

2025

Employee Handbook



READY
GROUP

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1.0 READY GROUP

1.1 Introduction

Welcome to Ready Group, we are delighted that you have made the decision to join our team. We are confident that you will enjoy your time at Ready Group and we are pleased to provide you with the information and tools that you will need to feel comfortable during your employment with us.

1.2 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.

1.3 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.

1.4 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

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People and Compliance Manager

Katherine Burnett

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1.5 Vision Statement

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

1.6 Mission Statement

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

1.7 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 also 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.

1.8 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 a number of 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. Policy content is provided below. These contents are also made available in other locations throughout the company and our documented system.

Ready Group policies have been determined at three specific levels:

- Core policies (Quality, Environment & Safety)
- Corporate policies
- Safety policies

This manual contains the Company's policy statements. 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 of the policies.

If you have any questions in relation to any of the policies below, 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 Occupational Health and Safety Policy (OH&S)

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 (OH&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 OH&S risks and opportunities.

Our OH&S policy includes the following key commitments:

1. 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.

2. Framework for Setting OH&S Objectives:

To ensure continuous improvement in our OH&S performance, we have established a systematic framework for setting and reviewing OH&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 OH&S performance.

3. Fulfillment of Legal and Other Requirements:

Compliance with all applicable OH&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 OH&S obligations that apply to our company in order 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.

4. Hazard Elimination and Risk Reduction:

To safeguard the well-being of our workforce, we pledge to proactively identify hazards and assess OH&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.

5. Continual Improvement of OH&S Management System:

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

6. Consultation and Participation of Workers:

We recognise that the active involvement of our workers is vital to the success of our OH&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 OH&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

A summary of our corporate policies are outlined below;

2.2.1 Social Media Policy

Purpose

Our Social Media Policy provides a framework for using social media. Social media is a place where people exchange information, opinions and experiences to learn, develop and have fun. Whether you're handling a company account or using one of your own, you should remain productive and avoid damaging our organisation in any way. This policy provides practical advice to avoid issues that might arise by careless use of social media in the workplace.

Scope

We expect all our employees to follow this policy.

By "social media", we refer to a variety of online communities like blogs, social networks, chat rooms and forums – not just platforms like Facebook or Twitter, Instagram and LinkedIn.

This policy is built around two different elements: using personal social media at work and representing our company through social media.

Policy

Using personal social media

We allow our employees to access their personal accounts at work. However, we expect you to act responsibly and ensure your productivity isn't affected.

The personal use of social networking sites is strictly limited to designated work breaks and should not be accessed while on site.

We ask you to be mindful of what you post on social media to ensure ongoing positive interactions with your fellow colleagues and expect you to adhere to our confidentiality

policies at all times whilst ensuring not to violate any of conduct expectations including our anti-harassment policies etc.

We expect all team members to:

- Ensure any personal use of social media does not compromise their ability to perform their job responsibilities and meet performance expectations.
- Make it clear that the stated views are your own and not that of Space Between. We advise using a disclaimer such as “opinions are my own” to avoid misunderstandings.
- Ensure that all content published is accurate and not misleading nor distasteful or defamatory towards the company, its team members and associated clients, suppliers or business partners.
- Avoid sharing intellectual property like trademarks on a personal account without approval. Confidentiality policies and laws always apply.
- Not create any groups or pages associated with Ready Group or representing Ready Group including for work-related purposes, on any social media platforms.
- Not discuss company business and ensure any information related to the company’s upcoming activity remains undisclosed until the company publicly publishes such information.
- Refrain from displaying anything that would have a negative impact on the Company’s image or reputation.
- Ensure to not use social media to bully, harass, discriminate against or vilify any team members or external clients, suppliers, contractors or business partners.
- Refrain from using sites as a forum to publicise workplace disputes.
- Be polite and respectful to all people you interact with.

Representing Ready Group

Some employees represent our company by handling corporate social media accounts or speak on our company’s behalf. When you’re sitting behind a company social media account, we expect you to act carefully and responsibly to protect our company’s image and reputation.

Ready Group may capture photos and video of employees during the course of their work. These images and videos may be used for promotional and marketing purposes, including but not limited to social media, the company website, newsletters and other promotional materials.

By continuing employment with Ready Group, employees consent to the use of their likeness in photos and videos as described above. If an employee has concerns or wishes to opt-out, they should notify the HR Manager in writing.

We expect all team members authorised to represent Ready Group on social media to:

- **Be respectful, polite and patient**, when engaging in conversations on our company’s behalf. You should be extra careful when making declarations or promises towards customers and stakeholders.

- **Avoid speaking on matters outside your field of expertise** when possible. Everyone should be careful not to answer questions or make statements that fall under somebody else's responsibility.
- **Follow our confidentiality policy and data protection policy** and observe laws on copyright, trademarks, plagiarism and fair use.
- **Inform your Manager** when you're about to share any major-impact content.
- **Avoid deleting or ignoring comments** for no reason. We expect team members to listen and reply to criticism in a professional manner.
- **Never post discriminatory, offensive or defamatory** content and commentary.
- **Correct or remove** any misleading or false content as quickly as possible.

Disciplinary Consequences

We'll monitor all social media postings on our company account.

Where any breaches to the above expectations have occurred or where deemed appropriate, we may take disciplinary action leading up to and including termination whether the breach was inadvertent or not.

2.2.2 Artificial Intelligence (AI) Policy

At Ready Group Pty Ltd, we recognise the transformative potential of Artificial Intelligence (AI), for example ChatGPT, in enhancing our business operations, driving innovation and providing better services to our clients. This policy outlines the guidelines for the ethical and responsible use of AI by employees within our organisation.

1. Purpose

The purpose of this policy is to:

- Ensure the ethical use of AI technologies
- Protect the privacy and rights of individuals.
- Maintain transparency in AI-related activities.
- Promote a culture of accountability and responsibility.

2. Scope

This policy applies to all employees, contractors, and partners of Ready Group Pty Ltd who engage with AI technologies or systems within the scope of their work.

3. Guiding Principles

- **Ethical Use:** AI technologies must be used in a manner that is ethical and respects human rights and dignity.
- **Transparency:** Employees must ensure transparency in AI processes and decision-making. AI systems should be explainable and understandable.
- **Privacy and Security:** The use of AI must comply with all relevant privacy laws and regulations, including the Australian Privacy Principles (APPs). Data security must be a priority to prevent unauthorised access or misuse. When using AI – for example ChatGPT, it is important to not use identifying or personal information about Ready Group, our employees, clients and suppliers.

- **Accountability:** Employees are responsible for the outcomes of AI systems they design, deploy, or operate. Any biases or errors must be promptly addressed.
- **Compliance:** AI usage must adhere to all applicable laws, regulations, and industry standards.

4. Responsibilities

- **Management:** Ensure the implementation of this policy and provide necessary resources and training.
- **All Employees:** Use AI systems responsibly and report any concerns or potential breaches of this policy to the management.

5. Data Management

- **Data Collection:** Ensure that data collected for AI purposes is relevant, accurate, and obtained lawfully.
- **Data Usage:** Use data solely for the purposes for which it was collected and ensure it is handled in compliance with privacy laws.
- **Data Storage:** Store data securely to protect against unauthorised access, loss, or corruption.
- **Data Sharing:** Share data with third parties only when necessary and with appropriate safeguards in place.

6. AI System Development and Deployment

- **Design:** Incorporate ethical considerations, fairness, and transparency from the design phase.
- **Testing:** Conduct thorough testing to identify and mitigate biases, errors, or unintended consequences.
- **Monitoring:** Continuously monitor AI systems for performance, fairness, and compliance with ethical standards.

7. Training and Awareness

Provide regular training to employees on AI ethics, privacy, security, and compliance. Promote awareness of the potential impacts and responsibilities associated with AI technologies.

8. Reporting and Accountability

- **Incident Reporting:** Employees must report any incidents or concerns related to AI systems to their manager or the designated compliance officer.
- **Investigation:** All reports will be investigated promptly, and appropriate action will be taken to address any issues.
- **Accountability:** Employees found in violation of this policy may face disciplinary action, up to and including termination of employment.

9. Review and Update

This policy will be reviewed regularly and updated as necessary to reflect changes in laws, regulations, and advancements in AI technology.

10. Contact Information

For questions or concerns regarding this policy, please contact the HR Manager at Ready Group.

2.2.3 Workplace Surveillance Policy

Technology improvements have made devices which fall within the statutory definition of surveillance devices commonplace. During normal operations, Ready Group uses these devices and the information and data they generate due to the business benefits they provide. These benefits include, but are not limited to:

- Potential to deter vandalism and/or possible assailants
- Reduce the safety risks associated with workers, customers and others in the workplace
- Using data and information to defend employees against incorrect allegations
- Increasing information available when conducting investigations (e.g. code of conduct and fraud related complaints)

The Workplace Surveillance Act 2005 (NSW) (WS Act) sets out the legal requirements regarding the use of these devices and information generated by them. The Purpose of this Policy is to:

- detail Ready Group's commitment to ensuring that it complies with the requirements of this legislation
- explain to employees the types of surveillance that may be carried out in the workplace and
- explain the responsibilities of management regarding the introduction of workplace surveillance

Where there is an inconsistency between this Policy and the WS Act, the WS Act prevails. This Policy applies to all employees. This Policy does not form part of any employee's contract of employment.

2.3 Safety Policies

2.3.1 Fitness for Work - Drug and Alcohol Policy

Health and safety is a foundation value of our Company. Ready Group is committed to providing a safe workplace for our employees, subcontractors, suppliers, clients and associated stakeholders. For this reason, it is our objective to maintain a work environment in which the safety and the optimum performance of employees is not adversely affected by the use of alcohol or other drugs.

Under the state laws, Ready Group has an obligation to provide a safe working environment. As such, in line with our OH&S Policy, all employees, subcontractors, suppliers, clients and associated stakeholders engaged on a site that Ready Group is working on are not to be under the influence of alcohol or drugs during working hours

and must at all times carry out their duties and responsibilities in a safe manner. and in a fit state to work safety to minimise risks to themselves and their work mates. Ready Group is committed to ensuring that a safe, healthy and productive workplace is provided for all employees and contractors.

Where applicable, Ready Group will also comply with the requirements of a client or principal contractor's alcohol and drug policy and fitness for work program. This may include on site testing. Principal contractors are required to test for the following substances; Alcohol, Opiates, THC, Cocaine, Benzodiazepines, Amphetamines and Methamphetamines.

Employees who arrive at a Ready Group workplace under the influence of alcohol or drugs will be considered unfit for work. If you are taking prescription medicine that may have an adverse affect when driving or operating machinery or that may be detected during a random drug and alcohol test, you are required to notify the relevant Ready Group supervisor.

Please note that Ready Group reserves the right to carry out drug and alcohol testing for employees on a random or with cause basis.

This policy is applicable to all company workplaces and worksites, including motor vehicles.

Any breach of the above policy will be viewed as serious misconduct with grounds for disciplinary action and may result in immediate dismissal.

Mandatory Rules

Any individual who is adversely affected by alcohol and another drug will not be allowed to work until they are fit to do so. If an individual affected by alcohol or other drugs are sent home to recover, they will not be paid for the lost time. Disciplinary action may be taken on return to work.

Where an employee is on prescribed medication which may impair their judgement or performance, they must notify their supervisor and may be required to take sick leave.

The Supervisor/Manager will:

- Act on suspicion of an individual being affected by drugs or alcohol (suspicion may be a result of observing impaired coordination, judgement, intellectual capacity or slurred speech, headache, nausea, vomiting, loss of inhibitions or smell of alcohol).

and/or

- act in response to any accident resulting in damage to property or injury to people that is expected to incur an insurance claim, or a near miss that could have resulted in a death, permanent impairment, personal, plant or property damage.

The Supervisor/Manager will instruct any such person to immediately leave the workplace. That person must comply with the direction given by the Company. If necessary the Supervisor/Manager shall assist with arrangements to ensure the individual arrives home safely.

The affected individuals are not to be permitted back into the workplace until they are deemed to be free of any influence of drugs or alcohol.

Employees and contractors are required to abide by the site rules in workplaces not controlled by Ready Group.

No intoxicating liquor or drugs shall be brought into a Ready Group workplace.

2.3.2 Responsible Serving of Alcohol

The Managing Director shall have the discretion to permit limited alcohol consumption on and off Company premises for events, functions, workplace BBQs and the like. In such circumstances it is the responsibility of the employee or contractor to ensure they are not over the legal limit to drive home or arrange alternative safe transportation home.

Responsibilities

Management

Managers and Supervisors are responsible for the effective implementation of this policy in Ready Group's workplace. Specifically, they will;

- Lead by example in the implementation of the policy through demonstrated behaviour
- Reiterate the induction briefing
- Ensure the policy is applied fairly and consistently
- Respect the confidentiality of all employee personal issues
- Ensure that all sub-contractors are aware of the policy and any particular variations in regard to its implementation and enforcement on the work being performed (e.g. client zero tolerance requirement)
- Ensure timely, appropriate and effective provision of assistance.

Employee/Contractor

All employees and contractors have a duty of care to take reasonable care so as not to expose themselves or work colleagues to unnecessary risks. They are required to

- Present themselves for work in a condition free from the effects of drugs and/or alcohol
- Notify their manager/supervisor of any concerns as to the condition of any personal in their workplace
- Comply with this policy, including agreeing to leave the workplace if so directed by their supervisor/manager.

Available Assistance

Employees seeking in matters to do with drugs/alcohol will be provided with appropriate assistance, support and access to relevant programs. The level of assistance provided by Ready Group will be assessed on an individual basis through consultation between the employee, the provider, and Ready Group management. The Company will ensure that absolute confidentiality is maintained.

2.3.3 Sun Safe Policy

This policy aims to:

- Provide appropriate sun protection control measures to ensure a safe working environment.
- Provide ongoing education that promotes personal responsibility for skin cancer prevention.

Our Commitment

This organisation will reduce workers' exposure to UV radiation by always requiring the use of sun protection measures by outdoor workers when working outdoors for extended periods, in alpine regions, or near highly reflective surfaces.

Controls

Management will where possible:

- Provide shaded areas or temporary shade for work.
- Provide indoor areas or shaded outdoor areas for rest/meal breaks.
- When possible, move work away from reflective surfaces such as concrete slabs.
- Ensure each worker is abiding by the required sun protection measures

Personal Protective Equipment and Clothing

Workers who work outdoors will be provided with the following personal protective equipment, which must be worn when working outdoors:

- Long-sleeved shirt with a collar made from material with an ultraviolet protection factor (UPF) of 50+.
- Trousers made from UPF50+ material.
- A sun-protective hat that shades the face, head, ears and neck, is made from UPF50+ material, and is in a broad-brimmed, bucket or legionnaire style.
- Attachable brims and neck flaps when wearing a hard hat.
- Broad-spectrum, water-resistant sunscreen with a sun protection factor (SPF) of 30+ or higher, that is applied generously 20 minutes before going outdoors so that it can be absorbed and reapplied at a minimum of every two hours. Sunscreen should be stored in a cool place (below 30°C) to prevent deterioration and reduction in effectiveness. The expiry date on the bottle should also be checked and adhered to. Sunglasses that are close fitting, have a wrap-around style and have an eye protection factor of 9 or 10, or meet Australian Standards (AS/NZS 1067:2003) or safety glasses (AS/NZS 1337.1:2010).
- A lip balm containing SPF30+ or higher is also recommended.

Commitment

Management will:

- Provide training to workers to enable them to work safely in the sun.
- Ensure that training is provided as part of induction for new workers.
- Ensure that managers and supervisors act as positive role models.
- Adopt sun protection practices during all company social events.
- Ensure that the sun protection policy and requirements are made available to staff, contractors and visitors.
- Monitor the use of sun protection control measures to ensure compliance.
- Ensure that injury reporting procedures are followed when an incident of sunburn occurs in the workplace.

Workers will:

- Cooperate with all measures introduced by management to minimise the risks associated with exposure to UV radiation.
- Comply with instructions and advice regarding the use of sun protection control measures.
- Participate in sun protection education programs.
- Act as positive role models.
- Be responsible for their own sun-protective practices at work.

2.3.4 Smoking in the Workplace Policy

In keeping with our policy of promoting a safe and healthy working environment, employees are not allowed smoking breaks whilst working. Smoking is prohibited in vehicles. If you wish to smoke, then you may do so outdoors in the designated smoking area at the yard during your break.

2.3.5 Infectious Disease & Illness Policy

Ready Group is committed to the health and wellbeing of all its workers. Ready Group undertakes activities in diverse work environments. As a result, employees may at some time be exposed to a potential infection from the general environment and during the course of their work activities.

This policy applies to all Ready Group staff members and subcontractors who may potentially be exposed to an infectious disease whilst carrying out their role with the Company. Ready Group will establish systems that eliminate and/or minimise the risk of transmission of infectious diseases at Ready Group workplaces. Successful infection control is critical to maintaining a safe work environment.

2.3.6 Handling Asbestos Policy

The nature of Ready Group's business means that its operators may come into contact with asbestos during excavation on construction sites.

Ready Group will ensure:

- All operators understand our procedures for asbestos and follow the correct removal processes
- All operators are trained in non-friable asbestos and use the appropriate personal protective equipment
- Only licensed asbestos removalists are used to remove asbestos where the quantity to be removed exceeds the 10 square metre limit or is friable
- The correct controls are in place before any removal of asbestos commences
- There is appropriate signage of such areas (this may be the responsibility of the head contractor of the site Ready Group works on. Ready Group will check to ensure that appropriate signage is visible)
- Workers have been instructed about the importance of not disturbing or breaking friable asbestos products
- Any asbestos contaminated slurry is dumped correctly

When an unexpected find of asbestos containing material is found on site, the following actions shall be taken.

- Ready Group operator is to notify the supervisor on site
- Work is to cease until clear instructions are received from the OHS site supervisor
- Ready Group operators are NOT to suck up any asbestos contained waste UNTIL they get clearance from a certified dumping facility that they can safely dispose of the contaminated waste at their facility
- If asbestos waste is sucked up into the tank and dumped, Ready Group operator must then clean the truck, unit and filters thoroughly, whilst wearing appropriate safety gear

Health Monitoring

Ready Group has considered and continues to consider the need to conduct health monitoring to monitor potential, typically cumulative, effects of exposure to specific hazards. Work carried out at construction sites that have asbestos contamination has been identified as a hazardous activity that our Operators engage in.

While work at such sites is sporadic and the appropriate safety gear is worn, Ready Group has implemented a health monitoring procedure to identify any (potential) areas of concern. Operators are to complete an employment medical exam which is to include a baseline lung function test upon completion of the probation period with Ready Group. Further health monitoring of the Operators is to be completed every 3 years.

Ready Group has referred to the Australian Government – Asbestos Safety and Eradication Agency fact sheet ‘Medical Surveillance and advice on post-asbestos exposure’ as well as the Safe Work Australia ‘Health Monitoring – Guide for asbestos’ document when forming this policy.

3.0 INTRODUCTION

3.1 Human Resources

The HR 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. Some of these human resources activities are as follows:

- Recruitment and selection;
- Employee induction training and development;
- Employment agreements;
- Conditions of employment;
- OH&S as it affects employees;
- Workers' compensation and rehabilitation;
- Performance management and counselling;
- Wage, salary, and benefits management; and
- Superannuation fund matters.

If you want to discuss any aspect of your employment or raise issues or concerns, please contact the HR 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 Occupational 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:

1. First, the employee should attempt to resolve the matter directly with the parties involved.
2. 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.
3. 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

1. 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).
2. Their preferred outcome of resolution.

3. 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.
4. The manager may also need to approach any identified witnesses in an effort to accurately understand the situation.
5. The manager or business will then make a determination in relation to the matter and inform all relevant parties of the outcome of the investigation.
6. 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.

3.7 Career Paths and Internal Job Application

A career path is a sequence of positions you may take within the company and the skills you may gain during your work life. This progression and development is unlikely to follow a fixed pattern from start to finish; but nor is it a matter of chance. It involves planning and actively seeking opportunities for development and advancement in the directions you want to pursue.

To encourage employees to take new job opportunities, positions vacant are generally advertised internally and preferential consideration is given to internal applicants. This does not mean, however, that an internal applicant will necessarily be given the job. The successful applicant will be the person with the skills, qualifications, aptitude, and personal qualities best suited to the position.

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.

Your wages are calculated on the basis of your 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 will be required to confirm in writing the account details for your pay to be deposited prior to receiving your first pay. You can change your banking details simply by notifying the office in writing.

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 a shift on time. It is your responsibility to allow enough time to get to the truck yard and prepare for your shift, carry out pre start requirements and arrive to site on time. If an employee arrives to a shift late, they will receive a written notice. 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. In particular, 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) A spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee;
- b) A child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.
- c) **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 admin@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, step-parents and step-children) 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.

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 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.

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 HR 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 Human Resources 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

4.8 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.

4.9 Supplies and Expenditures Obligating the Company

Only authorised persons may purchase supplies in Ready Group's name. An employee whose regular duties do not include purchasing cannot incur any expense on Ready Group's behalf or bind it by any promise or representation without written approval.

Failure to observe this important requirement could result in disciplinary action. Employees who purchase supplies in Ready Group's name MUST reference the truck registration number that the supplies are for (if applicable) at time of purchase.

4.10 Employment of Friends and Relatives

It is the highest compliment that you may recommend your friends and relatives to the company for employment. We welcome the opportunity to assess their suitability for any

position. However, they will need to progress via the normal external and internal recruitment channels and there will be no preferential treatment given.

4.11 Personal Effects Left on Company Premises

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office that may be damaged or lost. Ready Group assumes no risk for any loss or damage to personal property.

4.12 Dress Standards in the Workplace

It is important for the reputation and the success of Ready Group that we present a professional and appropriate appearance to our clients and the general public. Each employee is an ambassador and therefore needs to present a neat and tidy appearance that is appropriate to their role. This is especially important when having direct contact with clients.

If you are provided with a Ready Group uniform, you are required to wear it. Uniforms including high-vis shirts and pants must not display other company's logos and must be kept neat, tidy and clean at all times. The wearing of safety boots and company issued Personal Protective Equipment is compulsory on worksites. Closed in footwear is compulsory in the office.

Safety aspects of clothing should be considered at all times. Clothes that present a health and safety risk (for example, a 'hoodie' jumper, with the hood hanging out) will not be acceptable. Jewellery must be taken off prior to each shift if operating Vacuum Trucks. The company's restriction on the wearing of jewellery on any worksites exists in order to reduce the risk of injury to employees.

Employees must take responsibility for their own hygiene, which includes general cleanliness and the use of deodorant. Religious and cultural beliefs will also be taken into consideration, as will comfort for varying physical situations. If you have any specific clothing requirements, please discuss these with Management.

4.13 Outside Employment

As a condition of your employment, you must undertake to devote the whole of your time and attention during normal working hours to your responsibilities, as detailed in your job description. You may not be engaged, concerned, or interested in any other business, or occupation, whatsoever without Ready Group's prior written consent.

Ready Group's office space, equipment, and materials are not to be used for outside employment. If you have been assigned a company vehicle you may not use it to transport large personal items between locations.

4.14 Expense Policy

Where you incur expenses in the course of your duties, you are entitled to have these expenses reimbursed in accordance with this policy. You are required to obtain a TAX INVOICE (not a 'customer copy' receipt) for all expenses incurred, with copies provided

via the *Reimbursement Form* located in Formitize, as set out below. You are responsible for ensuring that all expenses claimed by you are reasonable and legitimate. Any attempt to falsify expenses, or otherwise claim expenses that are not work-related, is viewed as serious misconduct that will result in disciplinary proceedings and may result in the termination of your employment.

Work related expenses will only be reimbursed when the correct procedure is followed. When seeking reimbursement for work related expenses, you are required to;

Complete the '*Reimbursement Form*' located in Formitize in full, attaching a clear tax invoice/receipt to the form.

Circumstances in which an Expense Claim may be refused:

- Where no receipt is provided
- Where expenses incurred are considered by Ready Group to be unreasonable, unnecessary or excessive
- Where expenses are incurred without the prior authorisation of Management where specifically required
- Failure to follow the procedure for claiming expenses

4.15 Computers, Internet and Technology Policy

Ready Group will provide certain positions various IT systems, including computers, Internet, email and mobile devices, which are provided to facilitate business usage and are subject to the terms and conditions of this policy. Activities in breach of this policy may result in disciplinary action.

Your entitlements

Ready Group recognises that its Systems are an essential tool of doing business. You are encouraged to make full use of the Systems in an appropriate and business-like manner in order to perform your duties. You are permitted to use the Systems for personal use to a limited and reasonable extent. Any such personal usage should be strictly limited to designated breaks or after work and under no circumstances should any data or information which is personal in nature be stored upon the Systems.

Your Responsibilities

As a minimum, you are required to act within the laws of the relevant state and federal government, and those requirements should be read in conjunction with this policy. The inappropriate use of the Systems can lead to damage or failure of those Systems, circulation of offensive material, breaches of confidentiality, financial loss, lost productivity and public damage to Ready Group's image or reputation.

Upon this basis, your specific responsibilities and obligations, in conjunction with the terms and conditions of this policy include:

1. Web Publishing

You are not permitted to establish new internet web pages which in any way deal with Ready Group and its affairs, or make modifications to existing web pages, without the prior approval of Management. This approval is required to ensure that all posted material is consistent and professional in its appearance, aligned with business goals, and is protected by adequate security measures.

2. Intellectual Property Rights

Ready Group requires strict adherence to any software vendor's license agreements. Any use of the Systems in a manner that is inconsistent with a software vendor's license is strictly forbidden. Similarly, the reproduction, forwarding or redistributing words, graphics, or other materials must be done only with the permission of the author/owner. Users should assume that all materials on the Internet are subject to copyright unless a specific notice states otherwise.

3. Privacy

When using the Systems you should consider that your communications are not automatically protected from viewing by third parties. Unless encryption is used, you should consider that this is a possibility before sending information over the Internet, particularly if it could be considered to be confidential or private in nature.

4. Competing Interest

The Systems are not to be used for charitable endeavours, private business activities, or amusement/entertainment purposes without the prior approval of Management, subject to your above entitlements.

5. User Passwords and Accountability

To prevent unauthorised parties from obtaining access to the Systems, you must choose passwords which are difficult to guess. Your individual password should never be shared or revealed to anyone else unless authorised by Management. Such actions have the potential to threaten the integrity of the Systems and will result in you being held personally responsible for actions the other party takes with the password. If you need to share an account or password for whatever reason, it must be authorised in advance by Management. Where a need to share data exists, steps should be taken wherever possible to utilise message forwarding facilities, public directories on local area network servers, and other authorised information-sharing mechanisms rather than sharing an account or password.

6. Contents of Messages

When using the Systems, you must at all times do so in a professional manner. In particular, you must not use profanity, obscenities, or derogatory remarks in electronic communications, nor should it include any confidential or sensitive information relating to another employee, customers, clients, competitors, or the affair of the business. All use of the Systems should be made in consideration of the fact that it may create legal liability, especially since emails could be legally discovered and used against Ready

Group. Special caution is warranted because back-up and archival copies of electronic information may actually be more permanent and more readily accessed than traditional paper communications.

7. Handling Information about Security

You must promptly report all information security alerts, warnings, suspected vulnerabilities, and the like to Management.

8. Public Representations

No web page, electronic mail message, or any other public representation about Ready Group may be issued unless it has first been approved by Management.

9. Harassing or Offensive Materials

The transmission or storage of sexual, offensive or racist material is strictly prohibited. Users are encouraged to respond directly to the originator if any such communication is received and instruct that they stop sending such material. If the originator does not promptly stop such communications you must immediately report the matter to Management for further action. Under no circumstances should any employee originate or re-distribute such material which is viewed as serious misconduct in and of itself. Such conduct will result in disciplinary proceedings and may result in the termination of your employment. Ready Group retains the right to remove from its Systems any material which it views as offensive or inappropriate.

10. Social Networking

Any personal use of social networking sites should be in no way associated with your employment or with Ready Group. The personal use of social networking sites is strictly limited to designated work breaks and should not be accessed while on site. Care should also be taken not to post any comments or blogs which breach your ongoing obligations of confidentiality, may bring Ready Group into disrepute, or may be viewed as insulting, offensive as it relates to colleagues, suppliers, contacts, clients or customers. Please refer to the Social Media Policy for further information.

Surveillance and Privacy Waiver

All data created, stored or transmitted upon the Systems as work product and, as such, expressly reserves the right to monitor and review any data upon the System, including your usage and history, on an intermittent basis without notice.

In addition to this, Ready Group has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor its Systems, including but not limited to:

- Monitoring sites users visit on the internet
- Monitoring time spent on the internet
- Reviewing material downloaded or uploaded
- Reviewing emails sent and received

Information reports will be available to Ready Group which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of area for personal development.

Policy Breaches

Without limiting Ready Group's rights and/or remedies under law and/or contract, if you are found to have been involved in activities which breach this policy you may be subject to disciplinary action that may result in your access to the Systems being revoked. For serious or repeated breaches your employment may be terminated. The matter may also be referred to the police for investigation and/or civil proceedings may be initiated, if considered appropriate.

4.24 Mobile Phone Policy

Company mobile phones are to be used in an efficient, lawful, safe and ethical manner. Employees should not use the mobile phones in a way that could defame, harass, abuse or offend individuals or organisations and are accountable for the appropriate use of their mobile and should abide by this policy.

Purpose

The purpose of this policy is to provide employees with guidelines regarding the appropriate use of their Ready Group supplied mobile phone and personal mobile phones used during the course of performing duties in Ready Group's business.

Eligibility

An employee may be eligible to have a company mobile phone if, in the view of Ready Group, it is deemed necessary for the appropriate performance of their position.

Use

The mobile phone is provided primarily to allow contact with the employee by other employees or customers or to enable the employee to contact Ready Group and its customers. Employees must not use the mobile phone while operating a motor vehicle. Employees who have been provided with a mobile phone with email and internet access must comply with Ready Group's policies dealing with email and Internet access where relevant.

Mobile phones issued by Ready Group, remain the property of Ready Group. Ready Group may, at any time, withdraw an employee's access to a mobile phone.

Private Use

A Ready Group mobile phone is provided predominantly for work purposes. If Ready Group believes an employee is using a Ready Group mobile phone irresponsibly or unreasonably, then the employee may have the phone removed. The Employee is entitled to use the mobile phone for reasonable limited personal use. Although there is no requirement for the Employee to record or specify all personal calls on the monthly account, the Employee must provide such details upon specific request from Ready Group to do so. If the Employee goes over their allocated monthly plan, it is the responsibility of the employee to reimburse Ready Group for the extra charges. Ready Group reserves the right to audit any or all mobile phone usage. Employees may be called upon to explain their use of Ready Group mobile phones.

Voicemail

An Employee must activate the voicemail set up on their Ready Group phone so that calls divert to voicemail when unanswered or busy. Missed calls should be returned in a timely manner and employees should ensure they clear their voicemail regularly.

Lost, Stolen or Damaged Ready Group Phones

Ready Group expects all employees who have been allocated mobile phones to take the utmost care and responsibility for them. This includes ensuring it is not left unattended out of the workplace or in a vehicle. If a phone is lost, stolen or damaged, it should be reported to the office as soon as that event occurs. Depending on the circumstances in which the phone was lost, stolen or damaged, the employee may be held responsible for replacing the phone if the loss, damage or theft was caused or contributed to by the employee's lack of care. It is at the cost to the employee to pay for the repair of damage (e.g. cracked screens) and to pay the insurance premium in the case of a lost phone if that option is available. If an employee negligently or repeatedly damages or loses a phone, a second-hand phone will be issued or alternatively, the privilege will be withdrawn.

Handling of mobile phone while on site

Mobile phones must be kept in a safe place while working on site. Preferably, mobile phones are not to be kept in the Employee's pocket due to potential water damage and increased chance of cracking the screen. If it is absolutely necessary to be kept on person whilst working on site, it MUST be in a cover to minimise risk of damage.

Personal mobile phones or personal calls must only be answered in cases of emergency or during designated work breaks. Personal calls and mobile usage are not permitted when working on site.

Protection

Ready Group requires all Ready Group mobile phones to be kept in a case, to aid in protecting the phone from damage and broken screens.

It is also required for mobile phones to have a passcode on them to assist with protecting confidential Ready Group data. It is the employee's responsibility whether having a Ready Group mobile phone or personal phone, not to misuse Ready Group's confidential information. Smart phones allow their users to store copious amounts of data – be it images, emails or documents. Meaning, there is a much greater chance that confidential information could fall into the wrong hands. Ready Group employees have a responsibility to avoid this happening. Having the passcode set up will make it harder for third parties to access information if the phone is lost or stolen.

Return of the Mobile Phone

On termination of employment or otherwise at the request of Ready Group, an employee who has been issued with a Ready Group mobile phone must return the phone to the office. Any battery chargers or other accessories supplied by Ready Group for use with the mobile phone must also be returned.

Occupational Health and Safety

The use of mobile phones in certain parts of the workplace and in vehicles can potentially create unsafe situations. The following guidelines are to be observed at all times. A mobile phone (including SMS text messaging) is not to be used in the following situations:

- Whilst driving, unless using a hands free system (SMS text messaging not permitted while driving);
- Whilst refueling a vehicle, plant or equipment;
- Whilst dealing with chemicals;
- Whilst using any equipment or machinery.

An employee allocated a mobile phone is to make themselves familiar with the owner's guide and specifically the safety guidelines pertaining to its use.

4.25 Motor Vehicle Policy

The main source of Ready Group's business is in the operation of motor vehicles. Ready Group provides cars for use by some employees so as to enable them to perform their duties. This policy relates to all Ready Group motor vehicles; trucks as well as cars.

Your Responsibilities

It is your responsibility to ensure that you comply with this policy at all times when operating a company vehicle. You are also responsible for ensuring that any of your passengers also comply with the terms of this policy, as relevant and that only authorised drivers drive company vehicles. You must, at all times, ensure you drive in a safe manner. You must, at all times while driving company vehicles, observe and obey the relevant road laws in the state or territory in which you are driving. Any breach of road rules may result in disciplinary action. You must not drive company vehicles in a manner that subjects the vehicle to any unnecessary or excessive wear and tear. You are responsible for conducting regular inspections of the vehicle for any damage and reporting any damage to Management. You are responsible for the safety and security of any company vehicle that you use. You must always secure the vehicle and its contents, and turn on any alarm system that is fitted to the vehicle.

Procedure

Driver's Licence

In order to drive a company motor vehicle you must be in possession of a valid driver's licence at all times. You must submit a copy of your current driver's licence to Management as directed. If you become aware of a medical condition or impairment, or start taking any medications that may affect your ability to drive, you must immediately cease driving and notify Ready Group. If you become aware of any suspension or cancellation of your licence that affects your legal right to drive, you must immediately cease driving and notify Ready Group. If driving a vehicle is an inherent requirement of your role, any loss or suspension of your licence or the inability to drive a vehicle arising from any other reason, may result in the termination of your employment.

Authorised Drivers

Unless otherwise approved, only Ready Group employees who have provided a copy of their current driver's licence to the company are authorised to drive company motor vehicles.

Fair Use Policy

Company vehicles are provided for business use only. Private use of company vehicles will only be accepted under the following criteria (NB: all conditions must be met);

- the vehicle is a panel van, utility (ute) or other commercial vehicle (that is, one not designed principally to carry passengers)
- the employee's private use of such a vehicle is limited to
 - travel between home and work
 - travel that is incidental to travel in the course of duties of employment
 - non-work related use that is minor, infrequent and irregular (for example, occasional use of the vehicle to remove domestic rubbish).

Maintenance/Condition of Vehicles

Ready Group will register, insure and service all company motor vehicles. They will be fitted with an e-tag at the expense of Ready Group. You must ensure that company motor vehicles are clean, free of rubbish and personal items at all times, and are safe and in good working order. You are responsible for washing the company motor vehicle, and for ensuring that appropriate levels of oil, water and tyre pressure are maintained. Smoking in company motor vehicles is strictly prohibited. You are required to return any company motor vehicle immediately upon the termination of your employment.

Fuel Card

You may be supplied with a fuel card that is to be used strictly for business use. You must not use this fuel card for any other purpose, including the purchase of food/drinks or to put fuel in another vehicle. The company views any such acts as serious misconduct that will result in disciplinary proceedings and may result in the termination of your employment.

Driving under the influence of drugs and/or alcohol

An authorised driver must not use a company motor vehicle while under the influence of drugs or alcohol. This includes any prescription drugs that may impair your ability to drive. Ready Group views any such acts as serious misconduct that will result in disciplinary proceedings and may result in the termination of your employment.

Mobile Phones

You must not use a mobile phone or other hand held device whilst driving, unless you are using it via an approved hands free device.

Fines, Infringements etc.

Any fines or infringements, including red light, speeding or parking tickets, incurred are the personal responsibility of the driver and will not be paid by Ready Group. This applies regardless of whether the fine or infringement was incurred in the course of your duties or otherwise.

Accidents/Damage to Vehicles

Where you are involved in any incident that results in damage to a company motor vehicle, you are required to record details of the incident and obtain insurance details from any party involved in the incident. Where possible, photos of the incident scene should be taken, along with photos of the damage sustained to the company motor vehicle and any other vehicle or property involved in the incident. The incident should be reported to Management

immediately. If you, or any other person, sustain an injury in an incident involving a company motor vehicle, this must be reported to Management immediately.

Loss or Theft

In the case of theft of the company motor vehicle, or any of its contents, both the police and Ready Group must be informed immediately. Full details of the contents of the vehicle must also be given at this time. Please note that personal belongings are not covered by the terms of Ready Group's insurance policy and Ready Group bears no responsibility for any loss or damage to personal items maintained in the company motor vehicle. It is your responsibility to always lock Ready Group's motor vehicles and ensure the windows are closed.

Insurance Excess

Ready Group will hold and maintain an insurance policy for all company motor vehicles. In the event you are involved in an incident in a company motor vehicle in the normal course of your duties, Ready Group will generally meet the costs associated with this incident. Ready Group will not, however, meet these costs where you are driving the vehicle in a manner that is reckless, careless and negligent or in breach of any law. In this event, such costs will be deducted from your pay. Likewise, where a breach of this policy in any way results in damage to a company motor vehicle, Ready Group will not cover any costs associated with this incident. This includes where a company motor vehicle is driven by a person who is not an authorised driver. Any such costs will be deducted from your pay. Where you are involved in any incident whilst driving a company motor vehicle for personal purposes, you will be responsible for paying for any damage to the vehicle and any other costs associated with the incident. These amounts will be deducted from your pay. In the event the damage and/or other costs are covered by Ready Group's insurance policy, Ready Group at its discretion may choose to claim such amounts under its insurance policy. If Ready Group elects to do so, it may choose to deduct from your pay an amount equivalent to the insurance excess, plus any other costs that are not covered by the policy.

Using a private vehicle for company purposes

When using your own vehicle in the performance of your duties, you are responsible for ensuring the vehicle is roadworthy and in a presentable condition.

Fixtures, Fittings and Modification

No fixtures such as aerials, roof racks, towing apparatus or stickers may be attached to the company motor vehicle without prior approval.

4.26 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.

4.27 Insurance Claims

If you are involved in an accident or other incident that is likely to result in an insurance claim you should follow the procedures detailed below:

Motor vehicle accidents

- Make a verbal report to Management within 24 hours of the accident;
- Complete an Accident/Incident Report Form;
- Complete the relevant parts of the insurance accident report form;
- Provide the office with all details and a photocopy of your driving licence; and
- Report the accident to the police if necessary.

Under no circumstances should you admit any liability or apologise to anyone - including the police. By law you are only required to give relevant personal and vehicle details.

Theft

- Make a verbal report to Management as soon as the theft is discovered;
- Complete an Accident/Incident Report Form;
- Assist in reporting the matter to the police;
- Provide the office with all details; and
- Assist in completing the appropriate insurance claim forms.

Public liability

- Make a verbal report to Management as soon as the event occurs;
- Complete an Accident/Incident Report Form;
- Assist in reporting the matter to the police (if necessary);
- Provide the office with all details; and
- Assist in completing the appropriate insurance claim forms.

4.28 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 Office Manager have access to these files. You have the right to examine your personnel file by giving notice in writing to the Office 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 Office Manager of any changes in your circumstances such as:

- Mailing address
- Telephone numbers
- Bank account details
- Name and number of dependents
- Individuals to be contacted in the event of an emergency

4.29 Position Descriptions

Both Ready Group and yourself 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.

4.30 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. It includes an overview of the company history, an explanation of the company core values, vision, and mission as well the company's goals and objectives. In addition, you will need to complete some paperwork.

You will be provided with all security codes and access keys you need to navigate around the workplace. You will be introduced to other staff, review your job description with you, explain the company's performance review process, and get you started on specific tasks.

4.31 Performance Reviews

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.

4.32 Work Anniversaries

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.

4.33 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.

4.34 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

1. 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.

2. 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.

3. 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:

- a) Wilful, 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.

4. 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.

5. 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.

6. 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.

7. 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.

4.37 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 pay-slip will be provided, showing all payments made to you at the completion of your employment.

4.38 Summary Dismissal

The Counselling and Discipline Procedure shall not limit the right of Ready Group to summarily dismiss you for serious or willful 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 OH&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 OH&S Policies and Procedures Manual.

5.1 Occupational 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 OH&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 OHS 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 OHS 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 OHS 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

5.5 Personal Protective Equipment

As much as possible, we try to design work procedures and environments to remove workplace hazards. Where this is not possible we provide personal protective equipment (PPE) to prevent injury to employees. PPE includes, but is not limited to:

- Earmuffs;
- Ear plugs;
- Goggles;
- Safety boots;
- Rubber gloves; and
- Hard hat

It is a condition of your employment that you wear or use all PPE issued to you and at all times

as directed. Breaches of this condition are treated in the same way are considered serious issues and will result in counselling and possibly disciplinary procedures. Management will advise you of the PPE requirements for your work area on commencement of employment.

5.6 Manual Handling

Manual handling is any activity that requires the use of force exerted by a person to lift, lower, push, pull, carry, or otherwise move, hold, or restrain an object. Nearly every job on a worksite requires some degree of physical effort. It is possible to hurt yourself lifting any weight incorrectly, so it is imperative that you follow these simple rules:

Do:

- Use the safe lifting techniques as detailed in the OH&S Policies and Procedures Manual and always carry loads close to your body;
- When lifting your spine should maintain its natural curved shape and you should use the strong muscles in your upper legs to take the weight not your spine - this will usually mean bending your knees, positioning yourself close to the load, and getting a secure hold;
- Use any mechanical aids available;
- Warm up and stretch exercises prior to lifting; and
- Get assistance - team lifting reduces the weight.

Don't:

- Lift heavy weights;
- Lift awkward loads by yourself;
- Twist whilst lifting or carrying heavy loads lift above shoulder height; and
- Carry a load away from your body e.g. carrying it at arm's length

5.7 Machinery

The following rules should be followed when using machinery:

- Never operate machinery unless you have been trained to do so;
- Never reach under, through, or over any guard and always ensure you know exactly how to stop any machine you are working with;
- Do not try to fix any problems with machinery yourself - report any breakdowns or defects to your manager immediately;
- If a machine or item of equipment has been tagged: "don't operate" or "do not remove", check with your manager as to when the machine may be used - activating a tagged machine or equipment could cause serious injury to you or other employees.

5.8 Hazardous Substances

During the course of your work you may come into contact with a wide variety of substances, including chemicals used in cleaning and sanitation, gases such as ammonia and fuels like propane, dust, vapours, and other as well as asbestos. All are considered hazardous substances and can only be safely handled by following the correct handling procedures. If you at any time experience any sensitive or allergic condition you must report it immediately to your manager.

The following points must be observed when dealing with hazardous substances:

- Read the product label and Material Safety Data Sheet (MSDS) information;

- Seek training in the product use in the event it has not already been provided to you;
- Avoid eye and skin contact;
- Wear PPE provided;
- Never eat, drink or smoke when handling any chemical and wash hands after chemical use;
- Avoid inhaling chemical fumes and dust;
- Never mix chemicals unless instructed and trained to do so;
- Only transfer hazardous substances into clean and properly labeled containers;
- Always return chemicals to the proper storage area;
- Never store chemicals in direct sunlight or near to sources of heat;
- Clean up spillages immediately, following the correct procedure;
- Always report major spillages immediately; and
- Always dispose of empty containers as instructed; and know the action to take in the event of an accident.

5.9 Safety Signs

Safety signs are used on site to draw your attention to objects and situations that can affect your health and safety, including hazards, what to do in an emergency, safety requirements, PPE, and site rules. Ensure that you follow the requirements shown on any of these signs.

5.10 Accident and Incident Reporting

If you are injured at work, no matter how minor the injury, you must:

- Get first aid (if required);
- Report the incident to Management; and
- Record the details on the Formitize Incident Report Form.

You must also report all near misses e.g. a box falls from above you, you fall over some stray equipment or leads, etc. This will help us prevent accidents from occurring in the future. Management will investigate all incidents, accidents, and injuries.

5.11 Workers Compensation and Rehabilitation

Workers compensation ensures that you do not experience a loss of income or incur expenses for an injury or illness you suffered in the work place. In the case of medical treatment being required, employees may visit the doctor of their choice, however we will also request that you visit our chosen medical practice for an assessment.

If time off work is required, a WorkCover Certificate must be obtained from the treating doctor. Ready Group may discuss your medical treatment and return to work conditions with your treating doctor. A return to work plan possibly involving alternative duties may be implemented under the guidance of an accredited rehabilitation coordinator. The return to work plan will help ensure a safe and speedy recovery from your injury. In the event that you suffer a significant injury at work, the company will discuss your situation with you so that you are clear about the compensation process.

5.12 Visitors and Contractors

All visitors and contractors to Ready Group sites must comply with the safety policies and requirements, as detailed in the company's OH&S Policies and Procedures Manual.

5.13 First Aid and Emergency Personnel

On your first day of employment you will be shown where the First Aid Kit is kept. These kits are re-stocked regularly by the designated first aider. In the event that you require access to a First Aid Kit, then please ensure you do so through a first aider. You will also be introduced to the office fire warden who has the responsibility of overseeing the office procedures in an emergency.

5.14 Employee Health

Employees should only attend work if they are in good health as illnesses in the workplace can impact on the work environment spreading germs to other employees. We strictly enforce our restricted smoking policy and employees who fail to adhere to the policy may be subject to disciplinary procedures.

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6.0 ACKNOWLEDGEMENT OF RECEIPT

6.1 Employee Copy

Induction Manual Receipt (Employee to keep within manual)

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:

Your employment status:

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:

Manager

Managers Signature:

Date:

6.2 Employer Copy

Induction Manual Receipt (Employer to take out of manual)

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Signature:

Date:

Manager:

Managers Signature:

Date: