or a client of the Employer, you must ensure that you maintain the confidence of any confidential information that you have access to, or become aware of, during the course of your employment and will prevent its unauthorised disclosure or use by any other person.

You will not use the confidential information for any purpose other than for the relevant and related Employer processes during or after your employment. Any action in breach of this policy may result in disciplinary action being taken.

# 11 DRUGS AND ALCOHOL

---

## 11.1 ILLICIT DRUGS AND ALCOHOL

The use of drugs or alcohol jeopardises a safe workplace. The Employer recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

The Employer has a zero-tolerance approach towards the presence of illicit drugs within the workplace. This includes the discovery of an employee with possession of an illicit substance, and any testing which results in a non-negative reading of a substance within an employee's system above the detectable limit while at work.

Employees are not permitted to work while under the influence of alcohol and must always conduct themselves responsibly. For the purposes of this policy and due to the nature of your work, if at any time you are required to operate vehicles, heavy or otherwise, machinery or other high-risk work, the blood alcohol content limit is zero (0.00%).

Alcohol may be consumed at some Employer events. Where this is the case, the Employer encourages responsible alcohol consumption and at no time should you be drunk or behave in a manner which is inappropriate.

Non-compliance with this policy and any associated procedure by employees may result in disciplinary action up to and including termination.

## 11.2 PRESCRIBED/OVER-THE-COUNTER MEDICATION

Employees who are taking any prescribed/over-the-counter medication or drugs which may affect their ability to perform their work must notify management as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

## 11.3 SCREENING

The Employer may require screening for alcohol and drugs. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident. The Employer reserves the right to conduct random testing across all levels of employees.

The following provides examples of activities which may result in disciplinary procedures, up to and including termination of your employment or engagement with the Employer. If you:

- are removed from the workplace due to impairment or reasonable suspicion of impairment
- return a positive result following testing
- return a blood alcohol level of more than 0.00 or the equivalent in urine or breath samples
- refuse reasonable direction to undertake drug and alcohol screening or
- are in possession of illegal drugs for supply or consumption in the workplace or the Employer's vehicles.

This list is not exhaustive.

If you perform work on a client site which conducts regular or random drug and alcohol testing, you will be required to participate. Where you are suspected of being affected by drugs or alcohol, you may be required to participate in appropriate testing. Positive readings at any time will result in disciplinary procedures up to and including termination of your employment or engagement with the Employer.

If you return a positive result or refuse to participate in testing, you will be required to cease work immediately and leave the workplace. This time will be unpaid until such a time that you are fit to return to work. You will not be able to return to the workplace until you return a negative result. If you are required to leave the workplace, you will be required to report to management on your return or when you are no longer under the influence of drugs or alcohol, to discuss the incident.

## 11.4 SMOKING/VAPING & E-CIGARETTES POLICY

Smoking on the premises or in Employer vehicles is not permitted. You are only permitted to smoke in designated areas and during your breaks. If working on alternative sites, you must adhere to all relevant client site-specific policies and procedures regarding smoking.

## 12 EMPLOYEE TRAVEL AND VEHICLES

### 12.1 OVERVIEW

This policy outlines the procedure and conditions under which employees are reimbursed for work-related travel using their personal vehicles and provides guidance on payment for travel time and overnight work. It ensures fair compensation while complying with Australian Taxation Office (ATO) guidelines. This policy applies to all employees who are required to use their personal vehicles to travel to or from work-related locations, including client sites, supplier meetings, or other authorised business-related travel.

### 12.2 REIMBURSEMENT RATE

- Employees will be reimbursed for work-related travel at 88 cents per kilometre for the 2024–25 financial year.
- This rate covers all vehicle-related expenses including fuel, maintenance, insurance, and depreciation.

### 12.3 ELIGIBLE TRAVEL

- Only travel directly related to business activities and approved by management is eligible.
- Commuting from home to the regular workplace is not eligible unless specifically approved.

### 12.4 KILOMETRE LIMITS

- Employees may claim up to 5,000 work-related kilometres per year under this reimbursement method.
- Any claims exceeding this limit must be reviewed and approved by management.

### 12.5 TRAVEL TIME PAYMENT

- Travel from home to the normal workplace is not considered paid work time.
- Travel between work locations during the day is considered paid work time at the employee's normal rate.
- Travel outside normal hours may be considered paid depending on the employment agreement or award.
- Overnight travel does not attract payment for travel time.

### 12.6 RECORD-KEEPING REQUIREMENTS

- Employees must maintain an accurate log of work-related kilometres travelled.
- Logs must include:
  - Date of travel
  - Start and end locations
  - Purpose of the trip
  - Total kilometres travelled
- Logs must be submitted with reimbursement requests.

### 12.7 APPROVAL AND PAYMENT

- Reimbursement claims must be submitted to the employee's supervisor for approval.
- Approved claims will be reimbursed through payroll in the next pay cycle.

### 12.8 COMPLIANCE

- The reimbursement rate and method are based on ATO guidelines.
- Any false claims or misrepresentation of kilometres may result in disciplinary action, up to and including termination.

## 13 COMPANY SUPPLIED VEHICLE

### 13.1 OVERVIEW

This company vehicle policy gives employees guidelines for obtaining, qualifying for, and using a company vehicle. A "company vehicle" is any vehicle Future Technologies Trust assigns to employees. This policy applies to all employees who use a company vehicle and applies during and outside of working hours.

### 13.2 VEHICLE ALLOCATIONS AND USAGE

- Drivers must hold an appropriate and current driver licence.
- A copy of the driver's licence must be provided to the company prior to driving.
- Authorised drivers must notify their manager or labour hire team immediately if their licence is cancelled or suspended.
- The vehicle may be required to be used by other employees of the company.
- Smoking/Vaping and use of E-Cigarettes is not permitted in any vehicles.
- Vehicles are to be parked at night in the company provided parking space or on private premises and where possible, under cover.
- Employees should not use private vehicles for work related duties.
- If an employee chooses to use their private vehicle for work duties and is involved in an accident, the company will not accept any responsibility or liability.

### 13.3 THE COMPANIES RESPONSIBILITIES

- Ensuring vehicles are safe before assigning them.
- Fuel costs whilst using the vehicle for company benefit.
- Scheduling regular maintenance.
- Providing car insurance.
- Retiring and replacing cars as needed

### 13.4 WHAT THE COMPANY IS NOT RESPONSIBLE FOR

- Paying fines that employees receive while driving company vehicles they are responsible for
- Posting bail for employees who are arrested while driving cars from the company fleet
- Damage caused by driver carelessness or negligence must be repaired at the driver's expense.

The difference between fair 'wear and tear' and damage caused by carelessness or negligence will be decided at the discretion of management. In the case of carelessness or negligence, employees are liable for repair costs or insurance excess, whichever is less. In the event of the driver being a company employee, the lesser value of repairs or excess will be deducted from the employee's wages or termination pay.

### 13.5 COMPANY VEHICLE FOR PERSONAL USE

Future Technologies Trust allows limited personal use of company vehicles. Personal use includes using the vehicle for personal errands between business activities, to commute between the workplace and home, or using the vehicle outside of business hours. All work safety rules continue to apply when a company vehicle is used for personal purposes.

When being used for private purposes, allocated vehicles may be driven within a 25km radius of the storage area, Permission must be obtained senior manager for longer distances.

During an allocated driver's annual leave, or for private use outside the 25km radius referred to above, the driver is responsible for the cost of fuelling the vehicle. To do this, drivers should fill the tank using the company fuel card at the start of the leave period or before departing for a trip. Drivers are then to fill the tank at their own expense during the leave period or trip and again at the end of the leave period or trip.

### 13.6 ACCIDENTS

At the scene of an accident the driver is to:

- Make sure everyone is safe and call the ambulance or fire brigade if necessary.
- Contact the police and if they decline to attend, include this information on the incident report. If police attend, obtain the name and station location of the police officer.
- Do not accept responsibility for the accident.
- Obtain name, address, phone number, licence number, vehicle registration number and insurance details.
- of all involved in the accident.
- If possible, obtain the name, address, and telephone number of witnesses.
- If towing is required, contact the senior manager.
- If possible and safe to do so, take photos of the scene and any vehicle damage.
- Complete an Incident Report and submit it to the senior manager.

### 13.7 COMPANY DRIVER RULES

- Drive within the speed limit.
- Do not drive under the influence of alcohol or drugs.
- Do not drive in a manner to cause danger to the public or self.
- Do not drive an un-roadworthy vehicle (bald tyres etc.).
- Use safety devices fitted to vehicle (seat belts etc.).
- Do not use a mobile phone that the driver is holding in the driver's hand while the vehicle is moving or is stationary but not parked.
- Obey traffic laws in your jurisdiction and be courteous toward other drivers.
- Monitor gas, tire pressure, and fluid levels.
- Report any damage or problems to your assigned vehicle immediately.
- Report changes to your driver privileges, such as driver's license suspension, immediately.
- Always lock company cars.
- Bring vehicle to scheduled maintenance appointments.
- Do not smoke in any company vehicle.
- Do not lease, sell, or lend a company vehicle.
- Do not allow unauthorized drivers to use a company vehicle unless required by an emergency.

Employees who violate company vehicle rules are subject to disciplinary actions which may include verbal and written warnings, suspension of vehicle privileges, termination and legal action

### 13.8 GPS VEHICLE TRACKING

GPS is a satellite tracking system that is installed in the vehicle to monitor it during operation. This system may keep track of items such as:

- Traveling speed
- Time of arrival
- Length of stop
- Idling time
- Location of the vehicle at every stop
- Vehicle mileage
- Acceleration and deceleration
- Rapid starts, also known as jackrabbit, starts

A GPS tracker can also come in the form of an app installed on a mobile device, capable of accurately determining the location, speed, distance, and exact time for each location, as well as vehicle mileage.

All employees who drive vehicles equipped with GPS are expected to comply with all governmental regulations related to the operation of motor vehicles. Similarly, all employees who use devices on which a GPS-tracking app has been installed are expected to adhere to their contractual obligations.

Future Technologies Trust may utilize this technology at its discretion, should such devices be installed, notification shall be provided via way of labelling within the vehicle, permission to do so is gathered via implied consent.

### 13.9 HANDSFREE HEADSET USAGE

In adherence to our commitment to safety and responsible business practices, Future Technologies Trust encourages the use of hands-free headsets for employees engaging in short and essential phone conversations while driving a vehicle for work-related purposes. This policy aims to minimize distractions and enhance the overall safety of our employees during their commute. It is important to note that hands-free headsets should only be utilized for brief and necessary conversations, ensuring that employees maintain focus on the road. Furthermore, employees are reminded to avoid using hands-free devices in high-traffic areas or situations that may compromise their attention to the driving task. The use of hands-free headsets is limited to business calls, reinforcing our dedication to maintaining a professional and secure work environment.

### 13.10 DRIVING ETIQUETTE

- Remember that you are driving a moving billboard.
- Members of the public can (and do) contact our call centre to complain about poor driving or behaviour on the road by franchisees.
- You are representing and advertising Jim's Antennas & Security whilst on the road, so you are driving, and behaviour must reflect the lofty standards associated with our brand.

## 14 OVERNIGHT TRAVEL AND MEAL ALLOWANCES

### 14.1 OVERVIEW

---

To support staff required to work away from their usual location overnight, Future Technologies provides accommodation, meal allowances, and an overnight stipend.

### 14.2 ACCOMMODATION

- Accommodation will be arranged and prepaid directly by Future Technologies.
- Employees are not expected to make bookings or cover accommodation costs themselves.

### 14.3 DAILY MEAL ALLOWANCE

- Evening Meal: Up to \$50
- Breakfast (following morning): Up to \$20
- Lunch (on the following day): Up to \$20
- All receipts must be retained and submitted for reconciliation.
- Meals must be reasonably priced and aligned with standard business expenses.

### 14.4 OVERNIGHT STIPEND

- Employees will receive an additional \$70 per night as an overnight allowance.
- This stipend is intended to cover incidental personal expenses associated with being away from home.

### 14.2 GENERAL CONDITIONS

- This policy applies only to pre-approved overnight travel for work purposes.
- Alcohol and personal purchases are not eligible for reimbursement.
- All expenditure must comply with Future Technologies' general expense and conduct guidelines.

# 15 TOOLS OF THE TRADE

## 15.1 OVERVIEW

---

This tool policy gives employees guidelines for obtaining, qualifying for, and using company supplied tools and equipment outside of the vehicle policy. A "company tool" is any asset Future Technologies Trust assigns to employees. This policy applies to all employees who use a company tool and applies during and outside of working hours.

Employees need to be mindful that all equipment which they use or has been issued to them to perform their jobs is owned by Future Technologies Trust. It is the individual responsibility of all employees to care for and safeguard this company property and equipment, keeping it in as close to as new condition as possible.

Future Technologies Trust will supply all power and specialized tools (at its discretion) to be stored in a secured location. It will be the responsibility of all employees to check and return when work is completed or at the end of their shift.

Future Technologies Trust will replace only worn-out, damaged, or stolen tools (if notified and reported to Police) with equivalent quality tools.

In the cases where a tradesperson breaks a tool while at work, he/she shall bring it to the attention of management and may be responsible for the cost of replacement/repair.

## 15.2 LOSS, DAMAGE OR THEFT

It is the responsibility of the employee to notify the company within 48 hours of loss/damage/theft. to the item(s), as to the occurrence and/or explanation thereto. If the item (s) have been stolen, the company also requires the employee to complete an Affidavit at their nearest Police Station within 48 hours from the estimated time of theft and forward the original docket to the company.

Future Technologies Trust may deduct from the employee, the cost of tools or equipment lost/stolen within a reasonable time, if the employee committed theft or was negligently responsible for the loss it is under the discretion of management to permit the replacement of tools or equipment, and also the type or model of replacement.

## 15.3 LOCK OUT TAG OUT (LOTO) POLICY

### Roof Space and Wall Penetration Safety

Our company places paramount importance on the safety of our employees, and as part of our commitment to a secure work environment, we have instituted a Lock Out Tag Out (LOTO) policy for activities involving accessing roof spaces and drilling/cutting walls. When engaging in tasks where electrical hazards may be present, employees are required to implement LOTO procedures. This involves isolating power sources, securing them with a padlock and key, the key will be retained by the employee performing the task. Additionally, a standard electrical "Danger" tag, displaying the employee's details, must be prominently affixed to the isolated equipment or power source. This ensures that only the authorized employee with the corresponding key can re-energize the equipment after completing the assigned task. The power should not be re-energized until all persons (client & other workers) on site are aware this is happening. By adhering to these stringent LOTO measures, we aim to safeguard our workforce from potential risks and uphold a workplace culture that prioritizes the well-being of every team member.

## 15.4 LIST OF COMPANY SUPPLIED TOOLS:

- DTV/Satellite Meter
- iPad
- iPhone
- 4G Signal Meter
- Working at Heights Safety Harness and Tether plates
- 2 Storey Extension Ladder
- 7ft Double Sided Fiberglass Step Ladder
- 2 Step Double Sided Step Ladder
- Cable Rollers
- Handsfree Headset

## 16 MOBILE PHONE/TABLET

---

### 16.1 OVERVIEW

The purpose of this policy is to help us all get the most out of the advantages cell phones offer our company while minimizing distractions, accidents, and frustrations improper cell phone use can cause. This policy applies to all Future Technologies Trust employees.

### 16.2 USAGE GUIDELINES

The following are Future Technologies Trust's basic guidelines for proper employee cell phone use during work hours. In general, cell phones should not be used when they could pose a security or safety risk, or when they distract from work tasks:

- Never use a cell phone/Tablet while driving.
- Never use a cell phone/Tablet while operating equipment.
- Do not use cell phones for surfing the internet or gaming during work hours.
- Avoid using work cell phone/tablets for personal tasks.
- Avoid using personal cell phone/tablets for work tasks.
- Do not use cell phones during meetings.
- Do not use cell phones to record confidential information
- Never use a cell phone/Tablet while in a roof space.
- Never use a cell phone/Tablet while on the roof, except for gathering job artefacts

We realize the cell phones can be great tools for our employees. We encourage employees to use cell phones in the appropriate place and situation to:

- Make or receive work related calls.
- other work-related communication, such as text messaging or emailing.
- schedule and keep track of appointments.
- carry out work-related research.
- keep track of work tasks

### 16.3 CALLS/MESSAGES WITH CUSTOMERS

Future Technologies Trust will supply an outgoing call service via the company PBX system (Mobile VOIP client App), calls to customers are to be made via this method only, a direct incoming call number may also be provided to the employee when required. Calls made to and from this service may be recorded for quality control and training services.

On approach messages must be sent to all customers via the app portal only

You must sound friendly and confident without sounding overconfident.

Manners are important. Always have time for communication, do not rush this conversation.

### 16.4 DISCIPLINARY ACTIONS

Improper use of cell phone/tablets may result in disciplinary action. Continued use of cell phones at inappropriate times or in ways that distract from work may lead to having cell phone privileges revoked.

Cell phone/tablet usage for illegal or dangerous activity, for purposes of harassment, or in ways that violate the company confidentiality policy may result in employee termination.

## 17 SALES INCENTIVE PROGRAM

---

### 17.1 OBJECTIVE

The primary objective of this program is to motivate and reward employees, including sales representatives, customer service representatives, and technicians, for their contributions in driving additional revenue through the successful completion of sales transactions. This program aims to enhance customer satisfaction, increase overall sales, and recognize employees for their effective upselling efforts.

### 17.2 DEFINITION OF SALES INCENTIVE

The sales incentive comprises any product or service successfully sold, either initially or as a supplementary offering, during a customer interaction. This may encompass upgrades, accessories, extended warranties, or complementary services associated with the primary product or service.

### 17.3 DOCUMENTATION REQUIREMENT

To be eligible for the one-time sales incentive, employees are required to document the dialogue leading to the sale or instances where the customer acknowledges discussing a specific item with the employee. This documentation must be accurately recorded in the existing job notes or customer records within the company's system.

### 17.4 INCENTIVE STRUCTURE

Employees will be eligible for a one-time 5% commission on the total value of sales generated.

### 17.5 PAYMENT SCHEDULE

Incentives will be paid out as a one-time payment upon verification that the customer has paid for the primary product or service and associated sales incentives. This ensures that employees receive their incentives promptly upon the successful completion of the transaction.

### 17.6 QUALIFYING CRITERIA

To qualify for the one-time sales incentive, employees must ensure the following criteria are met:

- a) The sale, along with any relevant details, should be documented in the existing job notes or customer records within the company's system.
- b) The customer must have accepted and completed the purchase of both the primary product or service and any associated supplementary offerings.
- c) The sale must align with ethical sales practices as outlined in the company's policies.

### 17.7 ETHICAL GUIDELINES

Employees are expected to prioritize customer satisfaction and adhere to ethical sales practices. Any attempts to manipulate or pressure customers into unnecessary sales incentives will be subject to disciplinary action.

### 17.8 REVIEW AND ADJUSTMENT

The company retains the right to periodically review and adjust the Sales Incentive Program to ensure its effectiveness and alignment with business goals. This policy is subject to review and update or removal, as necessary.

## 18 TERMINATION OF EMPLOYMENT

---

### 18.1 RESIGNATIONS

All resignations must be provided in writing, stating the reason for resigning your post.

### 18.2 FAILURE TO PROVIDE REQUIRED NOTICE

If you terminate your employment without providing the required period of notice, you may not be entitled to your full termination pay. Depending on the terms of your employment contract and any other terms governing your employment relationship, an amount may be withheld from your termination pay that is equivalent to all or part of the notice not provided.

### 18.3 RETURN OF EMPLOYER PROPERTY

On the termination of your employment, you must return all Employer property which is in your possession or for which you have responsibility. Failure to return such items within seven days will result in the cost of the items being deducted from any monies outstanding to you.

All Employer property should be returned to management.

### 18.4 GARDEN LEAVE

If either you or the Employer serves notice on the other to terminate your employment, the Employer may require you to take “garden leave” for all or part of the remaining period of your employment. Where garden leave is directed, you will be required to serve your notice period at home and will not undertake any duties relating to your employment.

During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

The Employer reserves the right to require you to return to work during any period of garden leave.

You are still engaged as an employee while serving any period of notice on garden leave. As such, unless expressly authorised by the Employer, you are not permitted to undertake any secondary employment during this time. Further, the Employer may require you to return any Employer property in your possession while on garden leave.

# 19 REVIEW AMENDMENT AND AVAILABILITY

This policy, as it is amended from time to time, will be made available to you.