

2025

# Employee Handbook



**READY**  
GROUP

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## 1.0 Introduction

We are pleased to welcome you to the team. At Ready Group, we believe our people are our greatest asset. This handbook is your guide to understanding our work environment, your responsibilities, and how we work together to provide safe, high-quality services.

### 1.1 The Employee Induction Manual

This employee manual is intended to provide information about Ready Group; what we do, how we operate and the terms and conditions of your employment. It also supports Ready Group's commitment to open communication with its employees.

This manual will be updated and revised from time to time. Ready Group has the right to change, at any time, the policies, procedures and details set out in this document, and you will be notified of any changes.

The manual is an important document; reading and understanding its contents is a requirement of your employment.

### 1.2 Your Employer

You are employed by Ready Group Pty Ltd, a privately-owned Australian company. Ready Group was established in 2011 and has experienced steady growth. Ready Group's director is Matthew Spaninks.

### 1.3 Contact Details

#### Office Address:

412/2-8 Brookhollow Ave, Norwest NSW 2153

#### Yard Address:

32 Chapman Road, Vineyard, NSW 2765

#### Managing Director

Matthew Spaninks

#### Chief Operations Officer

Pascal Beylacq

0450 244 977

p.beylacq@readygroup.au

#### People and Compliance Manager

Katherine Burnett

0419 267 941

k.burnett@readygroup.au

### 1.4 Vision Statement

To provide the construction industry with a quality service that aids in the growth and development of Australia's infrastructure.

### 1.5 Mission Statement

We aim to maintain the highest levels of professionalism, integrity, honesty and fairness in our relationships with our Clients, Subcontractors and Suppliers.

### 1.6 Management Charter

We expect our staff who manage employees to:

- To adopt and display a positive and constructive management approach, demonstrating commitment to Ready Group, its people, and its commercial partners.



- Foster amongst all employees a high level of individual commitment and motivation towards Ready Group and one another.
- Use authority in a responsible and consistent manner.
- Understand and apply legal and company requirements, policies, and procedures to help ensure the consistent, safe, and equitable treatment of employees; and
- Support and develop our culture of continuous improvement, supported by open communication at all levels of the company and across the different sites.

## 1.7 Values

**Integrity** – Unwavering commitment to honest and ethical practices in all business dealings

**Innovative** – Embracing cutting edge techniques and technologies to improve service efficiency and effectiveness

**Environmental Stewardship** – commitment to environmentally responsible practices, minimise the ecological footprint of Ready Groups activities

**Reliable** – Consistent delivery of high-quality services, ensuring dependability for clients

**Safety** – Prioritising the safety of workers and the public, and adhering to stringent safety standards in all operations

**Continuous Improvement** – dedication to ongoing enhancement of services, processes and skills to stay at the forefront of the industry

**Customer Centric** – Focus on understanding and meeting the specific needs of each client, enhancing customer satisfaction

## 2.0 Policies and Statements

Ready Group has established several core-policies to express our commitment to the Quality of our services, the protection of the Environment and the Safety of our people. We strive for continuous improvement of our performance in all these areas. These policies and manuals are available to all employees, at all times, via the resources section of Formitize.

Ready Group policies have been determined at three specific levels:

- Core Policies (Quality, Environment and Safety)
- Corporate Policies
- Safety Policies

You must read and understand these policies and know what is expected of you by the company and what you can expect from the company. You are required to comply with and where possible contribute towards all the policies.

If you have any questions in relation to any of our policies, please discuss with Management.

### 2.1 Core Policies

#### 2.1.1 Quality Policy

Ready Group specialises in the provision of vacuum excavation services and related civil construction works to its clients, whilst maintaining the highest ethical, safety, environmental and professional standards.

The successful operation of the quality management system relies upon the co-operation and involvement of personnel at all levels. To facilitate this, Ready Group strives to give all personnel adequate information, training and support.

Each employee has the responsibility to ensure that the intentions of this policy statement are understood, applied and maintained within their own activity area.

Matters for improvement in any area are to be identified and acted on with professional efficiency. Ready Group is committed to continual improvement involving ongoing monitoring, review and training. Formal and measurable quality objectives are established and regularly reviewed.

In order to achieve our objectives and targets, ensure continued success of the Company and satisfy the expectations of clients, Ready Group is wholly committed to its quality policy.

**Quality Objectives:**

- Provide an exceptional and reliable service
- Deliver high calibre work through dedicated and well-trained personnel, while upholding ethical standards and professionalism
- Foster positive relationships with clients through effective communication and by encouraging feedback.
- Satisfy requirements by our clients, industry regulators and employees

The success of the Company's quality system shall be assured by management and implementation, improvement and maintenance of the policy within the Company will be done so in accordance with ISO 9001 Quality Management Systems.

**2.1.2 Environmental Policy**

Ready Group specialises in the provision of vacuum excavation services and related civil construction works to its clients, whilst maintaining the highest ethical, safety, environmental and professional standards.

Ready Group is committed to undertaking its business in a manner that recognises the importance of environmental protection and sustainability. We are committed to the protection of the environment, including the prevention of pollution.

Ready Group management recognise that our activities have the potential to interact with the environment and aim to minimise these interactions by integrating environmental considerations across all aspects of our business.

We also aim to improve awareness and management of environmental issues and reduce any adverse impacts of its activities on the environment and promote best practices to the management and development of our operations.

**Environmental Objectives:**

- Promote efficient resource utilisation and waste management principles including avoidance, re-use, recycling, energy recovery, treatment, containment, and disposal.
- Minimise adverse impacts from our activities on the environment, and requiring our subcontractors to do the same (noise, vibration, groundwater, air quality, water quality and land contamination)
- Promote environmental awareness among employees and subcontractors via regular training.
- Comply with all applicable environmental legislation, regulations, legal obligations and other requirements to ensure risks to the environment are identified, assessed and appropriately controlled.

We require our management, staff and subcontractors to comply with this environmental policy, and will provide adequate resources to implement, maintain, review and improve this policy on a regular basis.

**2.1.3 Safety Policy**

Ready Group specialises in the provision of vacuum excavation services and related civil construction works to its clients, whilst maintaining the highest ethical, safety, environmental and professional standards.

Ready Group Leadership is committed to providing safe and healthy working conditions for all our employees, contractors, visitors, and stakeholders. We recognise the importance of preventing work-related injuries and ill-health and understand that a strong Occupational Health and Safety (WH&S) policy is essential for ensuring the well-being of our workforce and promoting a positive work environment.

This policy is applicable to all our operations and activities, and it aligns with the purpose, size, and context of our organisation, as well as the specific nature of our WH&S risks and opportunities.

Our WH&S policy includes the following key commitments:

**Providing Safe and Healthy Working Conditions:**

We are dedicated to maintaining a safe and healthy workplace for all employees and individuals associated with our company. This commitment is integral to our values and guides all our business decisions. We aim to identify and address potential hazards to create an environment that fosters well-being and minimises the risk of work-related injuries and illnesses.

**Framework for Setting OH&S Objectives:**

To ensure continuous improvement in our WH&S performance, we have established a systematic framework for setting and reviewing WH&S objectives. Targets that are measurable, achievable, and aligned with our overall business goals are set against our objectives. We regularly monitor and evaluate our progress towards meeting these targets and objectives to enhance our WH&S performance.

#### **Fulfillment of Legal and Other Requirements:**

Compliance with all applicable WH&S laws, regulations, and industry standards is a fundamental aspect of our commitment. We are dedicated to meeting not only legal requirements but also other relevant WH&S obligations that apply to our company to maintain compliance with the ISO 45001 standard. Our aim is to exceed compliance wherever possible to achieve a higher standard of health and safety.

#### **Hazard Elimination and Risk Reduction:**

To safeguard the well-being of our workforce, we pledge to proactively identify hazards and assess WH&S risks in our workplace. Through effective risk management strategies, we will strive to eliminate hazards or, when elimination is not feasible, reduce the associated risks to the lowest practicable level. Our goal is to create a safer work environment for everyone.

#### **Continual Improvement of WH&S Management System:**

We view our WH&S management system as an evolving process. We are committed to continually improving the effectiveness of our WH&S measures, policies, and procedures through regular reviews, audits, and feedback from employees. We actively seek opportunities for improvement and act upon them promptly.

#### **Consultation and Participation of Workers:**

We recognise that the active involvement of our workers is vital to the success of our WH&S program. We encourage open communication, consultation, and collaboration with our employees and their representatives regarding health and safety matters. Workers are encouraged to report hazards, provide feedback, and actively participate in risk assessments and decision-making processes.

#### **Objectives:**

- Promote a safety culture where incidents and hazards are promptly reported, investigated, and measures are implemented to minimise recurrence, while also fostering initiatives for injury and illness prevention
- Maintain and promote a safety culture that encourages workers to proactively manage health and safety risks through participation, consultation, education, cooperation, coordination and supervision.
- Provide adequate human, financial and time resources to ensure the effectiveness of our systems and processes.
- Provide systems and work practices that meet or exceed relevant statutory legislation, industry guidelines, and applicable codes of practice

Ready Group's WH&S policy and procedures are communicated to all employees and stakeholders to ensure understanding and implementation throughout our company. We are dedicated to providing the necessary resources and support to foster a safety-conscious culture and ensure the well-being of everyone associated with Ready Group.

## **2.2 Corporate Policies**

Ready Group's Corporate policies can be found in Formitize. All employees always have access to these resources. Policies can be located under Resources>Employee Information folder.

## **2.3 Safety Policies**

Ready Group's Safety policies can be found in Formitize. All employees always have access to these resources. Policies can be located under Resources>Employee Information folder.

## **3.0 Employment Information**

### **3.1 Human Resources**

The People and Compliance Manager is responsible for managing and coordinating the employment relationship between the company and its employees, thereby helping to provide a positive environment in which Ready Group staff can work effectively to achieve their goals.

If you need to discuss any aspect of your employment or raise issues or concerns, please contact the People and Compliance Manager, who can provide additional support and advice, if, and when, required.

### 3.2 Employee Relations

Our productivity, efficiency, and competitiveness depend very much on the quality of the relationship between the company and its employees.

We have established a number of formal and informal systems to keep employees informed about our goals, plans, financial achievements, staff changes, and relationships with customers and suppliers. These include weekly/monthly meetings and email updates. To keep yourself informed ensure you read the correspondence that is distributed.

### 3.3 Workplace Consultation

We want to further develop and maintain an atmosphere of mutual trust, respect, and co-operation in the workplace. We seek to consult with employees, to enable them to express their views, to contribute to problem solving, and to influence planning and decision making on matters that affect them.

Refer to [5.1 Workplace Health and Safety Consultation and Participation](#) below for further information regarding consultation and participation.

### 3.4 Continuous Improvement

It is essential to Ready Group's continuous improvement of products and processes that all workplaces and employees operate flexibly, without restrictive work practices, work barriers, and limitations on gaining new skills. To this end, you are expected to:

- Carry out any duties that are within your skill, competence, and training.
- Use any tools or equipment, provided you have been trained in their use; and
- Work in other areas, provided you have the appropriate skills.

### 3.5 Grievance Policy

Employees at Ready Group are encouraged to proactively manage legitimate concerns, issues or complaints, regardless of their nature or severity, in accordance with the grievance procedure.

Ready Group commits to resolve employee grievances or disputes fairly, quickly, and efficiently. The objectives of its grievance procedure are to:

- Promote the resolution of disputes by measures based on consultation, co-operation, and discussion in order to maintain a productive workplace free of workplace discrimination, harassment, bullying and intimidation.
- Reduce the level of industrial confrontation.
- Avoid interruption to the performance of work and the consequential loss.
- Deal with complaints / grievances in a supportive environment without victimisation or intimidation of anyone connected with the grievance either during or subsequent to a grievance resolution procedure.
- Action all grievances and complaints within an appropriate timeframe.

#### Procedure

##### What to do if you have a complaint?

If an employee has a workplace complaint or grievance, the employee should apply the following procedure:

- First, the employee should attempt to resolve the matter directly with the parties involved.
- If the employee is unable to resolve the grievance directly with the parties involved, or it is inappropriate to do so, the employee should refer the grievance to their immediate supervisor or manager.

To do this the employee must advise their immediate supervisor/manager of:

- The nature and details of the grievance
- Their preferred outcome



The manager or business will then decide what action (if any) is appropriate including mediation, training or coaching and whether further investigation is warranted.

#### Formal Investigation

Should the employee wish to commence a formal grievance or complaint process, the employee raising the grievance must, within 7 days, outline their grievance in writing to their Manager (or if the complaint is about their manager, to their manager's manager), including as much detail as possible (for example: times, locations, witnesses and attempts already made to resolve the grievance).

- Their preferred outcome of resolution.
- The person(s) against whom the grievance has been lodged should be made aware of the complaint and provided with a reasonable opportunity to respond to the issues raised.

The manager may also need to approach any identified witnesses in an effort to accurately understand the situation.

The manager or business will then decide in relation to the matter and inform all relevant parties of the outcome of the investigation.

Reasonable time limits must be allowed for the completion of the various stages of the procedure.

#### Appeal

If the employee is dissatisfied with the determination, they may request that it be reviewed by another peer-level Manager or HR representative. The outcome of this review is final.

### **3.6 Training and Development**

Ready Group is committed to training and development, for the mutual benefit of employees and the company to:

- Ensure a high standard of competence and effectiveness.
- Help employees acquire a variety of skills to provide greater job satisfaction and challenge.
- Help employees in planning their careers.
- Provide the company with greater flexibility in meeting business requirements efficiently and effectively.

Ready Group will undertake training and retraining of employees as required, whether formal, internal or external, to assist employees to maintain and develop their level of skill and knowledge.

## **4.0 Employment Terms and Conditions**

Each employee is provided with an Employment Agreement before commencing work at Ready Group. This employment agreement sets out your terms and conditions of employment, such as.

- Commencement and induction date
- Wage and salary details
- Benefits
- Policy and procedure adherence
- Employment relationship (full time, part time, casual)
- Probationary period

Your employment is subject to the terms set out in your employment contract and when you sign the employment contract you agree to abide by the terms and conditions detailed within it.

### **4.1 Remuneration**

Ready Group aims to maintain a salary and wage structure that is fair, equitable, and that compares favourably with other companies.

Salaries are reviewed annually and are monitored to ensure they remain competitive both within the industry and within professional areas.

Wage structures are determined in accordance with the relevant Modern Award that defines job classifications and the associated wage rates.

Field employees' wages are calculated on the basis of a time sheet. Failure to correctly complete time sheets may result in incorrect payment. Any employee found falsely completing time sheets may be subject to

instant dismissal or other disciplinary measures. Timesheets are to be submitted via the Formitize application after each shift.

All salaries and wages are paid weekly by direct deposit into the bank, building society or credit union account nominated by you. You can change your banking details by submitting a change of details from via Formitize.

Pay slips are provided to all employees by email.

## **4.2 Probationary Period**

All new employees must complete a probationary period during which time they have the opportunity to evaluate Ready Group as a place to work and Ready Group has its first opportunity to evaluate them. During this period, both you and the company have the right to terminate your employment with one week's written notice.

## **4.3 Superannuation**

Ready Group contributes the required level of superannuation for employees, in accordance with prescribed legislation. You will have the option to nominate your superannuation fund on your employee details form. If you do not nominate a fund, Ready Group will direct your superannuation contributions to the company superannuation fund. The obligation of Ready Group to contribute to your superannuation fund shall cease on the last day of your employment with the company.

## **4.4 Office Hours**

Office hours are between 8:00am – 4:00pm Monday to Friday.

## **4.5 Punctuality**

Ready Group expects all employees to arrive to work on time. Consistently late employees will be subject to disciplinary action.

## **4.6 Leave and Other Absences from Work**

You have a responsibility to the company and to your fellow employees to minimise, if you can, any disruption or inconvenience that your absence from work might cause. If you will be away for an extended period, such as long service or parental leave, we need time to plan for your absence.

If you are going to be away from work, for any reason, you are required to contact Management.

All employees apply for leave by filling out and submitting an 'Application for Leave' form via the Formitize application. Requests for annual leave require four (4) weeks' notice.

## **4.7 Leave Policy**

### **4.7.1 Purpose**

Ready Group respects and appreciates the time our employees commit to their jobs, as well as their need for time away from work. All employees are entitled to leave in accordance with relevant legislation and the provisions of this policy. This policy defines the entitlements for leave and the process of application for and approval to take leave.

Paid leave entitlements are also governed by the National Employment Standards of the *Fair Work Act 2009* (Cth) (as amended) ("**the Act**").

### **4.7.2 Scope**

This Policy is applicable to all employees of Ready Group.

The following paid leave entitlements only apply to full-time and part-time employees:

- Annual leave.
- Personal leave.
- Compassionate leave; and

- Community service leave (jury service).

### 4.7.3 Definitions

Throughout this policy the following definitions apply:

**NES** means the National Employment Standards in the Act.

**Immediate Family Member** means the following members of an employee's immediate family:

- A spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee.
- A child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.
- De facto partner includes a former de facto partner or the employee.

**Personal leave** includes paid sick leave and paid, or unpaid carer's leave as follows:

**Sick leave** means paid leave taken by an employee because of a personal illness, or injury, of the employee.

**Carer's leave** means paid or unpaid leave taken by an employee to provide care or support an Immediate Family Member of the employee, or a member of the employee's household, who requires care or support because of a personal illness, or injury, of the member; or an unexpected emergency affecting the member.

### 4.7.4 Annual Leave

#### Entitlement

Full-time employees will accrue progressively a maximum of 20 days annual leave during each year of continuous service in accordance with the NES.

Part-time employees will accrue a pro rata amount of annual leave based on their ordinary hours.

Annual Leave entitlements accrue from the commencement date of employment progressively during a year of service according to the employee's ordinary hours of work.

Any balance Annual Leave accruals upon termination of an employee's employment will be paid out to them in their final pay.

#### Taking Annual Leave

When an employee proposes to take a period of annual leave, the time and date of such leave must be authorised by their manager. Authorisation by Ready Group is subject to operational requirements and should be taken at a time that is mutually agreed to.

Employees will need to complete a 'Leave Request' form on Formitize and submit it **at least 4 weeks** before the commencement of leave to ensure the company can reasonably cover the employee's role while they are on annual leave. This form must be authorised by Management.

In some circumstances, Ready Group may, at its discretion, approve a period of annual leave in advance of the employee accruing an entitlement to such leave.

The full entitlement of annual leave does not have to be taken each year however the company's policy is for employees to ensure they only have 2 weeks of annual leave remaining at the end of each financial year. This is to ensure employees maintain a positive work-life balance and continue to remain refreshed and engaged whilst at work.

Ready Group will allow an employee to go into negative Annual Leave by 15.2 hours (2 days) leave if they have been employed continuously for a period of 12 months or more.

Ready Group reserves the right to direct an employee to take annual leave in accordance with the employee's relevant industrial instrument in circumstances where the employee has an excessive (beyond 8 weeks) annual leave balance.

Ready Group also reserves the right to direct employees to take annual leave over shutdown periods such as the Christmas/New Year period.

#### Cash Out of Annual Leave

Employees can cash out annual leave under the Building and Construction award. To cash out annual leave you will need to have;

- At least 4 weeks annual leave left after the cash out (152 hours)
- A signed written agreement with Ready Group stating;

- The number of hours being cashed out
- The amount you will be paid out
- Date paid

Employees cannot cash out more than 2 weeks every 12 months.

To cash out annual leave, employees are to put their request in writing via emailing [accounts@readygroup.au](mailto:accounts@readygroup.au)

#### 4.7.5 Sick and Carer's Leave

##### Entitlement

Paid sick and carer's leave may be taken because of a personal illness or injury or to provide care or support to a member of your immediate family or household because of a personal illness or injury or an unexpected emergency affecting that member.

An **immediate family member** is a:

- spouse or former spouse
- de facto partner or former de facto partner
- child
- parent
- grandparent
- grandchild
- sibling, or
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

This definition includes step-relations (for example, stepparents and stepchildren) as well as adoptive relations.

A **household member** is any person who lives with the employee.

Full-time employees will accrue progressively a maximum amount of 10 days (76 hours) of paid Personal Leave during each year of continuous service in accordance with the NES.

Part-time employees will accrue a pro rata amount of Personal Leave.

Untaken Personal Leave will accrue from year to year but is not payable on termination of employment.

Personal Leave accrues progressively during a year of service according to the employee's ordinary hours of work.

An employee will not be entitled to paid Personal Leave for any period in respect of which they are entitled to workers' compensation.

##### Notification Requirements for Sick Leave

An employee must notify the Company as soon as reasonably practicable that they will be absent due to illness or injury. In notifying the Company, the employee must contact their manager by phone call and in cases where the manager is unavailable, leave a message. Alternatively, they can send a text message to notify their Manager that they are unable to attend work.

##### Documentary Requirements for Sick Leave

If you are away for two days or more a medical certificate will be required and, in some circumstances, you may be asked to provide a certificate for even one day's absence through sickness. If you fail to do this these days off will be treated as unpaid leave.

##### Notification Requirements for Carer's Leave

An employee must notify Ready Group as soon as reasonably practicable when the employee requires (or required) leave during the period to provide care or support a member of the employee's immediate family, or a member of the employee's household. In notifying Ready Group, the employee must contact their manager and in cases where the manager is unavailable, leave a message.

##### Documentary Requirements for Carer's Leave

If Ready Group requires an employee to provide documentary evidence in relation to a period of Carer's Leave taken (or to be taken) by the employee to provide care or support to an Immediate Family Member or

a member of the employee's household, as soon as reasonably practicable the employee must give the Company a document that is:

- If the care or support is required because of a personal illness or injury - a medical certificate from a registered health practitioner (or other evidence that would satisfy a reasonable person); or
- If the care or support is required because of an unexpected emergency affecting the member - a statutory declaration (or other evidence that would satisfy a reasonable person) made by the employee.

#### **Unpaid Carer's Leave**

If an employee satisfies the requirement to take Carer's Leave but has exhausted their entitlement to paid Personal Leave, or the employee is a casual employee, they may access a maximum of 2 days of unpaid Carer's Leave per occasion.

### **4.7.6 Long Service Leave**

#### **Entitlement**

An employee's entitlement to Long Service leave will be in accordance with applicable State based legislation and the Construction Industry Long Service Leave Fund.

#### **Taking Long Service Leave**

Employees who have qualified for long service leave and wishing to take all or part of their long service leave entitlement should consult management prior to applying for long service leave to ensure the company can cover the employee's role while they are on long service leave. Applications for long service leave should be made **at least 3 months** in advance and will be subject to management approval.

### **4.7.7 Compassionate Leave**

#### **Entitlement**

Full-time and part-time employees are entitled to a period of 2 days paid Compassionate Leave for each occasion when an Immediate Family Member or a member of the employee's household:

- a) contracts or develops a personal illness that poses a serious threat to their life; or
- b) sustains a personal injury that poses a serious threat to their life; or
- c) dies.

#### **Taking Compassionate Leave**

An employee who is entitled to a period of compassionate leave for a particular permissible occasion is entitled to take the compassionate leave as:

- a) a single, unbroken period of 2 days; or
- b) separate periods of 1 day each; or
- c) any separate periods to which the employee and Ready Group agree.

An employee who is entitled to a period of compassionate leave because a member of the employee's immediate family or a member of the employee's household has contracted or developed a personal illness, or sustained a personal injury, is entitled to start to take the compassionate leave at any time while the illness or injury persists.

Ready Group may require the Employee to provide evidence at their discretion that would satisfy a reasonable person of the personal illness, sustained personal injury or death.

### **4.7.8 Family and Domestic Violence Leave**

#### **Entitlement**

All employees can access 10 days of paid family and domestic violence leave each year. This includes full-time, part-time and casual employees.

An employee's paid leave entitlement is available in full immediately and resets on their work anniversary. It does not accumulate from year to year.

Employees must be experiencing family and domestic violence to be eligible to take paid family and domestic violence leave.

Family and domestic violence means violent, threatening or other abusive behaviour by certain individuals known to an employee that both:



- seeks to coerce or control the employee
- causes them harm or fear.

To access paid family and domestic violence leave, the individual known to the employee could be:

- an employee's close relative
- a member of an employee's household, or
- a current or former intimate partner of an employee.

A close relative is an employee's:

- spouse or former spouse
- de facto partner or former de facto partner
- child
- parent
- grandparent
- grandchild
- sibling
- an employee's current or former spouse or de facto partner's child, parent, grandparent, grandchild or sibling, or
- a person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.

#### **4.7.9 Community Service Leave**

##### **Entitlement**

Community Service Leave refers to:

- Jury Service (including attending for jury selection) that is required by law.
- Voluntary Emergency Management Activity relating to activities involving dealing with an emergency or a natural disaster on a voluntary basis, by an employee who is a member of or associated with a recognised emergency management body.

##### **Jury Duty**

Full-time and Part-time employees are entitled to paid leave to serve on a jury up to a maximum of 10 days.

Leave will be paid as 'make-up-pay' for the first 10 days that the employee is absent for a period of jury service. Make-up pay is the difference between any jury service pay the employee receives excluding any expense – related allowances) and the employee's 'base rate of pay' for the ordinary hours they would have worked.

Base rate of pay excludes incentive-based payments and bonuses, loadings, monetary allowances, overtime and penalty rates, or any other separately identifiable amounts.

Employees must advise their Manager immediately upon being notified of their requirement to attend Jury Duty and then if selected for Jury Duty.

To be eligible for paid jury duty leave an employee must provide official evidence of attendance from the court (or other evidence that would satisfy a reasonable person) where Ready Group requires such evidence.

##### **Voluntary Emergency Management Activity**

An employee is entitled to take community service leave while they are engaged in the activity and for reasonable travel and rest time.

This leave is unpaid leave.

##### **Taking Community Service Leave**

Employees must advise their Manager of any need to take Community Service Leave. Managers must approve Community Service Leave prior to the leave being taken.

#### **4.7.10 Parental Leave**

Unpaid Parental Leave is available to employees who at the commencement of Parental Leave, have been continuously employed with the Company for 12 months or more.

Full Time and Part Time employees are entitled to up to 12 months of unpaid parental leave.

Casual employees are entitled to up to 12 months of unpaid parental leave if:

- They are a long-term casual
- Have worked on a regular and systemic basis for the past 12 months prior to the leave

Parental Leave refers to:

- Unpaid maternity, paternity, adoption and special maternity leave taken by the primary care giver.
- Unpaid leave due to the birth of a new child or adoption of a child under the age of 16 years.

Employees may take any accrued annual leave and long service leave as a part of their parental leave however total leave both paid and unpaid may not exceed 52 weeks. The portion of unpaid leave will comprise the parental leave component.

Employees who are not able to perform their usual job must provide a letter from their Doctor advising of any restrictions. Employees will then be transferred to a suitable 'safe job'.

Pregnant employees who wish to continue work six (6) weeks prior to the due date, must provide a medical certificate stating they are fit to continue work.

Employees wishing to apply for the Australian Government Paid Parental Leave Scheme should contact Centrelink directly.

Absence on parental leave is not considered an interruption to your employment, but the leave taken is not included in calculating your length of service, nor do you accrue any leave entitlements during the leave period.

When you return from parental leave, the company will make your former position available, if possible. If not, we will endeavour to find another position for you as close as possible in status and pay to your former position.

### **Taking Parental Leave**

An employee must submit a letter to their Manager and People and Compliance Manager advising of the intended start and end dates for the leave at least ten (10) weeks prior to the expected due date or adoption date along with reasonable documentary evidence of the pregnancy or adoption.

Employees are required to submit leave applications according to company processes at least 4 weeks prior to the commencement of their leave.

### **Extending Leave**

Employees can request to extend their leave for an additional twelve (12) months (maximum of 24 months on total).

At least four (4) weeks prior to the end of the employee's initial period of Parental Leave, the employee should put their request in writing outlining the reasons for the extension.

The business will provide a written response within twenty-one (21) days advising of the decision.

### **Reducing Leave**

Employees wanting to return to work before the planned date must discuss this with their Manager and the People and Compliance Manager in order to reach agreement with Ready Group for the request.

### **Returning to Work post Parental Leave**

Employees must advise if they are returning to at least four (4) weeks prior to the end of their period of Parental Leave.

Employees requesting flexible work arrangements must put their request in writing. The business will provide a written response within twenty-one (21) days advising of the decision.

## **4.7.11 Christmas Shutdown**

In line with companies in the construction industry, Ready Group shuts down over the Christmas/New Year break. You will be advised well in advance of the days that the company will be closed. You will be required to use your annual leave for those days of the shutdown that are not public holidays or weekends.

## **4.8 Media Relations**

Large sites that we work on can be newsworthy at times, attracting interest from all areas of the media. Public statements can only be made by the Managing Director. If you are approached for a comment by any representative of the media, politely decline to offer an immediate response and refer the enquiry to Management.

## 4.9 Personnel Records

Employee records are maintained in individual personnel files and contain details such as:

- Job application
- Signed employment agreement
- Job description
- Training/Induction records
- Remuneration history
- Tax details
- Performance reviews

Personnel files, including electronic copies, are the property of Ready Group and access to the information is restricted. Only the Director and People and Compliance Manager have access to these files. You have the right to examine your personnel file by giving notice in writing to the People and Compliance Manager. You will be allowed to peruse the record and take any notes you wish. The inspection shall be undertaken in the presence of Management. No records in your personnel file will be removed from the office.

To ensure that your personnel data is accurate and current at all times, you must promptly notify the People and Compliance Manager of any changes in your circumstances such as:

- Mailing address
- Email address
- Telephone numbers
- Bank account details
- Superannuation Fund details
- Individuals to be contacted in the event of an emergency

## 4.10 Position Description

Both Ready Group and you have many responsibilities under your employment agreement. Your responsibilities will be included in a position description, a copy of which will be attached to your employment agreement.

Your position description sets out what is expected of you in your job and contains details of your primary statement of duties, responsibilities, reporting relationships, and authorities. The description may be revised at any time following a major change, rationalisation, or reorganisation. In such cases you will receive an updated position description.

## 4.11 New Employee Induction

New employee induction is a formal welcoming process that is designed to make you feel comfortable, informed about the company, and well-prepared for your position.

## 4.12 Performance Review

The company may periodically evaluate an employee's performance; this will be in the form of informal and formal performance reviews. The goal of a performance review is to identify area where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases promotions and/or terminations.

All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews
- Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at will-relationship with the company.

Forward any questions about performance expectation or evaluations to the supervisor conducting the evaluation.

#### **4.13 Employment Anniversary**

As a gesture of thanks and appreciation, employees receive a gift card each year on their work anniversary. The work anniversary date is determined by the 'start date' listed in our system. The gift card value increases each year of continual service. E.g. If an employee leaves and returns, their 'start date' resets. This initiative is implemented at the discretion of management, if changes are planned or made to the initiative, employees will be notified.

#### **4.14 Insubordination**

Managers and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an employee disagrees with a Manager, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusation of insubordination avoided.

#### **4.15 Performance Improvement Policy**

All employees and contractors are expected to meet performance expectations, maintain an expected level of productivity in their work and follow all reasonable instructions. Where an employee's work performance or conduct is unsatisfactory and fails to meet expectations, Ready Group may use improvement processes to improve their performance or conduct in line with our expectations, policies, procedures and guidelines including our Code of Conduct.

Should such improvement processes be unsuccessful in improving an employee's performance, Ready Group may decide to end an employee's employment.

Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, Ready Group may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. Ready Group will give the employee the opportunity to respond to any issues of underperformance before management takes further action.

Note: If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. Ready Group will only refuse such requests on reasonable business grounds.

#### **Procedure**

##### **Performance Feedback/Counselling**

Managers are responsible for providing initial feedback to employees who are not performing to the required performance and conduct expectations and standards of Ready Group.

It is expected that Managers when providing feedback, give the employee specific details on the areas where they are not meeting expectations / job requirements and provide adequate coaching, training and assistance in order to help the employee meet expectations.

The employee should be given a reasonable opportunity and period of time to improve their performance.

Counselling may be followed by disciplinary action where Ready Group deems it to be appropriate.

The outcome of the counselling session, including any guidelines for improvement, will be confirmed in writing.

## **1. Disciplinary Action**

Disciplinary action may be applied by Ready Group where day to day support, feedback or counselling has been unsuccessful, or a breach of a standard is considered serious enough to warrant disciplinary action.

Prior to issuing a formal warning, the supervisor or manager should explain to the employee the manner in which the employee's conduct or performance is not meeting the required standard.

In the first instance, the supervisor or manager will verbally counsel the employee by informing the employee of the area(s) in which they are not meeting the required standard of performance or conduct expected by Ready Group.

Depending on the circumstances, the employee will be given an opportunity to respond to the Company's concerns and an opportunity to rectify their performance or conduct within a reasonable period of time.

Where disciplinary action is deemed appropriate by Ready Group the following steps shall be used as a guide.

- i. **Verbal Warning:** A verbal warning may be issued at any time when an employee's performance or conduct justifies the issue of a verbal warning and where a written warning is not warranted.

The Manager will discuss the identified issues with the employee and document the conversation and agreed actions. All records of discussion form part of an employee's personnel file.

- ii. **Written Warning:** A written warning may be issued at any time when an employee's performance is unsatisfactory or the employee has engaged in unsatisfactory conduct and:

- a) The employee has received an earlier verbal warning for a related issue and has not improved their conduct or performance to the satisfaction of Ready Group;
- b) The employee has previously received a verbal warning for an issue that is not directly related but is of a similar nature; or
- c) The nature of the employee's performance or conduct justifies the issue of a written warning.

- iii. **Final Written Warning:** A final written warning may be issued at any time when an employee's performance is unsatisfactory or the employee has engaged in unsatisfactory conduct and:

- a) The employee has received an earlier written warning for a related issue and has not improved their conduct or performance to the satisfaction of Ready Group;
- b) The employee has previously received a written warning for an issue that is not directly related but is of a similar nature; or
- c) The nature of the employee's performance or conduct justifies the issue of a final written warning.

- iv. **Termination of Employment:** An employee's employment may be terminated at any time when their performance is unsatisfactory or the employee has engaged in unsatisfactory conduct and:

- a) The employee has received an earlier final written warning for a related issue and has not improved their conduct or performance to the satisfaction of Ready Group;
- b) The employee has previously received a final written warning for an issue that is not directly related but is of a similar nature; or
- c) The nature of the employee's performance or conduct justifies the termination of their employment.

## **2. Summary Dismissal / Serious or Gross Misconduct**

Gross or serious misconduct are actions that are deemed serious enough to result in the immediate termination of employment (summary dismissal) without notice or payment in lieu of notice.

Serious or Gross misconduct includes:

Wilful, or deliberate behaviour or conduct by an employee that is inconsistent with the continuation of the contract of employment;

- a) Willful, or deliberate behaviour or conduct by an employee that is inconsistent with the continuation of the contract of employment;
- b) Conduct that causes imminent, and serious risk to;
  - i. The health or safety of a person; or
  - ii. The reputation, viability or profitability of Ready Group's business



The following offences are some examples of serious or gross misconduct:

- Theft (of property belonging to Ready Group, our staff or our customers)
- Deliberate falsification of time sheets, reports, accounts, expense claims, self-certification forms or references
- Deliberate misuse of time and attendance procedures
- Serious breach of any WH&S standards/legislation
- Fraud – deliberately defrauding Ready Group, its staff, suppliers or customers
- Malicious damage to property belonging to Ready Group, its staff or customers
- Serious acts of insubordination
- Gross underperformance
- Sexual misconduct at work or sexual harassment
- Discrimination on the grounds of sex, race, ethnic origin, nationality or disability
- Unauthorised disclosure of confidential information
- Serious breach of the company's systems/internet/e-mail and social media policy

These offences are not exclusive or exhaustive and offences of a similar nature will be dealt with under this procedure.

In most circumstances, it will be appropriate to give an employee a verbal, written and final written warning prior to proceeding to termination of employment. However, Ready Group reserves its right to bypass or not apply prior written warnings in circumstances where the nature of an employee's performance or conduct justifies this approach.

### **3. Nature of Warnings**

When a warning is issued, the person issuing the warning should outline:

- a) The nature of the employee's unsatisfactory conduct or performance;
- b) The improvement required;
- c) A date on which the employee's performance or conduct will be reviewed; and
- d) The consequences of not achieving Ready Group's expectations.

If an employee is issued with a written warning, the employee will be provided with a copy, and a copy will be placed on the employee's personnel file.

### **4. Alternative Disciplinary Action**

Nothing in this policy prevents Ready Group from implementing alternative disciplinary action in addition to, or instead of, the warnings listed above. Alternative disciplinary action may include (but is not limited to) demotion, loss of supervisory responsibilities and/or withdrawal of benefits.

### **5. Support Person**

Employees should always be offered to bring along an appropriate support person to be present during counselling or disciplinary meetings. Any employee requests to do so will not be unreasonably refused by Ready Group.

The role of a support person is to provide moral and emotional support. They should not participate in the discussion or advocate for the employee.

They are permitted to take written notes and speak directly to the employee.

Where a Support Person becomes disruptive, they will be asked to leave the discussion.

### **6. Investigation and Suspension of Employment**

In certain circumstances, it may be appropriate for Ready Group to conduct an investigation into allegations of unacceptable work performance or conduct.

During the investigation process, it is possible that in some circumstances an employee may be suspended with or without pay at Ready Group's discretion. In the event that an employee is suspended they are required to be available to assist Ready Group with its investigations and to comply with Ready Group's reasonable directions.

Investigations and involvement of statutory authorities and the Police may occur for any criminal activities or statutory breaches.

## **4.16 Termination**

Employment with company is on an at-will basis and may be terminated voluntarily or involuntarily at any time. Upon termination, an employee is required:

- To continue to work until the last scheduled day of employment;

- To turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work;
- To return all uniforms, files, documents, equipment, keys, software, or other property belonging to the company that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor;

Termination payments are set according to legislation and the relevant industrial instrument. Your termination payment will be paid in your normal pay run unless otherwise stated. A final will be provided, showing all payments made to you at the completion of your employment.

#### **4.17 Summary Dismissal**

The Counselling and Discipline Procedure shall not limit the right of Ready Group to summarily dismiss you for serious or wilful misconduct. You may be dismissed without warning for acts of misconduct. Incidents of misconduct that may lead to instant dismissal include:

- Being at work under the influence of alcohol or other drugs
- Possessing, taking or selling illegal drugs on Ready Group premises or it's client's premises
- Unauthorised possession or consumption of alcohol by employees on Ready Group premises or it's client's premises
- Theft or willful damage of Ready Group clients or other employee's property Borrowing items from Ready Group without permission will be considered theft
- Jeopardising your own safety or that of another person
- Falsifying timesheets
- Disloyalty to Ready Group

This list is not exhaustive.

### **5.0 Safety**

Our operations have potential dangers, such as heavy machinery, vehicles and extensive manual handling. Ready Group provides safety equipment, procedures, and training to all employees but, ultimately, safety depends on your safety-consciousness. You must always have a positive and active approach to safety. This means:

- Knowing how to do your job safely and following the correct work procedures;
- Wearing and using the correct safety equipment;
- Being aware of the hazards of your work environment;
- Knowing the layout of your site, extinguishers and exits;
- Knowing the site emergency procedures;
- Being fully alert;
- Not working under the influence of medications, alcohol, or other drugs that may impair your abilities; and
- Never playing practical jokes on others.

Ready Group has developed a comprehensive WH&S Policies and Procedures Manual that you will be required to read, understand, and evidence by signing. This handbook only provides an overview of the company's safety policies and procedures and if you require further detail refer to the WH&S Policies and Procedures Manual.

#### **5.1 Workplace Health and Safety Consultation and Participation**

Consultation is a legal requirement and an essential part of managing health and safety risks. A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about health and safety concerns and works together to find solutions.

Benefits of effective WH&S consultation and participation;

- Greater awareness and commitment; workers who have been actively involved in how health and safety decisions are made will better understand the decisions
- Positive working relationships; understanding the views of others leads to greater cooperation and trust

When Ready Group consults with workers and contractors on WH&S issues;

- Identifying hazards and assessing risks to health and safety arising from the work carried out or to be carried out
- Making decisions about ways to eliminate or minimise those risks
- Making decisions about the adequacy of facilities for the welfare of workers
- Proposing changes that may affect the health or safety of your workers, and
- Making decisions about procedures for consulting with workers; resolving health or safety issues at the workplace; monitoring health of your workers; monitoring the conditions at the workplace under your management or control and providing information and training for your workers.

How Ready Group will consult with all workers and contractors on WH&S issues:

- At toolbox meetings where anyone can raise issues for discussion
- Informally during the planning of activities or the development of Safe Work Method Statements when changes to workplace arrangements could affect the health and safety of workers
- During investigations into any incident to establish details of the incident or to formulate corrective action to prevent the incident re-occurring
- When the need arises

Ready Group's management meets regularly to discuss WH&S issues. They consider any aspect of health and safety in the workplace, including:

- OHS policy, safety programs, and training;
- Work procedures rules and regulations; and
- Plant inspections, audits, non-conformances, accident investigations, performance statistics, and other records.

Day-to-day safety issues must be referred to Management immediately, especially if you become aware of any hazardous situations, dangerous incidents, or any other health or safety matter that you think needs immediate attention.

All employees of Ready Group have the ability to cease work if they deem it to be unsafe.

**Refer to Work, Health and Safety Act 2011 Part 5, Division 6.**

<https://www.legislation.gov.au/Details/C2018C00293>

#### **Right of work to cease unsafe work**

A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard.

#### **Worker to notify if ceases work**

A worker who ceases work under this Division must:

- as soon as practicable, notify the person conducting the business or undertaking that the worker has ceased work under this Division unless the worker ceased work under a direction from a health and safety representative; and
- remain available to carry out suitable alternative work.

## **5.2 Safety Training**

Safety training is an integral part of all workplace training. This reflects the fact you do not know how to do the job unless you know how to do it safely. Ready Group has a continuing commitment to train all staff in OH&S. You should request training if you believe that training would assist you to do your job in a safer way.

## **5.3 Emergency Evacuation Procedures**

Prompt and effective emergency response reduces potential accidental injury and losses. During an emergency there is no time to decide who is in charge, to identify sources of help, or to train people for emergency response. These things must be done in advance and, therefore, Ready Group has developed a specific procedure for its office in Riverstone, NSW.

## 5.4 Safety Controls

Ready Group has adopted a risk assessment approach to safety that includes the use of controls measures that involves one or more of the following:

- Eliminate the risk;
- However, if elimination is not possible, substitute a lesser risk;
- If substitution is not possible; control the risk by engineering means;
- If engineering means are not possible or completely effective control the risk by the introduction of administrative means, e.g. job rotation, increased training;
- If none of the above is appropriate use Personal Protective Equipment (PPE).

In many cases, it will be necessary to use more than one control method. Back-up controls (such as PPE and administrative controls) should only be used as a last resort or as a support to other control measures. Ready Group's approach to the protection of the environment follows a similar line as that for safety and controls measures taken to reduce adverse impacts on the environment from our operations include:

- Elimination;
- Reduction;
- Repair/Re-use;
- Recycling on-site;
- Recycling off-site;
- Treatment; and/or
- Disposal

*Document Control*

*Version: 5.0*

*Dated: 1.04.2025*

*Position: People and Compliance Manager*

*Signed: KB*

*UNCONTROLLED WHEN PRINTED*

## 6.0 Acknowledgement of Receipt

This Employee Induction Manual does not constitute a contract of employment either in whole or in part. It is intended to outline the benefits and work requirements for all employees. Ready Group reserves the right to add, delete, or change any portion of the Induction Manual with or without notice.

### Employee Information

Your name:

Your position title:

Your starting date:

**I acknowledge receipt of, and have read, the Employee Induction Manual that outlines my benefits and obligations as an employee of Ready Group. I understand the standards of conduct and each of the rules and regulations which I am expected to follow, as well as the additional policies. I agree to abide by all of them.**

Signature:

Date: