

GRUMA Oceania Pty Ltd

HR Department

| Document No. | Document Name: | Issue Date: |
|---------------------|-------------------------|--------------------|
| MRHAU 3.51w | Induction Handbook WAGE | 2022 |
| Version No. | Approved By : | Page: |
| 15 | HR Manager | 80 |

GRUMA Oceania Pty Ltd

Induction Handbook



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1. INTRODUCTION

GRUMA OCEANIA, trading as Mission Foods, is pleased to welcome you to the organisation.

As a new employee, you are entitled to know your rights and obligations. This handbook will give you a brief outline of your employment conditions. This handbook should be used as a reference guide only.

If you are unsure of any matter relating to this induction handbook, you should contact your supervisor or manager for clarifications of your entitlements and obligations.

GRUMA has a clear Vision and Mission, which emphasize the working philosophy that the Company has developed through more than 50 years. Each of these components encompasses our philosophy and provides efficiency and effectiveness to our daily efforts.

We base our business behaviour on our business philosophy. All persons employed at Gruma Oceania are expected to demonstrate the shared values in their day-to-day tasks.

Vision

The business philosophy of GRUMA has consisted of developing different lines of action, such as reinvesting earnings, continually expanding the company, creating quality jobs, paying fair salaries, favouring the training and advancement of employees, and implementing environmentally friendly processes.

Mission

To contribute to the quality of life of our customers and consumers everywhere we operate, by offering high-quality products and services that fit their lifestyles, cultures, and needs, generating dynamic and profitable long-term growth to create the greatest value for our shareholders, focusing mainly on our core businesses: corn flour, tortillas, and flatbreads.

Business strategy

- Offer superior-quality products and services.
- Thoroughly understand and satisfy the needs of our customers and consumers.
- Continually enhance brand equity through efficient and effective marketing, distribution and customer service efforts
- Develop technology and market research that strengthen our competitive advantage.
- Participate only in markets in which it can create long-term value.

Code of Ethics

Gruma have a global code of ethics, which elaborates and emphasizes the organizational culture, policies, procedures, and processes. The code of ethics covers fundamental information. For further information; copies can be obtained and/or is available in the Human Resource department.

Social Accountability

Gruma is committed to managing our operations in a way that complies with all relevant employment legislation. The company supports the implementation in accordance to SA8000 –Guidance for Social Accountability throughout our operations.

Management Systems have been developed that comply with applicable laws:

- Hiring/Employment Practices
- Working Hours
- Compensation and Benefits
- Workplace Protections (Discrimination, Bullying and Harassment)
- Workplace Health & Safety
- Human Rights
- Equal Opportunity
- Modern Slavery Act

2.0 CONDITIONS OF EMPLOYMENT: WAGE Employee

2.1 GRUMA OCEANIA ENTERPRISE BARGAINING AGREEMENT 2021

Gruma Oceania EBA commenced 2022 (expiry of 5 December 2025) for our hourly rate employees. Please refer to the Current EBA for further information.

The EBA covers, applies and is binding on the Employer and the Employees engaged to work at the Employer's manufacturing facility located on 49 Gateway Boulevard, Epping 3076 Victoria and Employees engaged to work at the Employer's warehouse site currently at Scanlon Drive, Epping 3076 Victoria.

The Agreement has been entered into on the basis of equity and fair mindedness to the Employer and the Employees. It is a condition of this Agreement that no Employee will have his or her base rate of pay reduced in entering into this Agreement. The prescribed rates in this Agreement are minimum rates and the Agreement makes provision for wage increases over the life of the Agreement.

The Agreement is not conditional to the achievement of the below stated objectives but this in itself should not diminish the Parties' aims to achieve the following:

- Create a harmonious work environment based on mutual trust and understanding;
- Increased efficiency and productivity through the development and effective utilisation of Employee skills;
- Provide high standards of workplace health and safety;

- Provide job security and satisfaction through meaningful employment;
- Ensure that the principles of equal opportunity in employment are applied and that any discrimination, harassment and vilification is excluded from the workplace, and;
- Remove all perceived barriers to improvement in performance issues such as quality, technology, product delivery and customer service.

The Employer is committed to, and encourages its Employees to, continuously seek to improve the quality of the product and the process by which that product is produced. The Employer will continue to focus on this area of the Business and anticipates that an increase in productivity will be a likely outcome of the Parties' commitment to continuous improvement.

2.2 PROBATIONARY PERIOD

A new Employee will be on probation for the first 3 months of continuous employment. The purpose of the probationary period is to determine the Employee's suitability for ongoing employment. During this period, the Employee's work performance will be assessed. At any time during the probationary period, the Employer or the Employee can terminate the employment by giving one week's notice of termination. This does not in any way affect the minimum employment period under the Act

2.3 TYPES OF EMPLOYMENT

2.3.1 Regular Full-Time Employment

- a. A regular full-time weekly hire employee is an Employee who is contracted to work for an average of 38 hours per week in either day, afternoon or night shift operations ("**Full-Time Employee**").

2.3.2 Regular Part-Time Employment

- a. A regular part-time weekly hire employee is an Employee who is engaged and normally rostered on a weekly basis for a set number of hours, which is less than 38 hours per week ("**Part-Time Employee**").
- b. A Part-Time employee enjoys the same hourly rate of pay and benefits provided to Full-Time Employees under the terms of this Agreement on a pro-rata basis according to the ordinary hours worked by the Part-Time Employee.

2.3.3 Flexible Part-Time Employment

- a. A flexible part-time weekly hire employee is an Employee, other than a Casual Employee, who is engaged and normally rostered on a weekly basis for a number of hours ranging between a minimum of 8 hours per week and a maximum of 36 hours per week, on days and times rostered by the Employer ("**Flexible Part-Time Employee**").
- b. A Flexible Part-Time Employee enjoys the same hourly rate of pay and benefits provided to Full-Time Employees under the terms of this Agreement on a pro-rata basis according to the actual working hours worked by the Flexible Part-Time Employee. The Employer will post the next week's roster on the noticeboard on the Monday of the prior week.

- c. Where a Flexible Part-Time Employee works time additional to this notified roster, that additional time is paid at the rate of 1.5 of his or her base rate of pay (150%). For the avoidance of doubt, this clause applies in addition to a shift loading (if applicable), but does not compound on the shift loading.

Where a Flexible Part-Time Employee works:

in excess of 36 hours per week; or

in excess of 8 continuous hours per day (exclusive of meal and rest breaks),

that time is considered and calculated as overtime. For the avoidance of doubt, overtime for a Flexible Part-Time Employee is calculated on the Employee's base rate of pay and the additional payment in clause c (where it might otherwise be payable) does not apply to any overtime hours.

2.3.4 Temporary Employment

A temporary employee is an Employee engaged either part-time or full-time for a limited tenure for reasons which could include performance of specific task or tasks, to relieve an Employee who is on leave, or for other special needs of the Business ("**Temporary Employee**").

A Temporary Employee does not have an expectation of ongoing employment, but enjoys the same hourly rate of pay and benefits provided to Regular Employees under the terms of this Agreement on a pro-rata basis.

Neither the hours worked nor any regular pattern of days worked will, in themselves, alter the status of a Temporary Employee. Only written consent from both Parties can vary the status of a Temporary Employee to that of a Regular Employee.

2.3.5 Casual Hire

A casual employee is an Employee who is engaged on an hourly basis and who may terminate employment or be discharged by the Employer at any time by providing 1 hours' notice ("**Casual Employee**").

A Casual Employee does not have an expectation of ongoing employment or any inferred expectation or offer of regularity in working hours.

A Casual Employee does not accrue, nor have any entitlement to, paid annual leave, paid personal leave (including sick leave), paid public holidays or any other paid leave benefits provided in this Agreement (including RDOs). In lieu of such paid benefits, a Casual Employee receives a 25% loading on the hourly base rate applicable to a Regular Employee.

Neither the hours worked nor any regular pattern of days worked will, in itself, alter the status of a Casual Employee. Only written consent from both Parties can vary the status of a Casual Employee to that of a Regular Employee.

Subject to the operational requirements of the Business and the performance of the Employee:
a Casual Employee who has been continuously employed for an average of 38 hours per week for more than 6 months shall be offered regular full-time employment by the Employer; and
a Casual Employee who has been continuously employed for less than 38 hours per week for more than 6 months shall be offered part-time employment by the Employer.

2.4 SHIFTS

Shift arrangements will operate on the following basis:

- a. Day shift may vary between the spread of hours of 6:00am to 6:00pm;
- b. Afternoon shift is any shift where ordinary hours of work commence at or after 2:00pm and finish at or before midnight;
- c. Night shift is any shift where ordinary hours of work commence at or after 10:00pm and finish at or before 6:00am.

These shift arrangements may be altered following consultation between the Employer and affected Employees and by agreement between the Employer and the majority of Employees on the relevant shift.

The Employer commits that it will not seek 12-hour ordinary time shifts for any Employees during the life of this Agreement.

Without limiting the operation of clause 12.1, the parties record that as at the date of this Agreement, rosters operate as follows:

- a. Day shift: 6.00am to 2.00pm;
- b. Afternoon shift: 2.00pm to 10.00pm;
- c. Night shift: 10.00pm to 6.00am

2.5 REST PERIOD & BREAKS

On completion of no less than 3 hours work after the commencement of ordinary hours of work or on completion of not less than 2 hours work after the meal break, Employees will become entitled to a rest period of ten minutes duration. Such rest period will be paid and treated as time worked.

Employees will not work more than five hours without a meal break. Such a meal break will be paid and will be 30 minutes. (Where a day or shift Employee is required to work overtime in excess of 1 ½ hours after the completion of ordinary hours of work, a further 30-minute meal break will be allowed at the end of the shift. Such further meal break will be paid as time worked.

The breaks described in this clause will be taken at times determined reasonably by the Employer in accordance with the needs of the Business.

2.6 PAYMENT OF WAGES:

- a. The Employer, within two working days of the day on which the pay period concludes, will pay the Employee's net wages by electronic transfer into the account of the financial

institution nominated by the Employee, and supply the Employee with a pay slip in accordance with statutory requirements.

- b. An Employee may nominate more than one (but no more than two) account number/financial institutions into which an amount of the net wages are to be transferred. Such request or change is to be submitted in writing to the Employer's department overseeing payrolls at commencement of employment or any time during the Employee's employment period.
- c. As a condition of employment, Casual Employees agree to be paid on the same day that the Regular Employees are paid.
- d. The Employer will rectify any underpayment of wages whenever possible within 24 hours of the Employer's Payroll Manager being notified by the Employee/s affected (excluding Public Holidays and Weekends) unless otherwise agreed between the Employer and Employee/s.

2.7 SUPERANNUATION

The Employer agrees to contribute to the Employee's nominated superannuation fund in respect of superannuation for the benefit of the Employee in accordance with the Employer's obligations under the *Superannuation Guarantee (Administration) Act 1992*, and any other related legislation or regulations made pursuant to that Act, as amended from time to time ("**SGC Obligation**"). Employees must complete the choice of superannuation form. If an Employee does not complete such choice form, the Employer will make contributions to AustralianSuper. Australian Super offers a standard MySuper product.

Where an employee authorises any voluntary superannuation contributions in respect of them to be made by way of a pre-tax salary sacrifice to superannuation, these contributions are separate from the Employer's SGC Obligation and do not count towards satisfaction of the Employer's SGC Obligation.

2.8 EMPLOYEE DEDUCTIONS FOR INCOME PROTECTION INSURANCE

An Employee may direct the Employer, by giving written authority, to deduct from the Employee's net wages an amount to be paid to a nominated insurance company for any income protection insurance arranged by and maintained by the Employee (conditional on the Employee having sufficient net wages available). Where an Employee gives such a direction it will remain in force until withdrawn in writing by the Employee.

2.9 TERMINATION OF EMPLOYMENT

The Employer or Employee may terminate the employment at any time by providing the following periods of notice to the other party:

| <u>Period of Continuous Service</u> | <u>Period of Notice</u> |
|--|-------------------------|
| 1 year or less | 1 week |
| Over 1 year and up to the completion of 3 years | 2 weeks |
| Over 3 years and up to the completion of 5 years | 3 weeks |
| Over 5 years of completed service | 4 weeks |

Please note: these periods do not apply to Casual Employees, Temporary Employees (where the employment of the Temporary Employee is terminated because the tenure of the contract has expired or performance of specific task or tasks has been completed), or Employees on probation

2.10 SUMMARY TERMINATION

Mission Foods may immediately terminate the Employee's employment without notice if the Employee engages in a serious misconduct including:

- failing or neglecting to carry out its duties or committing any act of serious misconduct or breach of this Agreement or the Employer's policies and operational procedures, including without limitation the hygiene standards required by the Employer or by law; or
- wilful, or deliberate, behaviour by an Employee that is inconsistent with the continuation of the contract of employment; or
- any conduct that causes an imminent and serious risk to: (i) the health, or safety, of the Employee and/or any other person; or (ii) the reputation, viability or profitability of the Employer's Business; or
- being convicted of any criminal offence, including but not limited to theft, fraud, or assault; or
- being intoxicated at work, including being under the influence of drugs (whether prescribed or not); or
- refusing to carry out a lawful and reasonable instruction that is consistent with the Employee's contract of employment; or
- breach of the Employee's confidentiality obligations or the Employer's intellectual property rights; or
- any other cause of summary dismissal provided under the Act.

2.11 ANNUAL LEAVE

An Employee, other than a Casual Employee, is entitled to accrue four weeks of paid annual leave for every 12 months of continuous service.

Part-Time and Temporary Employees are entitled to accrue annual leave on a pro-rata basis. Flexible Part-Time Employees accrue annual leave on a pro-rata basis based on the actual hours worked per week up to 36 hours at their base rate of pay.

Applications should be processed two weeks in advance. Leave will be granted, depending on operational requirements of the business.

An Employee will be entitled to receive a leave loading of either 17.5% of the Employee's base rate of pay, or the shift loading which would have applied if the Employee had worked his or her usual hours during the leave period, whichever is the greater (but not both).

An Employee who holds an annual leave accrual may request to take all or any part that leave by providing the Employer with at least 2 weeks written notice prior to the date on which an Employee seeks to commence annual leave (written notice to be through the leave request form). The Employer will not unreasonably refuse an Employee's request to take accrued annual leave. The principles of annual leave rostering will be as follows:

- leave will be allocated fairly having regard to previous leave approvals,
- preference will be given in order of applications received
- the rostering system will be transparent.

Upon termination of employment, an Employee will receive payment in lieu of accrued and untaken annual leave. Annual leave loading will apply to annual leave entitlements paid on termination.

2.12 PERSONAL LEAVE

Employees, other than Casual Employees, are entitled to the following amount of paid personal leave:

- 10 days' personal leave (including sick and carer's leave) for every 12 months' continuous service; and
- two days' compassionate leave for each permissible occasion.

2.13 SICK LEAVE

An Employee who claims paid sick leave and who has already had four or more single days paid sick leave absences without a medical certificate in the year, or where an absence has been for two or more consecutive days in the year, must provide sufficient evidence to reasonably satisfy the Employer that the Employee was unable to attend for duty on the day or days for which sick leave is claimed on account of a personal illness or injury.

2.14 CARER'S LEAVE

If an Employee is required to provide care or support because of a personal illness or injury of a member of the Employee's Immediate Family or household, a medical certificate or a statutory declaration made by the Employee must be provided; or

If the Employee is required to provide care or support because of an unexpected emergency affecting a member of the Employee's Immediate Family or household, a statutory declaration made by the Employee must be provided.

2.15 BEREAVEMENT LEAVE

The Employee must give acceptable documentary evidence that the Employer reasonably requires in relation to the illness, injury or death of the Employee's Immediate Family or household member.

2.16 LONG SERVICE LEAVE

An Employee is entitled to long service leave in accordance with the Long Service Leave Act 2018 (Vic), as amended from time to time. The provisions of the Long Service Leave Act are not incorporated into this Agreement. Employees will be paid their relevant shift loading on their long service leave accrual, whether taken or paid out on termination.

An employee cannot 'cash out' their long service leave

2.17 PARENTAL LEAVE (INCLUDING PAID PARENTAL LEAVE)

Employees who are eligible under the Act are entitled to maternity, paternity, and adoption leave in accordance with the Act. Such employees will also be provided with two weeks paid parental leave in addition to any government payments. Employee couples may take one week each, or one employee can take the full two weeks.

An employee, other than a casual employee, will be eligible to take unpaid parental leave if the employee has (or will have) completed at least 12 months' continuous service with Mission Foods immediately before:

- the date of birth of the child, or expected date of birth (for birth-related leave); or
- the day of placement of the child, or expected day of placement (for adoption-related leave).

With respect to periods of parental leave which exceed 3 weeks, the employee must be the primary caregiver for the child in order to be eligible for parental leave.

2.18 LEAVE WITHOUT PAY

Leave without pay may be available where no paid leave is otherwise available. The granting of this leave is at the discretion of Mission Foods. The period of approved leave without pay (up to two (2) weeks) is at Mission Foods' absolute discretion.

2.19 COMPLIANCE TO LAWS, REGULATORY & INTERNAL POLICIES

It is the policy of Gruma Oceania in the conduct of its business to adhere to its stated values and to:

- Fully comply with all relevant legislation, laws, regulations, standards, codes and internal policies;

- To maintain and raise the level of awareness of our compliance obligations throughout the organisation by the provision of education programs, legal advice and updates;
- develop and deploy appropriate practices and processes to ensure compliance with its obligations;
- monitor its compliance with legal obligations; and
- take appropriate corrective action to prevent recurrence of compliance failures.

2.20 CONSULTATION AND DISPUTE RESOLUTION

Where a dispute about a matter arising under EBA or the National Employment Standards arises, it will be resolved following the dispute procedure outlined below.

In the first instance, the question or grievance is to be discussed between the Employee and his/her immediate supervisor. The immediate supervisor will make a decision within 2 working days of the dispute being advised to the supervisor. Notwithstanding, if the complaint relates to the immediate supervisor, the Employee can raise it directly with the operations or human resources manager.

If the matter is not resolved at first instance level within 2 working days, the Employee is entitled to raise it with the operations or human resources manager, who will make a decision within 7 working days of the matter being escalated.

If the matter is still not resolved at management level either party to the dispute or their representative may refer it to the Fair Work Commission (FWC) for conciliation and, if that does not resolve the dispute, for arbitration. An arbitrated decision by the FWC will be accepted by all parties as the final and binding resolution of the matter. This clause does not preclude any lawful appeal.

Where all relevant parties agree, a dispute may be referred to the FWC at any stage of the process, notwithstanding the above procedure.

While the above procedure is being followed, work must continue normally and the parties will endeavour to ensure that there is no disruption to the Employer's operations and there are no attempts to aggravate or escalate the dispute.

The status quo shall continue whilst the above procedures are being followed. For this purpose, status quo shall mean the work procedures and practices in place immediately prior to commencement of the dispute.

At any stage of the procedure, an Employee may appoint a representative to act on their behalf (which may be a Shop Steward or a union representative). Where an Employee commences the above procedure, the Employer will notify the Employee that they are entitled to appoint a representative if they wish to do so.

3 COMPANY POLICIES

3.1 SOCIAL ACCOUNTABILITY POLICY

Social Accountability:

Social Accountability is a measure of an organisation's awareness of social concerns, and the priorities expressed by the various stakeholders (shareholders; employees, government and communities). Mission Foods is committed to managing our operations in a way that complies with all relevant legislation, including:

1. Willing legal and moral compliance with local and international employment, health and hygiene, safety, and environment laws;
2. Respect for basic civil and human rights; and
3. Building better futures for local communities.

Purpose:

To provide guidance for Mission Foods' engagement with social issues that have capacity to impact on our business.

Policy Statement:

Mission Foods supports and respects the protection of international human rights. The company will continuously identify, assess, manage and improve the elements of our operation that impact on social accountability.

In line with sound business practices, we will:

- Conduct our business with fairness, honesty, integrity and respect for the interest of our shareholders.
- Prevent the use of child labour and forced labour, improve Health and Safety, support freedom of association, prevent discrimination, implement performance management and manage compensation and working hours.
- Implement a management system that establishes responsibilities, supporting policies, monitoring methods and a review of process of our performance.
- Provide awareness training on social accountability and where required job specific training for employees.
- Encourage suppliers and contractors to support our principles and commitment on social accountability.

In addition, we will comply with our company's policies, international and national legal obligations, including:

1. International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work.
2. ILO Conventions C29 (forced labour), C87 (freedom of association), C98 (right to organise), C100 (equal remuneration), C105 (abolition of forced labour), C111 (discrimination), C135 (workers' representatives), C138 (minimum age), C155 (occupational safety & health).

3. ILO Recommendations R164 (occupational safety & health), R175 (health & safety in construction).
4. United Nation (UN) Global Compact Principles 1-6 (human rights; labour).
5. UN Universal Declaration of Human Rights Articles 1-30 (ratified by Australia 1948).
6. UN Convention on the Rights of the Child Article 32 (child labour) (ratified by Australia 1990).
7. UN Convention on the Rights of Persons with Disabilities Article 5 (discrimination), Article 9 (accessibility), Article 27 (work & employment) (ratified by Australia 2009).
8. Organisation for Economic Cooperation and Development (OECD) Guidelines for Multinational Enterprises Section II (general policies), Section IV (employment & industrial relations)

We will strive to continually improve the ways in which we promote, communicate, and manage our social accountability obligations with our employees, clients, suppliers, sub-contractors, and the wider communities in which we operate.

We will not knowingly conduct business with clients, suppliers, or sub-contractors that fails to comply with the requirements of SA8000, and hence, undermine our standards, damage our reputation, and/or threaten our commercial success.

1. Child Labour (SA8000, Section IV, Clause 1). We shall not engage in or support the use of child labour. We comply with local minimum age laws and requirements, and do not knowingly employ any person less than 15 years of age, in accordance with ILO C138 Article 2.
2. Forced and Compulsory Labour (SA8000, Section IV, Clause 2). We shall not engage in or support the use of forced or compulsory labour as defined in ILO C29 Article 2, nor shall personnel be required to pay 'deposits' or lodge identification papers with our company upon commencing employment. We ensure that forced or compulsory labour is not used in the supply of our materials, and we ensure that the overall terms of employment are voluntary.
3. Health and Safety (SA8000, Section IV, Clause 3). We shall provide a safe and healthy workplace environment and shall take effective steps to prevent potential accidents and injury to workers' health arising out of, associated with, or occurring in the course of work. We shall abide by the requirements of ILO C155 Articles 16-21, ILO R164, and ILO R175. In addition, health and safety will be a priority issue for the Executive Management meetings, which will monitor, and take responsibility for, the implementation of all SA8000 health and safety standards.
4. Freedom of Association & Right to Collective Bargaining (SA8000, Section IV, Clause 4). All personnel shall have the right to form, join, and organise trade unions of their choice and to bargain collectively on their behalf with the company, in accordance with local laws, established practices, ILO C87, and ILO C98. Moreover, effective protection shall be accorded to workers' representatives, in accordance with ILO C135 Article 1. Discrimination (SA8000, Section 8000, Clause 5)

5. We shall not engage in or support discrimination (see definition ILO C111 Article 1) in hiring, remuneration, access to training, promotion, termination, or retirement based on race, colour, national extraction or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions or affiliations, age, or any other condition that could give rise to discrimination.
6. Disciplinary Practice (SA8000, Section IV, Clause 6). We shall at all times treat all personnel with dignity and respect, and shall not engage in or tolerate the use of harassment, mental, sexual or physical coercion, or verbal abuse of personnel. In addition, to the greatest extent practicable, we shall provide training with a view to improving skill levels.
7. Working Hours (SA8000, Section IV, Clause 7). We shall comply with applicable laws and industry standards on working hours and public holidays. In addition, we comply with overtime compensation requirements. Remuneration (SA8000, Section IV, Clause 8)
8. We shall respect the right of personnel to a living wage and legally mandated benefits. We ensure that remuneration (see definition ILO C100 Article 1) paid for a normal work week shall always meet at least legal or industry minimum standards, and shall be sufficient to meet the basic needs of personnel and to provide some discretionary income.

3.2 WORKPLACE GENDER EQUALITY POLICY

Gruma Oceania values and respects the diversity of its workforce. We believe that diversity creates a competitive advantage and enhances employee participation. Gruma is committed to promoting equal opportunity in employment and does this in recognition of the principles of equity and in conforming to the spirit and intent of equal opportunity and anti-discrimination legislation.

Purpose and Objectives

Gruma Oceania will continue to integrate the principles of equal opportunity in its planning, policies and practices in the workplace.

Gruma Oceania will promote inclusive work environments that value the diversity of backgrounds and perspectives of Gruma's community. This means that Gruma Oceania will continue to apply the purpose of equal opportunity and human rights legislation and policy:

- to improve access, participation and inclusion of particular equal opportunity groups who have been traditionally under-represented, through review of policy and practices;
- to eliminate discrimination on the grounds of sex; pregnancy; marital status; family responsibility; race, colour, ethnic or ethno-religious background, descent or national identity; sexuality; age; trans-sexuality; disability; union affiliation, political conviction or religious belief;
- to eliminate pay inequity

Policy in Practice

This policy will be embedded in Gruma's organisational culture and practice, and will therefore ensure that:

Responsibility and Accountability:

1. Human Resources Department will communicate, implement and monitor the program:
 - ensuring that all staff have an understanding of gender issues and the principles outlined in this policy;
 - ensuring pay equity
 - working with women to improve quality of life;
 - respecting the values and cultures of the employees;
 - encouraging participation of women in all areas of work;
 - promoting gender equality to key stakeholders;
 - ensuring that all staff have an understanding of gender issues and the principles outlined in this policy;
2. All employees are individually required, with the support of their supervisors and managers, to contribute to implementing the Gender Equality Policy at their level and as related to their specific role.
3. All strategy, planning, practices and actions must include explicit and systematic consideration of the interests, perspectives needs and priorities of all genders at all levels in all areas of the workplace.

The Company acknowledges that:

- a person's rights, responsibilities and opportunities does not depend on their gender;
- gender equality does not mean all individuals will require the same provision;
- initiatives should not be assumed to affect all people in the same manner, as women, men, intersex, transgender and gender diverse people may have different priorities, needs and interests

3.3 BULLYING, HARASSMENT AND DISCRIMINATION POLICY

Purpose and Objectives

Gruma Oceania considers any form of harassment and discrimination to be unacceptable behaviour, which will not be tolerated under any circumstances. All workers have the right to work in an environment free of harassment and discrimination and Gruma Oceania is committed to its prevention and elimination

Scope

This policy applies to all employees, contractors and visitors. Breaches of this policy will be treated as misconduct or serious misconduct and dealt with under the relevant HR policies.

This policy applies in any company context, including work functions, plant and office Christmas parties; business trips.

Harassment or bullying of or unlawful discrimination against employees, contractors or visitors by any member of the Gruma Oceania community is unacceptable and contrary to the ethics and Code of Conduct of the company. Harassment, bullying and unlawful discrimination may:

- a. create an intimidating hostile, offensive or distressing work or study environment;
- b. adversely affect the performance of an individual;
- c. adversely affect a person's admission into a program or progress within a program;
- d. adversely affect an individual's recruitment, level of appointment, promotion and progression opportunities;
- e. adversely reflect on the integrity and standing of the company; and/or
- f. increase the risk of the company as an employer to be exposed as being vicariously liable.

The company expects employees, contractors and visitors, to ensure that their behaviour meets appropriate standards and contributes to a productive workplace and learning environment.

Definitions

For the purpose of this Policy:

Harassment

Harassment is defined as behaviour that is directed at an individual or group of people, which, because of its severity and/or persistence, is likely to create a hostile or intimidating environment and detrimentally affect an individual's participation in employment or education. Harassment is determined by reference to the nature and consequences of the behaviour, not the intent of the initiator, and occurs in circumstances where a reasonable person would have expected the behaviour to be offensive, humiliating or intimidating.

Sexual Harassment

Sexual Harassment is any behaviour of a sexual nature, which is unwelcome. It may involve a single incident or a series of incidents. The Commonwealth Sex Discrimination Act 1984 declare sexual harassment to be unlawful.

Sexual harassment may include:

- physical contact - e.g. touching; patting; pinching; kissing or embracing someone; sexual assault and rape;
- verbal comments - e.g. innuendo; smutty jokes; suggestive comments about someone's appearance or body; persistently inviting someone out; questions about a person's private life; requests for sexual favors; and
- non-verbal actions - e.g. leers; stares; displays of sexually explicit material; offensive body and hand movements; suggestive letters and drawings, including email; indecent exposure, stalking.

When identifying sexual harassment, the intent of the person whose behaviour caused offence is largely immaterial, as it is the effect of their behaviour that is relevant. If behaviour is unwelcome and is sexually oriented, and occurs in circumstances where a reasonable person would have anticipated the possibility that a person would have been offended, humiliated or intimidated by the conduct, then it is sexual harassment.

Sexual harassment is not behaviour which is based on mutual attraction, friendship or respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Bullying

Bullying is defined as any on-going anti-social or unreasonable behaviour that offends, degrades, intimidates or humiliates a person, and has the potential to create a risk to health, safety and wellbeing.

Overt or covert bullying refers to activities that create an environment of fear through acts such as:

- cruelty, belittlement or degradation;
- public reprimand or behaviour intended to punish, such as isolation and exclusion from workplace activities;
- ridicule, insult or sarcasm;
- trivialisation of views and opinions, or unsubstantiated allegations of misconduct; and/or
- physical violence such as pushing, shoving or throwing of objects.

Discrimination

Discrimination occurs when a person is treated less favorably than another person because of certain attributes. Under federal and state laws, it is against the law to discriminate against people or to harass them, in various areas of public life because of their:

- race, including colour, ethno-religious background or nationality;
- sex or pregnancy;
- transgender;
- marital status;
- disability;
- carer's responsibilities;
- homosexuality; or
- age.

It is against the law to treat people unfairly, or harass them, because of the age, disability, carer's responsibilities, homosexuality, marital status, race, sex or transgender of any relative, friend or colleague.

Direct discrimination is where someone is treated less favorably because of their sex, age, race, disability, pregnancy or any of the other grounds covered by anti-discrimination legislation. Indirect discrimination occurs when a requirement (or rule) that is the same for everyone has an effect or result that is, or is likely to, disadvantage students or staff because of their sex, race, disability etc. For example, a decision to insist that all students complete an examination in a set time, may indirectly discriminate against a student with a vision impairment.

Principles, Obligations and Responsibilities

Reports and complaints of harassment, bullying and unlawful discrimination will be treated seriously by the company and will be investigated promptly in a sensitive, thorough and confidential manner ensuring that complainants and witnesses are not victimised.

The principles of natural justice apply and will guide the application of this policy and associated procedures. This means that before a decision is taken about them, respondents to a complaint have the right to be informed about the nature and content of the issue, have the right to be heard and have the right to have an unbiased decision maker.

All managers have a leadership role in ensuring the Harassment, Bullying and Discrimination Policy is adhered to and in taking appropriate action in circumstances where they become aware of existing or possible harassment, bullying or unlawful discrimination.

The complaint resolution process is carried out in good faith and complaints that are frivolous, vexatious, misconceived or lacking in substance will be rejected if a preliminary investigation of the facts indicates this.

3.4 DRUG AND ALCOHOL POLICY

Mission Foods acknowledges that in our work environment, the use of prescribed drugs and medicines, alcohol or illegal substances may affect the performance or conduct of a staff member at work. Under the *Work Health and Safety Act 2011 (Cth) (the Act)*, the Company has a duty of care to:

- protect the health and safety of its staff members while they are at work,
- take all reasonably practicable steps to ensure that staff, contractors, visitors and the general public are not exposed to risk to their health and safety, and
- ensure that staff members affected by alcohol or other drugs are not putting themselves or others in danger.

The Act also places obligations on individual staff members:

- not to take any action that creates a risk, or increases an existing risk, to the health and safety of others; and
- to co-operate with the Company to the extent necessary to enable the Company to comply with occupational health and safety requirements.

Purpose and Objectives

This policy outlines the Company's expectations about the use of alcohol and other drugs in the workplace.

Prescribed drugs and medications/medicines

Many modern medications are used to control medical conditions or diseases that can affect people's ability to lead a normal lifestyle. Staff members using such medications must consider, in consultation with their physicians, whether there are possibilities of medication problems arising in the workplace.

In particular, a staff member must not operate vehicles, moving plant/ machinery (e.g. forklift, scissor lifts, or lifting devices, pallet mover, mover stacker, etc.) if taking prescription drugs that may impair their ability to do so safely.

It is important that the staff member makes supervisors and colleagues aware of any likely problems and brief them on the actions to follow to assist the staff member to overcome difficulties. The specific actions will depend on the nature of the medication and the probability of problems arising.

Any employee using drugs can be at serious risk to their own and others safety. It is therefore strictly prohibited to manufacture, distribute, possess, sell or use a controlled substance at Mission Foods, or while employed or representing the company on or off the premises.

Responsibility and Accountability

The following principles underpin Mission Foods procedures for managing safety in respect of alcohol and drug use:

Consumption of drugs (other than prescribed drugs) is strictly prohibited at the facility. Mission Foods will monitor, and where necessary alter the work activities of any worker who is temporarily required to take legally prescribed drugs, and whilst at work, if those drugs are likely to impair the worker or affect their ability to work safely (the use of prescription drugs is to be disclosed if the doctor advises that the individual's fitness is likely to be impaired or effect workplace safety).

Any person believed to be affected by alcohol or non-prescription drugs must not be allowed to enter or remain at any Mission Foods workplace. Mission Foods managers and supervisors have authority to take necessary corrective and disciplinary action where the use of illegal substances is evident.

HR/OHS Coordinator is to be consulted in all situations involving an employee or worker suspected of being alcohol or drug affected. Mission Foods policy is that worker's safety comes first including ensuring that an affected person is safely conveyed to their residence.

Mission Foods, at its discretion, reserves the right to introduce saliva and/or breath tests or other such tests, and the Employees will not unreasonably withhold their consent to such testing.

If the results of a saliva and/or breath test are disputed, then the Company may request that the Employee submit to a urine/blood test. If the Employee refuses to submit a urine/blood test, then the Company may rely on the results of the saliva or breath test. Failure to adhere to zero drug and alcohol policy will give rise to disciplinary action including, dismissal.

Responsibilities of Employees, Contractors and Visitors

The Company expects staff members to carry out their duties safely and to refrain from any conduct, including alcohol or other substance abuse or misuse, which would adversely affect their performance and/or put at risk the health and safety of themselves or others in the workplace.

Employees, contractors and visitors must:

- a. not attend the work if they are affected by drugs or alcohol;
- b. not be under the influence of alcohol and/or drugs if they are operating machinery, handling hazardous chemicals or undertaking hazardous activities;
- c. adhere to the relevant state legal requirements concerning the use of drugs or alcohol if driving in the course of their employment. [The legal blood limit may vary from state to state and may depend on the type of vehicle being driven];
- d. document and report all incidents involving alcohol and drugs as required
- e. Employees must advise their supervisor, before commencing work, if they are taking prescription or over-the-counter drugs that may affect:
 - i. their ability to perform their duties;
 - ii. their safety; or
 - iii. the safety of others.

Employees or visitors working alongside a colleague whose wellbeing or job performance they perceive to be adversely affected by alcohol or drug use (whether legal or illegal) are to immediately share their concerns with their supervisor, OHS coordinator or HR Manager.

Responsibilities of the Relevant Managers

The relevant managers and supervisors are responsible for:

- a. ensuring that persons under their supervision comply with the Drug and Alcohol Policy;
- b. identifying and addressing safety issues or impaired performance resulting from alcohol or drug use;
- c. directing persons affected by drug or alcohol use to cease work immediately;
- d. taking appropriate action if there is a risk to the wellbeing or welfare of the person or others.

Strategies may include:

- instructing the person to leave the facility and if necessary arranging transportation home for them;
 - informing the person that their conduct was unsatisfactory and encouraging them to seek assistance;
- e. contacting Security where there is an immediate safety issue.
- f. reporting the incident to HR and OHS Coordinator as soon as practicable

3.5 PERSONAL HYGIENE POLICY

Purpose and Objectives

Gruma Oceania will implement and maintain high standards of personal and operational hygiene to safeguard the health and wellbeing of our customers, employees and the community.

The implementation of appropriate hygiene and infection control procedures aims to break the cycle and prevent the spread of infections at every stage. To reduce illness, the three most effective methods of infection control are:

- effective hand washing
- exclusion of sick staff and visitors
- immunization

Other strategies to prevent infection include:

- PPE
- cough etiquette
- appropriate use of gloves
- effective cleaning of the service environment.

The company provides adequate facilities and equipment to ensure that the production facilities can be maintained in a hygienic condition at all times.

All employees will be trained in good hygiene practices and are made aware of their responsibility for ensuring that all their tasks are performed in a hygienic manner. Employees are expected to maintain a high level of personal hygiene at all times.

Responsibility and Accountability

The Company:

Under Food Safety Standard 3.2.2 *Food Safety Practices and General Requirements* food businesses are expected to ensure, as far as they can, that the workers on the premises do not contaminate food.

Gruma Oceania aims to prevent food contamination by training our workers in application of this policy. Mission Foods complies with hand washing requirements under Standard 3.2.2 *Food Safety Practices and General Requirements* and Standard 3.2.3 *Food Premises and Equipment*.

The company provides hand wash basins that are easily accessible and located in the places where workers can wash their hands, according to Standard 3.2.3 *Food Premises and Equipment*.

Management:

- Supervisors will monitor and ensure all hygiene processes are followed correctly.
- The management will carry out routine hygiene audits and records of findings and action taken will be tabled at Management Meeting
- The line manager will make sure that each employee is fully compliant with the personal hygiene policy while on site.

Employees:

Under the Food Standards Code, Mission Foods employees must take all reasonable measures not to handle food or food surfaces in a way that is likely to compromise the safety and suitability of food. Employees have specific responsibilities relating to health and hygiene and are expected to maintain a high level of personal hygiene at all times.

Infection Control:

It is very important that workers who may be suffering from or carrying certain illnesses or suffering from some other conditions do not handle food or food contact surfaces.

A worker must report to site in good health, and dressed in clean attire. Furthermore, the following applies:

- Ensure they wash body, hair (including facial hair) and clothes thoroughly every day
- Use of deodorant is encouraged to promote personal hygiene but no perfumes, eau de cologne or strong aftershaves are to be used
- Any soiling, spill, dusting or foreign material can present food contamination and therefore must result in a change of uniform and immediate clean of the spill
- Keep fingernails trimmed, filed, and maintained so that the edges are cleanable and not rough.
- Not wear any jewellery to work
- Treating and bandaging wounds and sores immediately; when hands are bandaged, single-use gloves must be worn (gloves should be discarded every four hours and a new pair should be worn).
- all injuries including cuts, burns, boils and skin eruptions, should be reported to the supervisor/OHS Coordinator/ HR immediately
- all equipment or clothing contaminated with blood must be immediately reported to the relevant Supervisor and QA technician so the area can be thoroughly cleaned and sanitized

If an employee has suspects that they or anyone other worker may have a food-borne illness (with symptoms such as vomiting, diarrhoea, fever or a sore throat with fever), the employee must inform their supervisor immediately. The affected employee cannot resume their duties until medical advice confirms they are no longer suffering from or carrying a food-borne illness.

If a worker knows or suspects that they or anyone other worker has an infected skin sore or discharge from their ears, nose or eyes, the employee must report it to their supervisor immediately. The affected employee cannot resume their duties until medical advice confirms they are no longer suffering from skin sores or discharge.

Hand Washing:

Employees must wash and dry their hands:

- before and after eating
- after coughing or sneezing
- after touching their face
- after going to the toilet, and
- when changing tasks and after touching potentially contaminated surfaces.

Good hygiene also requires employees at the workplace to, at all times:

- cover their coughs and sneezes with their elbow or a clean tissue (no spitting)
- avoid touching their face, eyes, nose and mouth
- dispose of tissues in closed bins
- wash and dry their hands completely before and after smoking a cigarette
- clean and disinfect shared equipment and plant after use

Employee are responsible for food safely under the Food Act 1990. An employee who fails to adhere to Mission Foods Hygiene Policy will face disciplinary action as well as being fined under the Act.

Legislation

Food safety standard 3.2.2 food safety food practices and general requirements

Food Act 1990

National Quality Standards

Occupational Health and Safety Act 2004

Public Health and Wellbeing Act 2008

3.6 SMOKING POLICY

- Smoking is prohibited at Gruma Oceania's premises. Smoking is also prohibited in the company's vehicles.
- Smoking must be at least 5 meters away from Gruma Oceania's premise.
- All uniforms must be removed before leaving the premises and put back on when re-entering the premise or production areas.
- Employees who wish to smoke may do so in their own time during their allotted breaks.
- Visitors not adhering to the policy will be asked to comply or leave the premises

3.7 ATTENDANCE AND ABSENTEEISM POLICY AND PUNCTUALITY POLICY

Purpose

This Policy sets out what is expected of Gruma Oceania employees in terms of their attendance at work, and what they are required to do if they are absent from work.

Application of the Policy

This Policy applies to employees of Mission Foods. It does not form part of any employee's contract of employment.

Attendance

Regular attendance is essential to the efficient workflow and productivity of Mission Foods. To ensure adequate staffing, positive employee morale throughout the organization, employees will be held accountable for adhering to their workplace schedule. An employee not attending for duty as required shall lose their pay for the actual time of such non-attendance, other than for authorised paid leave. Mission Foods may require the employee to make up any time lost due to an unauthorised non-attendance.

WAGE Employees must comply with Gruma Oceania Enterprise Bargaining Agreement that deals with their employment's attendance and punctuality.

If an employee is absent for any reason, they must notify their manager at least two hours prior to the start of their work (or depending on the circumstances, as soon as reasonably practicable), indicating the

reason for the absence and the duration of the anticipated absence. During absences extending more than one day, employees must contact their manager regularly to keep Mission Foods updated as to the circumstances of the employee's continuing absence. Where an employee finds that they cannot return to work as scheduled, they must notify their supervisor or manager as soon as possible.

Depending on the circumstances of the absence, the leave of absence may be approved, denied, paid or unpaid. Further, Mission Foods may require reasonable evidence to support the reason(s) for the absence. If such evidence is required, it must be supplied as soon as reasonably practicable.

An employee is entitled to four single days without certificate per annum.

All absences of two days or more must be accompanied by a relevant medical certificate.

All carer's leave must be accompanied by a relevant medical certificate.

Abandonment of employment: Abandonment arises in circumstances where an employee is absent from the workplace without reasonable excuse, for an unreasonable period of time and has not communicated to the employer any reason for their absence. For an employee to have abandoned their employment, it must be clear that the employee has demonstrated an intention to no longer be bound by the terms of their contract of employment.

Punctuality: Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

Absence: absence is defined as the failure of an employee to report for work when he or she is scheduled to work.

Responsibility

Managers:

Managers/ Supervisors should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner. If supervisors notice a pattern of unscheduled usage of accrued time off banks, they should discuss this concern with the employee.

Employees:

Timely and regular attendance is a performance expectation of all Gruma Oceania employees. Repeated late attendance or absence from work without a valid reason will constitute a cause for disciplinary action, which may include termination of the employee's employment.

If an employee is absent the day before, the day of, or the day after an RDO, a public holiday, or annual leave, Human Resources will review the circumstances of the absence. Based on this review, the company has the discretion to determine whether to count the incident as a regular occurrence or go directly to issuing a disciplinary action.

TELEPHONE CONTACTS

| | |
|--------------------|------------------|
| CORN - | 8401 1457 |
| SUPERVISORS OFFICE | 8401 1492 |
| FLOUR - | 8401 1472 |
| SUPERVISORS OFFICE | 8401 1494 |
| FRITSCH - | 8401 1456 |
| SUPERVISORS OFFICE | 8401 1496 |
| RECEPTION | 8401 1400 |
| MAINTENANCE | 8401 1422 |
| QUALITY | 8401 1469 |
| SUPERVISORS OFFICE | 8401 1479 |
| WAREHOUSE | 8401 1474 |
| SUPERVISORS OFFICE | 8401 1489 |
| SANITATION | 8401 1477 |
| HR | 8401 1442 |

If you require “out of hours” contact, please call security desk.

| | |
|-----------------|-----------|
| SECURITY | 8401 1406 |
|-----------------|-----------|

3.8 EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION POLICY

Gruma Oceania values and respects the diversity of its workforce. We believe that diversity creates a competitive advantage and enhances employee participation.

Purpose and Objectives

Gruma Oceania supports the concept of equal employment opportunity and is committed to a system, which will ensure compliance with both the letter and the spirit of the relevant legislation; the company will not condone or tolerate victimisation, vilification, discrimination or harassment.

Equal employment opportunity at our workplace is about:

- freedom from discrimination and harassment
- merit selection focusing on essential job requirements
- respect for diversity
- good people management

These form the core elements of the company's Equal Opportunity and Anti-Discrimination Policy. They recognise and value the diversity of our community, enable the attraction of the best skills from a wide talent pool and ensure that employees can realise their potential with Gruma.

The objective of this Policy is to ensure that people are treated as individuals, respected for their unique attributes and not excluded, harassed or bullied in any way, through unconscious bias, stereotypes or unlawful actions that may form the basis of discrimination, harassment, vilification or victimisation.

The following list combines the grounds that apply under Federal and Victorian state legislation:

- Race (including colour, descent, nationality, national or ethnic origin)
- Racial and religious vilification
- Immigration
- Sex
- Sexual harassment
- Marital status
- Pregnancy
- Potential pregnancy
- Family responsibilities and status as a parent or carer
- Disability/impairment (including physical, intellectual or psychiatric)
- Religion, religious belief or activity
- Political opinion, belief or activity
- Age
- Medical record
- Criminal record
- Sexual preference / sexual orientation
- Trade union activity
- Industrial activity
- Lawful sexual activity
- Physical features
- Breastfeeding
- Gender identity

Sexual harassment

Sexual harassment is unwelcome conduct of a sexual nature towards another person which could reasonably be expected to make that other person feel offended, humiliated or intimidated. Sexual harassment can be physical, verbal, visual or written.

Sexual harassment is an unacceptable form of behaviour that will not be tolerated under any circumstances.

Victimisation

It is unlawful for a person to subject or to threaten to subject another person to any detriment because the other person, or someone associated with the other person, has made an allegation or complaint of discrimination or harassment on the basis of a protected attribute and/or asserted their rights under this Policy or other relevant legislation.

Vilification

Vilification is when a person engages in conduct that incites hatred towards, serious contempt for, or revulsion or severe ridicule of, a person or group of people on the basis of race or religion. This can occur through a single act or a number of acts over a period of time.

Positive Duty

The Company has a positive duty to take reasonable and proportionate measures to eliminate discrimination, sexual or other forms of harassment and victimisation from the workplace.

Responsibilities**Responsibilities of the Company**

The Company recognises its obligation under this Policy to take reasonable measures to eliminate discrimination and harassment of any kind from its workplaces. The Company is committed to:

- ensuring that there are clear processes in place for raising grievances and complaints
- taking action if the Company is aware of any behaviour which could constitute discrimination and/or harassment, even if no complaint has been lodged. All employees can be liable for the actions of others if they authorise, encourage or assist discrimination and/or harassment to occur in the workplace.
- clearly communicating and promoting these processes
- monitoring the implementation of this Policy
- identifying potential risk factors and taking prompt, reasonable action to minimise those risks, including:
 - Managing organisational change in an inclusive and participatory way, e.g. consult with employees affected as early as possible and develop and maintain effective communication throughout the process
 - implementing work systems to prevent the risk of discrimination and/or harassment.

Responsibilities of executives, managers and principals

Executives, managers and supervisors are responsible for:

- promoting and modelling appropriate behaviour Gruma's values
- understanding what constitutes discrimination and knowing how to prevent or respond to any alleged discrimination
- monitoring the working environment to ensure as far as practicable that acceptable standards of conduct are maintained at all times and that discrimination and/or harassment are not tolerated
- promoting awareness of the avenues for advice and the complaints procedures with respect to discrimination and/or harassment as set out in this Policy
- treating complaints and behaviour which may constitute discrimination and/or harassment seriously and taking immediate action
- treating complaints of discrimination and/or harassment with appropriate confidentiality
- ensuring that a person is not victimised for making, or being involved in, a complaint of discrimination and/or harassment

Responsibilities of all employees

Employees are responsible for:

- complying with this Policy
- reporting any incident of discrimination and/or harassment that they have experienced or witnessed
- modelling appropriate behaviour
- treating any allegations or complaints of discrimination and/or harassment with appropriate confidentiality

Reporting of issues:

To report discrimination or harassment in our workplace or seek support, employees can speak with their supervisor/ manager/HR or OHS Coordinator. Support is available to employees and managers involved in reporting and managing a discrimination or harassment complaint, even after the matter has been resolved.

Employees can also access reporting via Anonymous Grievance hotline: TEL: 1-800-79-2128 or <https://secure.ethicspoint.com/domain/media/en/gui/5628/index.html>

3.9 MISSION FOOS POLICY STATEMENT ON FORCED LABOR & HARMFUL CHILD LABOUR/MODERN SLAVERY ACT

POLICY STATEMENT

Gruma Oceania values human rights and committed to ensuring that all business, including in its supply chain, is conducted according to ethical, professional and legal standards in a transparent manner. The company has zero tolerance approach to all forms of modern slavery and human trafficking within its business and within its supply chain and is committed to acting ethically and with integrity in all its business dealings and relationships and to implementing and enforcing effective systems and controls.

SCOPE

This policy applies to all directors, officers and employees of the company.

THE COMPANY

Gruma Oceania and its employees do not tolerate, engage or support Human Trafficking, Forced Labor or Child Labor of any kind through Gruma Oceania's activities, or assist Gruma Oceania clients or any other party in doing so.

Gruma Oceania respects its employees' rights to agree to terms and conditions of employment voluntarily without coercion, and freely terminate their employment on appropriate notice.

Gruma Oceania ensures that its employees are of legal working age for their position and complies with local laws for youth employment, such as apprenticeships.

The Company provides safe and fair working conditions for all its employees and ensures that no child labour is employed, in line with minimum age law. The Company expects the same standards from all of its contractors, suppliers and other business partners and as part of its contracting processes, include specific prohibitions against the use of forced, compulsory or trafficked labour or anyone held in slavery or servitude, whether adults or children. The company expects that all suppliers will hold their own suppliers to the same standards.

RESPONSIBILITY

The Executive have overall responsibility for ensuring this Policy complies with legal and ethical obligations and that all those under our control comply with it.

Management are responsible:

- for ensuring communication of this Policy and all relevant elements of the programme to all employees throughout the company and to Gruma Oceania's business partners and supply chain.
- the assessment of modern slavery and human trafficking risks within the Company and its supply chain and the development of effective, and transparent controls to reduce exposure to those risks;
- the adoption of anti-slavery wording in contracts;
- the adoption of appropriate due diligence on business partners, agents, contractors, consultants, sub-contractors and suppliers coupled with a requirement that they implement procedures which incorporate the principles of the Modern Slavery Act 2015; and
- training of all relevant individuals throughout the Company so that compliance with its policies and procedures is the duty of all relevant employees so that individuals can recognise modern slavery practices and take steps to avoid the same

Employees:

Anyone working on the company's behalf in any capacity must read, understand and comply with this Policy. The prevention, detection and reporting of modern slavery is the responsibility of all those working for it or under its control. Those working on the company's behalf are required to avoid any activity that might lead to, or suggest, a breach of this Policy.

An employee must notify HR as soon as possible, if they believe or suspect that a conflict with this Policy has occurred or may occur in the future. Employees are encouraged to raise concerns about any modern slavery likely in any parts of the Company's supply chains in any supplier tier at the earliest possible stage.

REPORTING

The Company will support anyone who raises genuine concerns in good faith under this Policy.

If a member of staff believes that a breach of this Policy has occurred or is likely to occur, they must notify their manager and HR as soon as possible.

COMPLIANCE WITH THIS POLICY

Risk assessment and due diligence process

The company will conduct systematic assessment of the risks, both external and internal, of slavery and human trafficking, including country risks, sector risks and business partnership risks within its own operations and in its supply chain.

Where a higher risk area is identified in the supply chain, appropriate due diligence will be undertaken to confirm that the parties concerned have in place ethical employment practices that comply with all relevant legislation including, where applicable, the making of an Anti-Slavery statement pursuant to the Modern Slavery Act 2015.

Where suppliers have not published an Anti-Slavery Statement, they are required to confirm that they have in place such ethical employment practices and that they, in turn, require their suppliers to have the same.

3.10 WHISTLEBLOWER POLICY

POLICY:

Mission Foods Australia is committed to a culture of integrity, accountability; transparency in decision-making, good governance and ethical behaviour. No person will be personally disadvantaged for reporting wrongdoings. The company is committed to mainlining an environment where legitimate concerns are able to be reported without fear of retaliatory action or retribution.

When a person makes a disclosure:

- Their identity will remain confidential according to their wishes
- They will be protected from reprisal, discrimination, harassment or victimisation for making the disclosure
- An independent inquiry or investigation will be conducted
- Issues identified from the investigation will be resolved
- They will be informed about the outcome

OVERVIEW

This Policy supports the disclosure by individuals of wrongdoing occurring within the Company so that appropriate action can be undertaken. The Company will treat all information disclosed in a confidential manner (so far as the circumstances permit), conduct a fair and objective investigation and take appropriate remedial steps or notify relevant authorities.

The purpose of this Policy is to ensure that the Company

- encourages and facilitates the disclosure by individuals of wrongdoing without fear of reprisal;
- provides appropriate protection for those who make disclosures under this Policy and in accordance with the Corporations Act 2011; *The Whistleblowers Protection Act 2001* (Victoria)
- properly fulfils its responsibilities under the Act and is aligned to the Australian Standard, Whistleblower Protection Program for Entities, AS8004-2004

The benefits of encouraging disclosures of wrongdoing and protecting those who make disclosures include:

- effective compliance with the Company's legal and regulatory obligations
- effective compliance with other Company's policies and governance requirements;
- promotion of a culture of integrity and accountability;
- efficient fiscal management through avoidance of waste and of ensuring proper tendering and procurement practices are adopted and monitored;
- improved morale within the Company and a healthier and safer working environment.
- employees are motivated and empowered to act and resolve Quality and Foods Safety issues and they are informed about any potential situations that could affect product's quality and/or safety.

SCOPE

This policy applies to all Mission Foods' personnel, contractors, sub-contractors, customers, suppliers and other community stakeholders who are encouraged to report any wrongdoing in accordance with this Policy.

POLICY PRINCIPLES

The Company is committed to:

- i. operating with the highest legal and ethical standards;
- ii. supporting and protecting persons who make disclosures under this Policy or under the Act or other applicable legislation;
- iii. conducting investigations in a fair and objective manner;
- iv. informing persons who make disclosures under this Policy of the progress and outcome of any investigation;
- v. taking disciplinary action against any person found to have engaged in wrongdoing and, where appropriate, notifying the relevant authorities;
- vi. taking all appropriate action to rectify any wrongdoing.

The Company recognises that personnel who disclose wrongdoing in the Company may rely on protections under this Policy or under the Act in making a disclosure.

RESPONSIBILITIES

Whistleblowers

Protection is available to Whistleblower who disclose wrongdoings that is:

- Serious in nature
- Made in good faith
- Made with a reasonable grounds to believe it is true

A whistleblower must provide information to assist any investigation of the wrongdoing disclosed. Making a disclosure may not protect the whistleblower from the consequences flowing from the involvement of wrongdoing itself.

Whistleblower Protection Officer

- i. Whistleblower Protection Officer is an officer and/ or senior manager appointed to support and provide protection to the Whistleblower according to this policy.
- ii. Whistleblower Protection Officer must have a direct reporting line to the top executive from the area of the organisation that is independent of line management in the area that is the subject of wrongdoing report.
- iii. Whistleblower Protection Officer will provide mentoring and other support necessary to the person reporting the wrongdoing
- iv. Whistleblower Protection Officer is responsible for keeping the whistleblower informed of the progress of the investigation subject to considerations of privacy of those against whom a disclosure has been made.

Human resources:

Human Resources Manager (Australia) is responsible for appointing Whistleblower Protection Officer to provide support to the Whistleblower and overseeing resolution.

If the disclosure contains allegations against Executives, HR Manager will make contact with Corporate Human resources and Corporate Legal Departments.

HR will perform the following functions:

Arrange for an investigation into the disclosures made by the whistleblower

Notify appropriate government agencies where required

Maintain a register for trend analysis and to identify systemic issues requiring attention

Investigator

The investigator may be internal or external to Mission Foods Australia. Their appointment is made after consultation with the relevant parties.

The investigator must be independent of line management in the area affected by the wrongdoing disclosure.

The investigator conducts sufficient inquiry to be able to determine conclusions about the disclosures made including whether or not investigation is warranted. The investigator must provide a report of every investigation; ensure proper conduct of the investigation, inform relevant parties of investigation progress.

Manager

All Managers who receive a disclosure about wrongdoing must notify HR Manager; provide particulars and maintain confidentiality.

Other Complaint Mechanism:

This policy is an addition to Grievance procedures, standard complaint mechanism.

REPORTING

Reportable Conduct includes, but is not limited to the following:

- dishonest, corrupt or illegal activities
- theft, fraud, money laundering or misappropriation;
- a serious breach of the Company's policies and procedures
- offering or accepting a bribe
- use of Company's funds or resources in a manner that falls within the scope of Reportable Conduct
- damage/sabotage, violence, drug & alcohol sale/use;
- risks to the health and safety of workers
- unethical conduct;
- bullying, discrimination, harassment or abuse
- victimising someone for reporting Reportable Conduct
- recrimination against someone because they participated in an investigation or review
- any instruction to cover up or attempt to cover up serious wrongdoing
- food safety and quality related issues

How to make a report:

- a) A disclosure of wrongdoing may be made:
 - orally or in writing;
 - on a confidential or non-confidential basis;
 - to an internal Australian/ internal Corporate or to an appropriate external reporting authority.

- b) If a disclosure of wrongdoing is made to the Company's Personnel other than Human Resources, it must be immediately forwarded on a confidential basis to Human Resources.
- c) If a disclosure is made orally, HR officer will:
 - a) make a comprehensive record of the disclosure;
 - b) request the Whistleblower to sign the record of the disclosure;
 - c) discuss the procedure to be followed in dealing the matters which were the subject of disclosure;
 - d) discuss with the Whistleblower the confidentiality restrictions in respect of the disclosure and the Whistleblower's identity;
 - e) request the Whistleblower Investigation Officer to undertake an investigation of the matters the subject of disclosure.
- d) If a disclosure of wrongdoing involves the top executives, the disclosure must be forwarded on a confidential basis to Corporate HR office.
- e) All disclosures of wrongdoing will be referred to the appropriate offices or agencies internally and externally as appropriate and in accordance with Company's policies and external reporting requirements.
- f) Where a person wishes to disclose certain conduct but does not seek the protection afforded to Whistleblowers under this Policy, the Company's other procedures for reporting grievances will apply.
- g) Anonymous reporting:

Anonymous reporting of wrong doing are accepted under this policy. Anonymous reports have significant limitations that inhibit and sometimes preclude a proper investigation, these limitations include the inability to provide feedback on the outcome; gather additional details to assist in investigation; question the witness.

Specific protection mechanism cannot be provided when the report of wrongdoing is done anonymously.

In cases of anonymous grievance, the following process applies:

Contact Human Resources (Australia) on:

Email: humanresources@missionfoods.com.au

Letter: Human Resources, c/o Mission Foods, 49 Gateway Blvd, Epping VOC 3076

Phone: 03 84011442

Global

TEL: 1-800-79-2128

Global Online:

<https://secure.ethicspoint.com/domain/media/en/gui/5628/index.html>

CONFIDENTIALITY:

The company will not disclose a whistleblower's identity unless:

It is necessary to further an investigation and the Whistleblower consents to the disclosure and/or

The disclosure is required or authorised by law

When a report is investigated it may be necessary to reveal its substance to people such as other Mission Foods' personnel, external persons involved in investigation process and if applicable, law enforcement agencies.

It will be necessary to disclose the facts and substance of a report to a person who may be the subject of the report as it is essential for natural justice to prevail.

RETALIATION:

The Company is committed to protecting and respecting the rights of whistleblower who report wrongdoings in good faith. The company will not tolerate any retaliatory action or threats against the whistleblower.

DELIBERATE AND FALSE ACCUSATIONS

A person who makes a report of false information or other wrongdoing knowing it to be false or being reckless about whether it is false:

- a) Is not afforded any protection under the Act or this Policy
- b) May have engaged in misconduct and be subject to disciplinary action; and
- c) May be guilty of an offence under the Act

RELATED POLICIES:

Code of Conduct

Code of Ethics

Ethical Procurement

Employment of Relatives Procedure

Recruitment selection

Disciplinary Policy

LEGISLATION:

Victorian Protected Disclosure Act 2012

3.11 HUMAN RIGHTS POLICY

GRUMA OCEANIA is committed to respecting human rights. We expect high standards of human rights performance across our operations and supply chain. Consistent with the principles set in our GRUMA's Code of Ethics and internal policies, we take a zero tolerance approach to the use of all forms of modern slavery including child exploitation, prison and forced labour, slavery, servitude, human trafficking, debt bondage, deceptive recruitment and forced marriage.

GRUMA values acting with integrity and courage and fostering an ethical culture where everyone embraces a sense of responsibility for doing the right thing in the right way. Respecting human rights across all our business activities helps to uphold GRUMA's core values and achieve our vision of creating long term, sustainable value for society.

We are committed to acting ethically and with integrity and transparency in all business dealings and to strengthen our policies and performance.

The Company recognises that as a large purchaser of goods and services, the business conduct of the Company and its suppliers can have a significant impact on its performance and reputation within the communities in which it operates. Thus, the actions of all Company members and suppliers must always be based on values such as integrity, honesty, trust, impartiality, respect, tolerance, freedom, rationality and legality, as well as with commitment to the environment and in acknowledgment of human rights. In accordance with our values, we continue to develop our approach on identifying and addressing modern slavery and human trafficking related risks.

GRUMA commits to work to ensure that there is no modern slavery in our operations and supply chain, and demonstrating continuous improvement in this regard through our annual reporting under the *Modern Slavery Act 2018* (Cth).

We also recognise that in specific circumstances other international human rights law, voluntary principles and guidelines for business may support our decisions on how we best respect the rights of vulnerable populations or other rights-holders. We commit to respecting the higher standard where national law and international human rights standards differ. If there is conflict between the two, we commit to respecting international human rights to the greatest extent possible.

OUR FOCUS:

The focus of our implementation is on the human rights that are most relevant to our operations and supply chain, which we have set out below. We will review our salient human rights issues on an annual basis.

We do not tolerate retaliation against human rights defenders who are acting to address human rights on behalf of individuals or groups.

GRUMA OCEANIA Australia is committed to the following principles:

- No child labour, prison or forced labour is used, and that employment is freely chosen.
- Workers have fair wages and employment agreements.

- Work hours do not exceed the maximum limit set by relevant legislation.
- All workers are free to exercise their right to form and/or join trade unions and to bargain collectively.
- Workers experience fair and equal treatment and access to opportunity, and enjoy a work environment that is free of discrimination, harassment, intimidation or coercion relating directly or indirectly to the protected attributes set out under discrimination below.
- All workers' health and safety is protected in the workplace.
- Workers have access to fair procedures, grievance mechanisms and remedies.

DISCRIMINATION

GRUMA is committed to inclusion and diversity, focusing on shared values, experiences and aspirations. Our leaders are accountable for promoting diversity and inclusiveness, we respect each other and draw strength from our differences.

We do not condone discrimination on the basis of protected attributes including, race, religion, national or ethnic origin, citizenship status, political opinion, age, marital or relationship status, carer responsibilities, sex, sexual orientation, gender identity, intersex status, pregnancy, parental status, breastfeeding, disability, veteran status, trade union activity or other legally protected status.

GRUMA recognises its influence and impact as a food manufacturer on the human rights of a range of stakeholders, including employer, contractor, procurer, distributor, and supporter of community. We are committed to doing what matters by seeking to do business with suppliers that have similar values, ethics and sustainable business practices, including those related to human rights, working closely with our stakeholders to identify and understand our impacts, to mitigate negative impacts and enhance positive ones. We expect the same from all our business partners, clients and suppliers.

GRUMA is committed to creating a culture, workplace and relationships with our stakeholders where people feel like they belong. This includes continuing to improve the representation of people from diverse backgrounds across our business and working to ensure our people feel supported.

INDEGENIOUS RIGHTS

GRUMA is committed to respecting the rights of Indigenous Peoples in line with the *United Nations Declaration on the Rights of Indigenous Peoples*.

PRIVACY

GRUMA is committed to treating the right to privacy as a fundamental human right. We collect, store, and handle personal information in accordance with the Australian Privacy Principles in the *Privacy Act 1988* (Cth).

HUMAN RIGHTS DUE DILLIGENCE

The *United Nations Guiding Principles on Business and Human Rights* set out the key elements of human rights due diligence, including assessing actual and potential human rights impacts, integrating and acting upon the findings, tracking responses, and communicating how impacts are addressed.

GRUMA understands that human rights due diligence is an ongoing process – one which is most effective when it is embedded in the risk and procurement processes of our business. As such, we are putting into place appropriate systems and controls to identify and assess our human rights risks and integrate those findings to manage them effectively. We are committed to enhancing our capability to track the effectiveness of our responses and to communicating our human rights progress for external stakeholders, including our annual modern slavery statement, made in accordance with the *Modern Slavery Act 2018* (Cth).

GRIEVANCE MECHANISMS

The *United Nations Guiding Principles on Business and Human Rights* fundamentally acknowledge that grievance mechanisms must be known, trusted and accessible to those who need it.

GRUMA is committed to addressing human rights grievances and providing appropriate avenues for affected individuals to come forward. Internal grievance systems and an external hotline are in place globally, along with a whistleblower hotline.

GRUMA is committed to continuously improving our mechanisms and remediation processes through stakeholder engagement and dialogue, to better align with the expectations for effective mechanisms set out in the *United Nations Guiding Principles on Business and Human Rights*.

GOVERNANCE

GRUMA has a strong governance structure for overseeing our activities, setting policies and aligning our Strategy.

Consistent with GRUMA' global and Australian policies, all personnel, are required to comply with our Global Code of Conduct, which includes specific additional responsibilities for leaders.

Our policy commitment has been approved by the VP of Production, Luis Mitre, in consultation with our Corporate Board, and is cascaded into our established procurement, compliance and risk management frameworks. A cross-functional executive-level working group oversees the approach and implementation of the human rights policy, including the assignment of responsibility across functions and divisions of the company.

ASSESSING EFFECTIVENESS OF OUR ACTIONS

We recognise, we are in the early stages of implementing our response framework and its development is and will continue to be an ongoing effort. With this in mind, we continue to work on expanding our visibility in all areas.

4.0 YOUR HEALTH AND SAFETY

4.1 OCCUPATIONAL HEALTH AND SAFETY POLICY

Gruma Oceania is committed to achieving the highest performance in occupational health, safety and welfare.

The business will endeavour to create and maintain a safe and healthy working environment and safety culture, ensuring the health and safety of all people who work or visit Gruma's site by creating an accessible health and safety management system that eliminates or minimises risk of injury or illness to people associated with the company's operations

This will be achieved as far as practicable, by reducing work-related incidents, injuries and illness to employees, contractors, labour hire employees and visitors to Gruma Oceania managed sites, or members of the public in areas that may directly be affected by Gruma Oceania operations.

Consistent with this the Company will endeavour to:

- Establish and monitor objectives and targets to continually improve health and safety performance, taking into account management practices and business structure and consistent with the nature and scale of its operations.
- Comply with applicable health and safety laws, regulations and standards and other relevant requirements.
- Manage risk by implementing systems to identify hazards, assess, control and monitor risk measures, and implement the appropriate mitigating actions, taking into account the variable nature of workplace activities and related health and safety risks.
- Consult with and involve employees in the development of health and safety policies. This includes the setting of objectives and targets, the development of procedures and systems, and the decision-making process regarding the management of risks in the workplace.
- Inform Gruma Oceania employees, contractors, labour hire employees and visitors to Gruma Oceania managed sites of their obligations regarding this policy, to manage policy implementation, facilitate stakeholder understanding and be committed to continual policy maintenance and improvement.
- Provide a continually improving health and safety management system by establishing, and monitoring progress towards measurable objectives and targets aimed at eliminating work-related illness and injury;
- Develop and maintaining a culture that encourages all staff to actively manage health and safety risks;
- Educate and appropriately train employees, contractors and labour hire employees to enable them to work safely, and assign appropriate responsibilities and accountabilities to these individuals.
- Communicate openly on health and safety matters and disseminate health and safety information to employees, contractors, labour hire employees and visitors where required
- Monitor and review health and safety management performance and trends. This includes auditing occupational health and safety management systems, to assess effective implementation and maintenance of the OHS Policy. This will assist in identifying and responding to further improvement opportunities

- The company promptly reports hazards, incidents, near misses, occupational illnesses and injuries, investigates where appropriate, and implements control measures to eliminate or minimise the risk of recurrence.
- The VP of Production and Senior Executive Group are accountable for ensuring the principles of this Policy are implemented across all activities at Gruma Oceania.
- The health and safety management system includes processes aimed at:
 1. planning;
 2. implementation;
 3. measurement & evaluation; and,
 4. management review.
- Heads of the departments, Managers and Supervisors are responsible for ensuring the principles of this Policy are effectively implemented and managed within their areas responsibility.

This Policy is supported by a suite of Health and Safety procedures, which are mandatory for use by all staff and contractors.

4.2 SAFETY GUIDELINES

WHS duties

OHS COMMUNICATIONS AND CONSULTATION PROCEDURE

The OHS Committee meets regularly and includes a structure of a majority of worker representatives and less than 50% management representation.

Company identifies key stakeholders in relation to Health and Safety as;

- Workers, including employees, contractors and labour hire employees.
- The site OHSE Committee and elected Health and Safety Representatives (HSR's)
- Government Agencies and Regulators
- Suppliers & Customers
- General Public and Local Communities

| Role | Responsibilities |
|------------------------|---|
| Senior Managers | Ensure workers are consulted in relation to changes to the workplace which impact on workplace health and safety as per the guidelines of relevant OHS Act and Regulations. |
| Managers / Supervisors | Consult with relevant workers where there are any changes or proposed changes which may impact on health and safety. Communicate and disseminate information in relation to OHS matters to relevant personnel within the workplace. Ensure formally elected HSR's receive legislatively required training to perform their role. |
| OHS Coordinator | Ensure that relevant workers are consulted and involved in any changes which may impact OHSE within the workplace Prepare appropriate materials to effectively communicate relevant OHSE issues affecting the workplace Ensure communications in relation to OHSE matters are disseminated to relevant workers within the workplace |
| All Workers | Participate in OHSE related Communication, Consultation and Engagement Activities as requested. Where requested, participate in formal elections for HSR's for their respective Workgroup. |

Everyone in the workplace has *WHS* duties under the OHS Act.

- Do not run in the factory
- All pedestrian traffic should be aware that forklifts operate around the plant
- Comply with all instructions relating to health and safety in the workplace
- Pay strict attention and adhere to all warning signs and be aware of moving parts of machinery e.g chains, pulleys, belts, rollers and “nip points”
- Only qualified drivers are permitted to operate forklifts
- Only personnel trained and signed off by the Supervisor/OHS Coordinator are permitted to use other powered equipment
- Take caution when working with high temperature processing equipment
- Do not tamper with any guards or safety devices fitted to machinery
- Do not use equipment that you have not been trained to use.
- Use chemicals safely and according to procedures, if unsure STOP AND ASK
- Check material safety data sheets when working with chemicals for specific personal protective equipment or handling requirements

- Uniform must be worn in production/warehouse area by all personnel;
- Steel cap boots /shoes must fully cover the feet
- Report any obvious risk e.g. dangerous machinery
- Do not engage in any dangerous behaviour e.g. practical jokes
- Hearing protection must be worn at all times while inside the production areas

4.3 EMERGENCY AND EVACUATION

It is the responsibility of all persons at Mission Foods 'General Occupants' (Mission Foods people include employees, agency employees, casuals, contractors and visitors to ensure that they:

- follow site emergency management procedures;
- actively participate in evacuation drills;
- follow instructions as directed by Emergency Control Personnel; and
- assist Emergency Control Personnel in the evacuation of a building where required.
- Adhere to Mission Foods Food Hygiene and GMP requirements at all times and as far as practicable during an emergency.

The **OHS Coordinator** has additional responsibility to:

- ensure that respective locations comply with the requirements of this procedure, including the establishment of an emergency planning committee and emergency control procedures;
- ensure effective emergency procedures are implemented and maintained within site or area; and
- oversee the implementation of site specific emergency procedures.

It is the responsibility of the 'Emergency Control Organisation' (ECO) to:

- conduct an orderly evacuation of location occupants to a safe place of assembly (Assembly point for office, production, QA, sanitation, maintenance personnel is near the front security gate, with the relevant signage; Assembly point for warehouse personnel is at the back security gate)
- assist emergency service personnel;
- operate portable firefighting equipment if safe to do so, and
- make the area/plant safe, if safe to do so.

The Mission Foods OHS Coordinator has additional responsibility to:

- ensure there are systems in place to manage Emergency Preparedness and Response on Mission controlled sites; and
- endorse and review the effectiveness of the Emergency Preparedness and Response Procedure.

In the event of emergency:

- When you hear the siren immediately stop working
- Walk "do not run" to assembled area
- Follow and obey all directions by fire warden.

To ensure all employees safety, an emergency and evacuation procedure is put into place to protect the safety and wellbeing of all the employees. Please refer to emergency and evacuation procedure for further information.

4.3.1 SAFETY SHOWERS

Safety showers, also known as deluge showers, are designed to flush the user's head and body and are located around the production facility. They should not be used to flush the user's eyes because the high rate or pressure of water flow could damage the eyes in some instances. Safety showers are provided to wash off hazardous chemicals that may have contacted the skin. Large volumes of water should be used to wash away contaminants, and it also may be necessary to remove contaminated clothing.



4.3.2 EYEWASH STATIONS

Eyewash stations are located around the production facility and are to flush the eyes and face area if hazardous materials have entered the eyes. In the event of hazardous chemicals contacting the eyes, the stream of water from the spray should be directed into the eye for a period of 20 minutes before or whilst awaiting medical help.



4.3.3 FIRST AID

All Gruma controlled sites have appointed, authorised and appropriately trained First Aid Officers in such numbers and at such locations, so as to provide adequate and immediate first aid treatment for injuries and illnesses that could occur at the workplace. A list of First Aid Officer Contact names and photos are displayed in the following locations:

- next to first aid kits or within the first aid kit
- employee lunchrooms
- designated employee notice boards

4.4 PERSONAL PROTECTIVE EQUIPMENT

It is the responsibility of managers and supervisors to confirm that:

- appropriate, suitable (in accordance with Australian Standards and relevant legislative requirements) PPE is provided to those requiring it
- it is worn as required
- appropriate information and training is provided to the end user prior to its use; and
- the requirements of this procedure are implemented.

It is the responsibility of all staff and contractors to:

- wear PPE provided to them; and
- maintain and care for the PPE as advised in induction/training sessions.

To minimise the risk of employees, agency employees, contractors, customers and visitors sustaining a personal injury or illness whilst working on a Mission Foods controlled site, personal protective clothing and equipment must be worn where:

- hazards from harmful substances or harmful processes cannot otherwise be prevented or suitably controlled
- personal protection is essential because of the nature of the hazard(s) and uncertainty about the level of risk involved
- risk assessment process has identified the need for PPE; or
- legislation requires PPE to be used.

PPE is issued to ensure your personal safety.

Please check the relevant SOP, prior to undertaking a task for the appropriate PPE.

4.5 WORKING SAFELY WITH MACHINERY

Care must be taken around machinery. Watch for moving parts (levers, shafts, etc.) and always use the correct guard when necessary. Know where stop buttons or levers are located.

Machine guards and other safety devices are provided for your protection and must be in position when the machine is in operation. Guards must not be removed except when the machine has completely stopped. Any faulty or damaged guards must be reported to your supervisor as soon as possible.

Your supervisor will show you all the hazards and machine guards for the machinery you will be using.

4.6 RISK AND HAZARDS

Gruma uses a number of different processes and tools to assess and document workplace OHS hazards. These include, but are not limited to:

- Plant & Equipment Hazard Identification and Risk Assessments
- Manual Handling Risk Assessments
- Hazardous Substances Risk Assessments

- Job Safety Analysis
- Safe Work Procedures
- Authority to Work Permit System
- Site Hazard Reports

It is the responsibility of the VP-Operations Oceania to:

- review and approve the timeframe for implementing controls for identified high risks which exceed the risk control timeframe guidelines.

It is the responsibility of Managers, Supervisors and Team Leaders to ensure that:

- the requirements of this procedure are implemented in their areas of jurisdiction.
- risk management tools are implemented within their department
- identified OHS hazards are reported and recorded within a timely manner
- the OHS risk register is periodically reviewed for completeness and accuracy
- corrective actions to mitigate or reduce identified OHS hazards are closed out within the appropriate timeframe
- any identified OHS hazards ranked as “Extreme” are addressed immediately, and where appropriate, ceased until appropriate corrective action can be taken to reduce the risk to a lower ranking

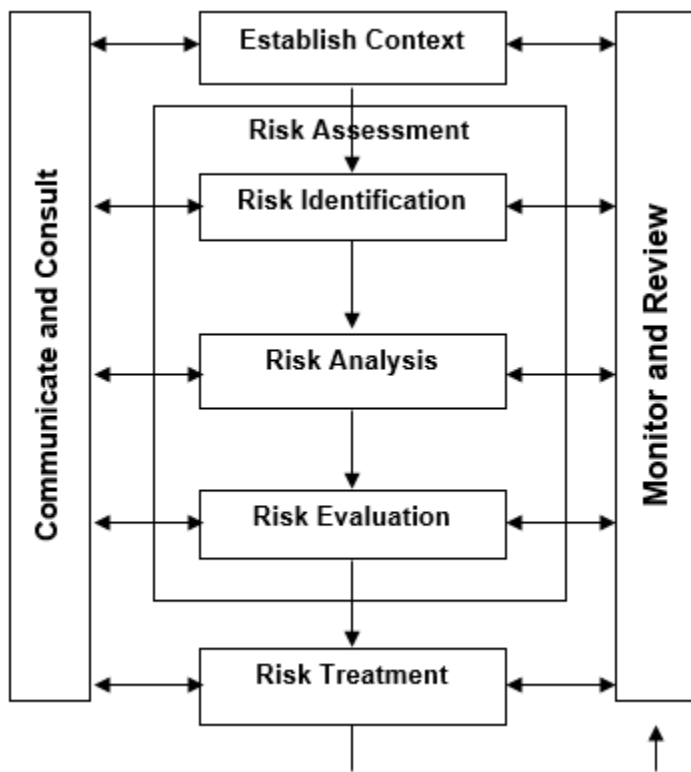
It is the responsibility of Elected OHS Representatives and OHS Committee Members to:

- participate in working groups to identify and assess workplace OHS hazard and control processes
- assist in the development of arrangements for recording hazards
- assist in the development of risk management controls

It is the responsibility of Employees and Contractors to ensure that:

- identified workplace OHS hazards are reported immediately to their manager, supervisor or team leader
- any identified workplace OHS hazard which has the potential to harm, damage the environment or workplace plant and equipment, is reported to their manager, supervisor or team leader, and tagged out or isolated where appropriate
- where appropriate, to participate in working groups to identify and assess workplace OHS hazard and control processes

Figure 1 below summarises the key elements of the OHS risk management process, as described above.



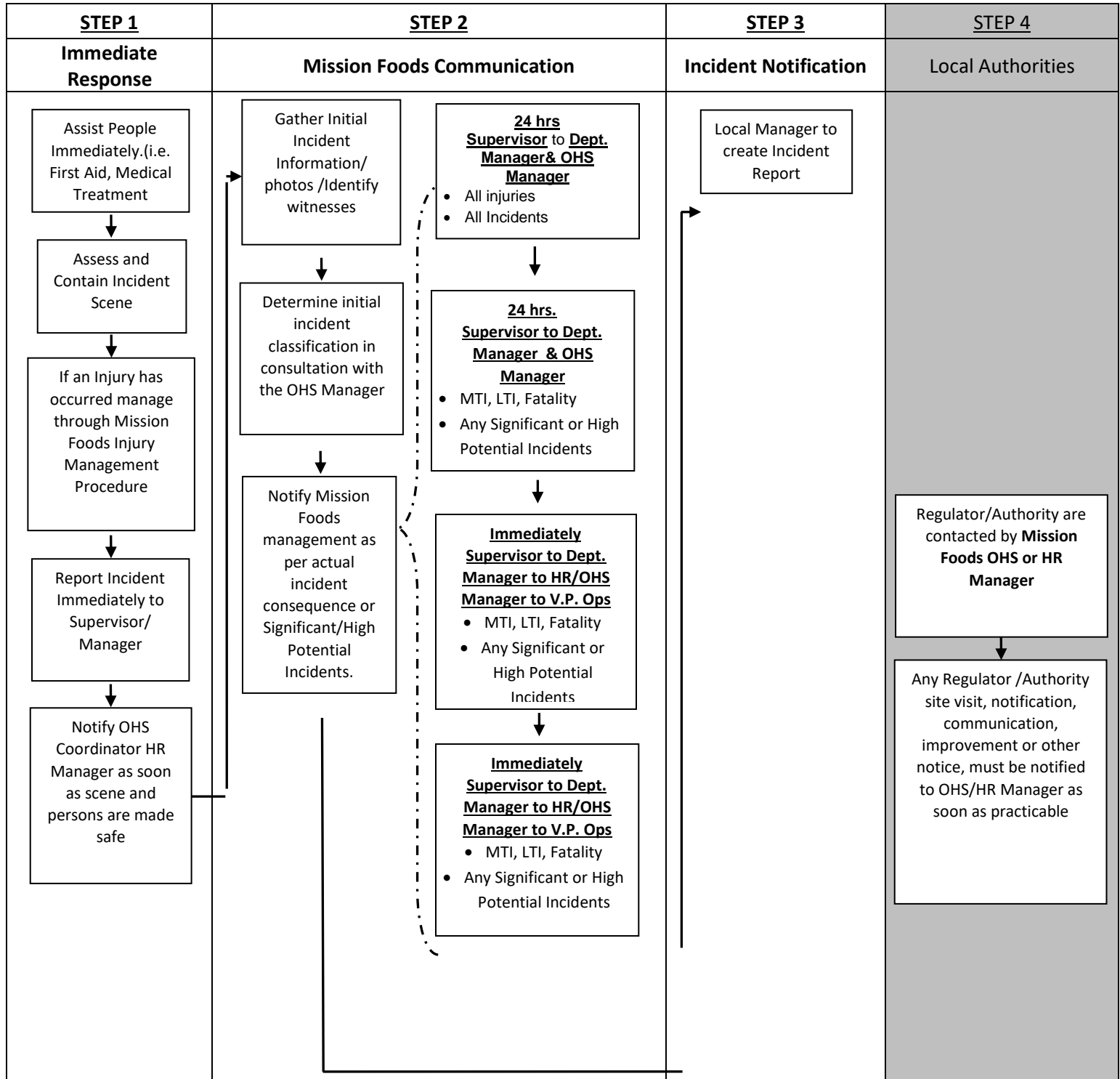
There are strict procedures put into place to ensure employee safety. To minimize hazards and risks in the work place you must ensure you comply with all instructions relating to health and safety in the workplace. Please pay strict attention and adhere to all warning signs and be aware of moving parts of machinery e.g. chains, pulleys, belts, rollers and “nip points”. If you become aware of any risks or hazards, please contact your Supervisor/Manager/OHS Coordinator or HR immediately.

Every department has trained OHS representatives (photos/names listed in common area near change rooms) who participate in regular Safety Committee meetings

Hazard Identification/Reporting form is available from your Supervisor/Manager.

4.7 INCIDENT, INJURY AND NEAR MISS

Any incidents and/or injuries that take place at Gruma controlled sites, must be reported to management as soon as possible. First Aid facility is located near the changing rooms and is marked on the plan at the end of this booklet. See the steps in Incident notification.



4.8 MANUAL HANDLING

Given the nature of the administration and operational activities undertaken at Gruma, employees and contractors are required to perform a number of manual handling tasks. However, not all manual handling tasks are considered 'hazardous'. Hazardous manual handling tasks are those tasks, which have, or have the potential to cause musculoskeletal disorders (MSD). In general, hazardous manual handling involves the following activities:

- Repetitive or sustained application of force, awkward postures or movements
- High force tasks, that is, tasks that people would generally find difficult to do due to the degree of force required to be applied
- Sustained vibration
- Handling of live people or animals; and
- Handling of unstable loads or loads that are difficult to grasp or hold.

The following sections provide further detail on the types of manual handling tasks which are, or would potentially be deemed hazardous in the workplace:

Application of High Force

Application of high force occurs in any task whereby the individual performing the task finds it difficult to do due to the amount of physical effort it requires. Examples of typical high force tasks include:

- Physically lifting or carrying a heavy object
- Lifting, lowering or carrying an object that cannot be positioned close to the body
- Pushing or pulling an object that is hard to move
- Operating tools with squeeze grips that are too far apart, or
- Lifting a heavy item from a high or low shelf.

For the purposes of this procedure, any object in excess of 20kgs is deemed heavy. However, objects of a lighter weight may also be classified as heavy depending on the physical ability of the person lifting the object, and the posture used when it is being lifted.

Awkward Posture

Awkward postures can occur when any part of the body is placed in an uncomfortable or unnatural position. Awkward postures can occur as a result of a repetitive task or sustained posture, for example:

- Reaching sideways to pick up parts from a conveyor table to stack on a trolley
- Crouching to remove rework materials from a container
- Bending the neck, back and wrists for sustained periods of time whilst typing or handwriting documents, or
- Continually standing and operating a foot pedal.

Repetitive or Sustained Movement

Repetitive or sustained movements occur when the same part or parts of the body are used to repeat a similar movement over a period of time, such as:

- Working for extended periods of time processing, sorting, packing products on the production line
- Typing, using the mouse or performing other related keyboard tasks, or
- Using tools and equipment to service/repair plant and equipment.

Vibration

Exposure to sustained vibration transferred from plant, equipment or machinery to an operator's body can potentially increase the risk of MSD, when undertaking tasks such as:

- Operating mobile plant such as a forklift, or
- Using ratchet guns, grinders, drills or similar hand tools.

Handling Difficult Loads

Any load, which is unstable or unbalanced, can move or shift shape suddenly, and may even become heavier on one side, resulting in a potential hazardous manual handling task. Common examples of difficult loads include:

- Lifting or carrying an unevenly weighted object
- Picking up or carrying boxes/bags or ingredients particularly where water or oils have caused the object to become slippery to hold.

Safe Lifting Technique

To prevent back injuries, please use the following techniques:

1. Keep the load as close to you as possible.
2. Keep your back straight.
3. Arms close to trunk.
4. Turn your feet outward and push your buttocks out.
5. Bend your knees. Keep your head forward.
6. Breathe out as you lift.

5.0 FOOD SAFETY + HYGIENE + QUALITY

5.1 GRUMA OCEANIA QUALITY AND FOOD SAFETY POLICY

It is GRUMA's policy to commercialize products with the highest competitive standards of Quality and Food Safety worldwide. Such products must comply with specifications, customer, and consumer expectations as well as legal and regulatory requirements wherever these products are manufactured and sold.

As a business we are committed to Quality, Food Safety, and all Regulatory Requirements. The highest priority is given to any product entering or exiting the process and is practiced daily by all employees.

The VP of Operations and the Management Team lead a Quality and Food Safety Culture at site level, this culture ensure the development, implementation and communication of Quality and Food Safety Objectives and performance measures linked to the these objectives, allocation of resources, clear responsibilities of management team members and ensure that employees are motivated and empowered to act and resolve Quality and Food Safety issues and to notify about any potential situations that could affect product Quality/Safety,

Priorities are met by working with a HACCP based quality system which is GFSI certified, this system was implemented to prevent, reduce, and eliminate the occurrence of food safety and quality deficiencies and increase the uniformity of our products. We also have the commitment to maintain specific customers certifications as WSEP, McDonalds, Coles, Aldi, YUM, Craveable Brands, Hungry Jacks, Halal, Organic and Kosher certification.

The responsibility for Quality and Food Safety lies with all employees, who assist in the design and implementation of the system in their areas of expertise. Gruma's management is responsible for ensuring the implementation and use of the system is successful, while ultimately, responsibility of the system falls on the Production/ Quality Assurance via the Head of Quality Assurance in charge of Quality Assurance matters who will constantly monitor and improve the system to ensure its efficiency and suitability.

The quality system and objectives are reviewed during management reviews to ensure continual improvement.

5.2 FOREIGN MATERIAL CONTROL

PURPOSE

Minimize and/or eliminate the potential of foreign material contamination in Mission Foods products. To detect and remove suspect foreign material risks we use appropriate foreign material detection equipment.

SCOPE

All Mission Foods products.

RESPONSIBILITY

The VP Operations is responsible for ensuring that any incident of foreign material contamination or potential situation of contamination is investigated and reported in accordance with this procedure and for ensuring effective corrective actions are implemented to eliminate the root cause and to prevent future incidents.

The Quality Manager or Supervisor is responsible for identifying and segregating potentially contaminated product.

All plant personnel are responsible for identifying and reporting potential conditions that might lead to product contamination.

At Mission Foods, we have foreign material prevention team. Foreign Material Prevention team is multi-disciplinary team same as HACCP team comprises of Quality Assurance Manager, Production Coordinators, Sanitation Manager and Maintenance Manager.

PROCEDURE

5.2.1 Foreign Material Source

Foreign material contamination may occur at any stage of the manufacturing process and it must be addressed and prevented as a top priority. Foreign Matter can originate from:

- External sources such as pests, raw material and packaging material (e.g., ingredient packaging, plastic and/or cardboard embedded in product by the supplier);
- Internal sources of foreign material include the building (e.g., rust, insects and insulation), surface coatings (e.g., flaking paint, damaged render), equipment (e.g., nuts, pins, screws, washers, knives, blades, needles etc.), metal scarf, glass (e.g., from windows, or utensils) and wood (e.g., from pallets or brooms or other equipment such as thermometers)

5.2.2 Foreign Material Prevention and Control Programs

Mission Foods strongly believes that the best way of having a safe product for our consumers is based on the prevention, for this we have developed documented and implemented foreign material programs as preventive measurements to avoid having undesirable materials in our raw and packaging materials, equipment and finished products.

The main foreign material preventing programs are but they are not limited to:

- Good Manufacturing Practices
 - Personnel Practices

- Housekeeping
- Self-Inspections
- Metal Control
- Wood Control
- Glass, Brittle Plastic and Ceramics Policy (all lights should be covered with shattered-proof glass)
- Environmental Program
- Sanitation Program
 - Standard Sanitation Operational Procedures (SSOP's)
 - Pre-Operational Inspections
- Supplier Approval Program
 - Letters of Guarantee
 - Supplier Corrective Action Program
 - Supplier Evaluations
- Receiving, Storage, and Shipping Programs
 - Receiving Inspection
 - Storage Conditions
 - Shipping Conditions
 - FIFO Program
- Sifters and Strainers Program
 - Sifter Tailing Monitoring Program
 - Strainers Monitoring Program (for Bulk Ingredients)
- Preventive Maintenance
 - Preventive Maintenance Program
 - New Equipment/Modifications Approval Program
- HACCP Program
 - Identification and Control of CCP
 - Metal Detector Policy
- Chemical Control Program
 - Approval of New Chemicals
 - Concentration Verification Procedure
 - Restricted Access
- Allergen Control Program
 - Supplier, Receiving, Storage and Packaging Control
 - Allergen Materials Identification Throughout Storage and Production Process
 - Scheduling
 - Reprocess Control
 - Change Over Work Instructions
 - Cleaning Practices
 - Labeling
- Food Safety and Food Security Programs

- Food Safety Inspections
- Food Security Assessment
- Corrective Action System
- AIB, BRC and Customer Audits Once a Year
- Internal Audits
 - Scheduled Audits Throughout the Year
- Employee Training Programs
 - Training Plans by Department (including Food Safety)
 - Training Requirements Identified by Position and Frequency
 - Training Documented and on File
- Pest Control Program
 - Plant is Serviced at Least Once a Month
 - External and Internal Traps, Insect Lights and Pheromone Traps Installed
 - Controlled Fumigations When Necessary

All of these programs are focused in preventing foreign material contamination. These Programs shall be fully implemented in Mission Foods Manufacturing Facilities.

5.2.3 Detection

Any plant employee that detects a potential of foreign material contamination or an actual contamination must inform his/her Supervisor and the Quality Technician immediately in order to stop production on the affected line(s) and to identify and segregate suspect raw material, packaging or finished product to initiate an investigation to find the source of the problem. Quality personnel shall immediately (verbally) inform the Quality Manager of the incident

Metal detectors and X-rays are in use to detect and remove suspect foreign material risks. Metal detector and X-rays are the Critical Control Point at Mission Foods. Metal detector/ X-Ray rejection **box** shall be locked (or with restricted access) at all times. Metal detector / X-Ray rejection **box** will be checked every hour and at the end of production run. Only Quality personnel are authorized to take rejected product from the metal detector / X-Ray. All rejected product must be visually inspected for metal or glass (only for X-Ray machine) or it must be passed through the metal detector / X-Ray again.

- a. If the product not rejected again, it can be released.
- b. If the product rejected, it must be visually inspected.
- c. If no metal/ glass found it should be considered a false reject.

5.2.4 Mitigation of sharps (Yum! Requirement)

During the Yum! Production, program has been established to mitigate the risk of sharps (e.g. knives, blades, needles) and other materials passed through the metal detectors.

Findings are recorded on the below forms.

- QR Q 14.15.4 –Metal detector risk mitigation for all lines

5.2.5 Investigation

As soon as the issue is reported the following actions need to be taken:

- a. Identify the type of contamination (wood, plastic, metal, paper, insects, etc)
- b. Determine the source of the foreign material.
- c. Identify the affected lines, equipment, finished products, raw and packaging materials and/or formulas.
- d. Inform findings to Maintenance, Sanitation, Production, Quality, Warehouse and if necessary Receiving to establish the further actions taken by each Department.
- e. Fill out the Foreign Material Contamination Report (QR Q 14.25) and place a piece of physical evidence on the report.
- f. Document all the required information, including the observations made by other Departments

5.2.6 Risk Assessment

Once the initial investigation is done, any of the following high risk events must be met in order to acknowledge the need for a Risk Assessment:

- a. The foreign material has been identified to be part of the equipment, but not all the pieces were found, therefore the potential of these pieces being in the finished product is present.
- b. The finished product affected has gone out of the plant or not all the product can be accounted for.
- c. The source of the contamination has been determined as a torn sifter screen.
- d. The cause of the contamination has been detected to be insect infestation.
 - Flour beetle's infestation is defined as the presence of two or more life stages of the insects. Most commonly, adults and larvae.
- e. The source of the contamination is blood or other bodily fluids that could transmit disease.
- f. An animal or parts of an animal is found in any of the bulk ingredients system (flour or oil).
- g. There is not enough information to determine the extent of the contamination.

VP Operations, production coordinators, maintenance manager and quality manager are responsible for performing the Risk Assessment to determine the exposure of the contamination and for generating and sending QR 7.6-02 Foreign Material Risk Assessment Report to the Vice President of Quality within two hours of the incident to inform all the details of the incident and actions taken until this point.

5.2.7 Corrective Actions

- a. With the aid of Production and Warehouse personnel, determine the amount of product involved and place it on Hold following QP 11.3

- b. Contaminated product must be discarded. It shall not be reworked or reprocessed.
- c. Conduct a pre-operational inspection prior to start-up the lines.

5.2.8 Responsibilities

All the affected departments need to be involved in the situation taking immediate actions according to their responsibilities in order to ensure the situation is under control.

a) Production

Remove all suspect raw or packaging materials from the production area whenever these materials are the source of the contamination.

Segregate the materials including pre-weighed batches and materials in minor ingredient room.

If available, a different lot can be used to replace the suspect raw material.

Remove the product left on the lines, the re-process bins and the reprocess machine whenever the foreign material source is either one of the ingredients in the recipe or finished product, Quality department must be informed and the quantities documented.

Production lines cannot be re-started until the pre-op inspection is completed and approved by Quality Personnel.

Along with Quality Department determine the total amount of product produced; including times, product code, changes of product, and all related information that can help to accurately define the amount of product exposed.

b) Quality Department

Describe as best as possible the foreign material incident by specifying:

- Type of material
- Where it came from
- Characteristics
- Number of pieces found, etc.

Along with all the related Departments, collect the necessary information to ensure the situation is controlled and all raw materials and finished products affected are accounted for and are placed on Hold or wasted.

Document all necessary information of the finished product / raw material such as lot code, code date, product code, quantity, supplier, etc. Conduct pre-operational inspection to the lines before re-starting and approve if in acceptable condition.

The Quality Manager must be informed of all contamination incidents.

c) Maintenance

Maintenance personnel must conduct the identification of the source of the foreign material and repair the equipment involved in the contamination and must inform Quality Department and Production of any part not accounted for.

d) Sanitation

Sanitation personnel must clean and sanitize the equipment, machinery, tools and utensils involved in the contamination. Trained Production personnel may conduct the cleaning if Sanitation personnel is not available.

e) Shipping and Receiving

Shipping and Receiving personnel must ensure all affected raw material and finished product is identified and segregated in a specific area to be available for further evaluation.

If finished product has been distributed, warehouse personnel must gather all the necessary information to bring the suspected product back to the plant in coordination with Quality Department

Product Disposition

Product disposition must be determined in accordance to QP11.3

5.3 GLASSES AND CONTACT LENSES POLICY

PURPOSE

To establish the method that shall be used to minimize the potential of contaminating products with glass and clear plastic from operators wearing glasses or contact lenses.

Gruma Oceania aims to eradicate the presence of such substances in the manufacturing area as much as practicable, and minimize the risk of such substances being introduced to the plant environment via visitors, factory personnel or contractors.

INSTRUCTIONS

1. All personnel who require the use of glasses or contact lenses in the production area need to inform the Human Resources department and be placed on the glasses and contact lenses register.
2. As glasses and contact lenses are required these operators need to register their use in the production area and report if they lose or break these items in the production area.
3. If glasses or contact lenses in production area are lost or broken they need to be reported to the QA Department immediately who will register the break or loss investigate and log on QR Q 14.16.1 Glass / Clear plastic Clearance log.
4. In the event of glass breakage from glasses the Glass Breakage work instruction shall be followed
QP 7.7-02 Glass Breakage

5.4 GLASS AND CLEAR/BRITTLE PLASTIC

PURPOSE

To establish the method that shall be used to minimize the potential of contaminating products with glass and/or Clear/Brittle Plastic in any way.

Gruma Oceania aims to eradicate the presence of such substances in the manufacturing area as much as practicable, and minimize the risk of such substances being introduced to the plant environment via visitors, factory personnel or contractors.

ASSOCIATED MATERIALS

1. QP 7.7-02 Glass Breakage Procedure
2. QR Q 14.16.2 Glass-CP Breakage Clearance Report
3. QR Q 14.16.3 to QR Q 14.16.17 Glass / Clear Plastic Register

INSTRUCTIONS

1. All personnel should be vigilant and respond to any evidence of broken glass or glass like substances (including hard/brittle plastic). Such an incident should be immediately reported to area supervisor/leading hand.
2. No glass should be introduced to the plant environment by personnel or visitors.
3. GMP Policy outlines prohibited items including glass and all employees are made aware of this through GMP training.
4. Contractors should be thoroughly briefed regarding GMP policy prior to entering the plant and must be closely supervised while working in the manufacturing facility.
5. Glass should not be used in the plant, however if the use cannot be avoided an assessment should be conducted to determine if it can be replaced by other type of material. All Glass / Clear / Brittle Plastic items should be log in **QR Q 14.16.3 to QR Q 14.16.17 Glass / Clear/Brittle Plastic Register**.
6. Areas with glass and clear /brittle plastic present shall be inspected daily by production department to ensure its integrity and to avoid the potential for contamination.
7. In the event of glass breakage follow **QP 7.7-02 Glass Breakage Procedure**
8. This will include the signing of the Glass Clearance Report (**QR Q 14.16.2 Glass-CP Breakage Clearance Report**) before production can be re-started.
9. Glass and clear/brittle plastic present from operators wearing glasses or contact lenses is detailed in the **QP 7.7-03 Glasses and Contact Lenses Policy**.
10. The policy of allowing glass and ceramics in the tea room area of the plant is only allowed in the warehouse tea room and office.

Each department manager should ensure all glass and clear /brittle plastic in their area doesn't represent a risk of product contamination

5.4.1 GLASS/CLEAR PLASTIC BREAKAGE PROCEDURE

PURPOSE:

Establish a method that shall be used in the event of any glass or clear plastic breakage occurring in production, warehouse, laboratory and/or any other surrounding area.

APPLICATION:

Mission Foods, Epping plant.

RESPONSIBILITY:

QA Manager: Responsible of generating, maintaining and distributing this policy.

Department Managers/Coordinators: Responsible for implementing and compliance of this policy.

HACCP Team: Responsible for assessing the effectiveness of this work instruction.

ASSOCIATED MATERIALS:

1. QR Q 14.16.1 Glass-Clear Plastic Breakage Clearance Log
2. QR Q 14.16.2 Glass-CP Breakage Clearance Report
3. Barricades.
4. Hold tags
5. Glass breakage cleaning kit
6. Damp cloths

INSTRUCTIONS:

In the event of glass breakage in the plant the following steps shall be followed:

1. Production in the area must be stopped immediately.
2. All products in the immediate vicinity must be segregated.
3. Sanitation, QA and Department's managers or supervisors shall be notified.
4. The area at risk should be isolated with barricades.
5. All personnel are required to evacuate the area until all the broken glass has been removed.
6. All personnel should inspect their shoes for fragments of glass when leaving the area.

7. A minimum number of personnel should be used within the isolated area to clear the broken glass
8. To collect and clean the broken glass only Glass breakage Kit should be used and it should be discarded after use. Breakage kits shall contain all items readily required in the event of a breakage such as: Copy of the up to date breakage procedures, cleaning equipment suitable for use, and sign off documentation QR Q 14.16.1 Glass-Clear Plastic Breakage Clearance Log.
9. This kit with all cleaning tools should be immediately disposed into a waste container outside of the plant after use (single use kit).
10. Broken glass should be placed in a cardboard or hard plastic box. Extra care should be taken when handling broken glass.
11. Damp cloths should be used to wipe down all food contact surfaces and floor area. High pressure Water, compressed air hoses or vacuum cleaners should not be used to clean broken glass area.
12. Cleaning crew should inspect their shoes for fragments of glass when leaving the area and change their uniform after cleaning the affected area.
13. Barricades should only be removed after the QA Staff/Supervisor and Sanitation Manager/Supervisor are in agreement that all the broken glass has been removed.
14. Any raw materials, packaging, in-process product or finished product which is judged to have been at risk MUST be placed on hold and wasted.
15. QA Coordinator/Supervisor and Department Supervisor must complete and sign the Glass Breakage Clearance Report QR Q 14.16.2.
16. In the event that QA department or Sanitation department is involved in a breakage, any member of HACCP team must do the Verification of the clearance of the glass breakage and sign the form.
17. Corrective and preventive action should be generated to prevent reoccurrence.
18. Source of the glass should be compared against the glass inventory to see if the source is new and it was not detected before or to identify the area as a high risk area, which has to be monitored more frequently.
19. If possible retention safely a sample of broken material for future reference.

Training & Awareness:

All personnel engaged in production activities including warehouse staff must be aware of this procedure and Sanitation staff must be appropriately trained.

5.5 HACCP HAZARD ANALYSIS AND CRITICAL CONTROL POINTS

Gruma operates under HACCP as a safe and quality assurance standard.
HACCP will ensure all food products are reaching quality standards.

5.6 GOOD MANUFACTURING PRACTICES

Personal hygiene

Personal hygiene is a paramount importance to any food processing operation. Employee's personal hygiene practices and cleanliness minimizes the risk of food contamination. The most important things you need to know are that you must:

- Do whatever is reasonable to prevent anything that you wear, does not come in contact with the food or food surfaces
- Wear the uniform that is provided
- Make sure bandages or dressings on any exposed parts of the body are covered
- Do not eat over unprotected food or surfaces likely to come in contact with food
- Do not sneeze or blow or cough, that is likely to come into contact with any food
- Cross-contact of products with allergenic materials (allergens are antigens which cause allergy) may occur due to poor personal hygiene within a manufacturing facility. Allergy is a hypersensitivity reaction initiated by immunological mechanisms. Food allergy is a hypersensitivity reaction, which can lead to anaphylaxis
- Employees are not permitted to bring food or drink into areas where products, ingredients or primary packaging is exposed. Employees are not permitted to bring food into canteen containing know allergens such as peanuts, almonds, hazelnuts, pistachio, sesame seeds, soy. Hands must be washed thoroughly after food consumption to prevent cross contamination.
- Contractors and visitors must comply with all GMP rules.

Uniform (shoes + jewellery)

All employees need to wear clean protective uniform at the commencement of each day's operation and if necessary, garments shall be changed if excess soiling occurs during the day.

Clean uniforms are provided daily and collected and cleaned by contractors. No uniform are to be taken off work premises.

All employees are required to wear clean coved shoes. Ensure all shoes have been scrubbed. No dirt or foreign material should be transported on shoes into the factory.

Watches and jewellery are not permitted in the production and packing areas.

All personal belongings must be stored in the personalized locker given to the employee during induction.

We encourage all employees to actively participate in pest control through good housekeeping practices.

These include:

- Closing doors
- All food products should be sealed and packed
- Any food product that is dropped on the floor must be scrapped
- Cleaning equipment regularly
- Keep work areas tidy and free from surplus equipment or materials
- Report pest sightings to your supervisor
- All employees must use the air shower before entering into the plant

Benefit of Quality

Good quality products benefit our organization because:

- Reduce scrap or waste due to not meeting specifications

- Reduce disposal cost of discarding products
- Reduce rework of product
- Maintain company reputation
- Reduce customer complaints
- Customer satisfaction is increased
- Increase sales by satisfied customers
- Increase brand loyalty with our customers

5.7 REQUIREMENTS FOR FOOD HANDLERS

General Requirement

According to Standard 3.2.2 Food Safety Practices and General Requirements, of the Australia New Zealand Food Standards Code, Clause 13 places an obligation on food handlers to take all reasonable measures to ensure that their actions do not compromise the safety and suitability of food.

A 'food handler' is defined as a person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food, for a food business. 'Handling' of food includes making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying food. Any person who undertakes these activities is considered to be a food handler.

Company Requirements

Gruma Oceania requires its food handlers to take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.

Food handlers must abide by Gruma Oceania Personal Hygiene Guidelines at all times.

Food handlers must sanitise their hands every 20 minutes, when undertaking all food handling operations. Siren will be heard as a signal to do so. No disposable gloves should be used in plant only safety gloves. Safety Gloves should only be used for safety reasons to protect hands from heat, when wearing bandaids and undertaking tasks in packaging and warehouse if required.

It is the responsibility of the food handler to ensure the products are processed correctly. It is the responsibility of the food handler collating to discard any material that does not meet the QA specifications. They must inform the Production Supervisor or Team leader of the problem immediately. Food handlers must ensure food is adequately protected from contamination.

Food handlers must ensure food contact surfaces are adequately protected from contamination. Food handlers must follow Gruma Oceania Plant Sanitation Program procedures to ensure all equipment is thoroughly cleaned and sanitized. It is the food handler's responsibility to ensure that food contact

surfaces do not become contaminated with foreign material. If contamination occurs the food handler must stop the process so that the equipment can be cleaned and sanitized.

Food handlers operating a particular piece of equipment must report to management if the equipment is not operating correctly.

HEALTH OF FOOD HANDLERS

1. As a food handler if you have a symptom (diarrhoea, vomiting, sore throat with fever, fever, jaundice) that indicates you may be suffering from a food-borne disease (this is a disease that is likely to be transmitted through consumption of contaminated food) or if you might be a carrier of a food-borne disease or any infectious disease (e.g. measles, chickenpox, influenza), if at work you must:
 - Report that you may be suffering from a disease or know that you are carrying the disease to your supervisor.
 - Not engage in any handling of food where there is likelihood that food contamination as a result of the disease.
 - If engaging in work on the food premises seek permission from your supervisor and ensure that you take all practicable measures to prevent food from being contaminated as a result of the disease.
2. A food handler suffering from a condition (means an infected skin lesion or discharge from the ear, nose or eye), if at work must:
 - Report that you are suffering from a condition to your supervisor, if there is a reasonable likelihood of food contamination.
 - If continuing to engage in food handling or other work consult supervisor and take all practicable measures to prevent food being contaminated.

HYGIENE OF FOOD HANDLERS

Personal Cleanliness

- Employees must arrive to work with clean neat clothing. Excessive perfume or aftershave shall not be worn.

Protective Clothing

- Employees must wear clean uniforms provided by management at all times when in the production area.
- Employees must wear safety shoes at all times in the production area.
- Employees must only store essential items loose items in pockets below the waste. Any pockets above the waste area should be free from loose items of any kind.
- New hairnets must be worn at all times in the factory. Hairnet must completely cover hair. There must not be any protruding fringes and no loose hair falling out the back or on the sides of the hairnet. Long hair should be tied back.
- Beard nets must be worn if necessary.

- No disposable gloves are to be worn when handling unpacked product. Hands should be washed and dried before handling product and sanitized every 30 minutes.
- Gloves used in production for safety reasons should not touch any surface other than the product you are handling.
- Gloves should be changed after breaks and in between handling raw materials (Corn Area) and final product.
- Torn or contaminated gloves should be thrown out.
- Gloves used should not be disposable and not reused.
- All protective clothing must be removed when leaving the production area and re-worn when entering the production area.
- Uniforms must be placed in the receptacles provided at the end of each day. A new uniform must be worn at the beginning of each day. Uniforms are cleaned by a contacted company.

Hand Washing

- Skin deposits sweat, oil and dead cells. Thorough hand washing reduces contamination of food with these.
- Hands may pick up bacteria, when they touch dirty equipment, contaminated food, clothing or parts of the body. Employees must wash hands frequently.
- Hands must be thoroughly washed with warm water and antibacterial solution provided. Ensure that wrists, in between fingers, back of hands and underneath nails are thoroughly washed. Rinse hands under water and dry using paper towel. Discard towel after use in bin provided.

Washing of hands should be conducted at the following times:

- Before entering production area.
- After handling raw materials.
- Before handling food requiring no further heat treatment.
- After touching hair, face or any other body parts.
- After eating, smoking, coughing, blowing your nose or going to the bathroom.
- After handling waste food or chemicals.
- After each break.

The effectiveness of hand washing will be monitored by swabbing a washed hand on monthly basis.

Fingernails

- Must be kept short, clean and free from dirt.
- Nail polish is not permitted.
- Artificial or acrylic nails are prohibited.

Skin

- Employees with skin irritation or infection must report their condition to management immediately.
- Poor skin care and skin disorder can lead to bacterial infections like boils and impetigo.

- Boils are severe local infections caused by damage to the skin by irritating clothing etc. Staphylococci and other microorganisms multiply in the skin and produce a toxin that kills the cells around it, causing swelling and soreness. Boils should never be squeezed as the infection may spread. If staphylococci get into the bloodstream it may lead to meningitis (infection of the membranes around the brain), bone infections or other problems.
- Employees with boils must not handle food.

Eyes

- Eyes with a mild bacterial infection may have bacteria on the eyelashes and at the corners. If employees rub their eyes, their hands will be contaminated. Hand washing is mandatory.

Mouth

- Many bacteria can be found in the mouth and lips, which can cause disease especially if an employee is ill.

Nose, Throat and Lungs

- A sinus infection means infection of the membranes in the nasal sinuses. The mucous membranes become swollen and inflamed and secretions collect in blocked cavities leading to pain, dizziness and running nose.
- Employees are encouraged to use nasal decongestants to reduce discharge.
- Employees must wash and disinfect their hands after blowing their nose. All sneezes must be blocked with tissues.
- Tissues are to be disposed of outside the production area.
- A sore throat is caused by streptococci. Laryngitis and bronchitis are spread by coughs, sneezes and nasal discharge. Poor hygiene leads to the spread of this disease.
- Influenza (flu) infects the body through the lungs. Secondary bacterial infections by staphylococcus, streptococci can result.

Waste Organs

- Intestinal waste (faeces) is a major source of pathogenic (disease causing) bacteria.
- Employees must wash their hands after they use the rest room.

Jewellery

- Employees are not permitted to wear jewellery in the food processing area as it can get caught in machinery or fall into the product.
- No rings, watches, earrings, anklets, necklaces may be worn. All jewellery must be removed prior to entering the production area.
- A wedding band is not permitted.
- Jewellery is not to be kept in pockets.

Illness

- Illness must be reported to management immediately.
- Employees who are ill prior to starting work must inform management immediately. Management will advise if employee is required to attend work.
- If an employee falls ill food handling must cease immediately.
- Any employee with the following health conditions are not permitted in the production area unless authorized by management.
- Open wounds, abrasions or cuts on hands or arms unless completely covered by a protective blue metal detectable waterproof bandage followed by complete cover with rubber surgical gloves.
- Carries a disease such as typhoid or paratyphoid.
- Is infected with a communicable disease such as tuberculosis, bacillary dysentery, amoebae dysentery or hepatitis.
- Medications must not be taken into the production facility.

Behaviour in Production Area

The following is prohibited:

- Eating or drinking
- Smoking
- Spitting
- Nail biting/ chewing
- Chewing gum
- Sneezing or coughing over food

Other GMP requirements

The Following is prohibited in the production area:

- Glass
- Pins/rubber bands
- Wood (Except where wooden pallets are used at the end of the production line to stack final product)
- Any metallic object not required in production
- Mobile phones
- Staples
- All employees must use the air shower before entering into the plant
- All rework material is stored in the designated white coloured tubs
- Any part-used packaging materials shall be effectively protected before being returned to storage
- Product contact liners shall be appropriately coloured to prevent accidental contamination
- All pallets that are received are to be in good repair, i.e. no broken/splintering wood, no missing protruding nails etc. and clean and free of extraneous matter.
- All Work in progress products is to be stored in the production area on good clean **PLASTIC** pallets off the ground. WIP product is not to leave the production area

- Wooden pallets are to be minimized on the production floor. Only one wooden pallet with raw materials, and one wooden pallet for stacking finished goods should be in the production area at one time
- All packaging material is to be store on good clean pallets off the ground and in the racking system.
- Raw Materials and finished goods are to be stored on good clean pallets off the ground and in the racking system
- Any unpackaged raw material, work in progress or finished goods, dropped on the ground or thought to be contaminated is to be discarded in an appropriate bin.
- No Glass is permitted in the processing area. If in the event of broken glass being discovered the **QP 7.7-02 Glass Breakage Procedure** is to be followed
- Good Stock rotation must be maintained. Stock is rotated, using the first in - first out principle so that food is within its "Use-by" Date. Refer to **QP 8.5 Stock Rotation Procedure**
- Signs have been placed at strategic points around the factory; these signs must be followed at all times. The signs give important information regarding Occupational Health and Safety, Food Hygiene, Food Safety, and GMP requirements.
- All Transport vehicles used by Gruma Oceania are inspected for cleanliness and suitability prior to being loaded or unloaded.
- Water used for cleaning and as an ingredient in manufacturing will be regularly assessed for portability. This will be tested annually and records shall be kept.
- All Visitors and Contractors of Gruma Oceania must sign a sign in book with rules on requirements at Gruma Oceania.
- To ensure that Gruma Oceania products always meet Specifications and to aid in the investigation of a recall retention samples are kept.

Chemical Control

- All chemicals for QA purposes are to be kept in a labelled storage cupboard in Quality Assurance laboratory. Chemicals are not to be taken into the production area.
- Chemicals used for cleaning by sanitation are kept in a locked room and diluted before use in production.

Once per month a comprehensive internal GMP audit is undertaken to verify that Good Manufacturing Practices are carried out.

Security Requirements:

- Gruma Oceania has security alarms and a security firm patrolling on weekends and after hours. Only personal authorized to work at that time are to be on the premises. No employees are permitted on Company property without prior authorization.
- Finished products are transported in sealed shippers which have been stretch wrapped to secure the load on a pallet. Transfer dockets are kept of all dispatches.

Vehicle Inspections

- Upon leaving the Gruma site Security may perform a vehicle security inspection at his discretion. Any employee illegally in possession of Gruma equipment or material may result in disciplinary actions taken and legal proceedings may be initiated.

Bag Inspections

- Employees leaving the site via pedestrian means may, from time to time, be required to present private bags of personal effect to the Security Office for an inspection. Any contractor illegally in possession of Gruma equipment or material may face legal proceedings.
- Please refer to the current Gruma Oceania Security Policy.

6.0 ENVIRONMENTAL COMPLIANCE

All activities conducted on the Gruma site must comply with the current relevant Environmental Protection Act and Gruma Environmental requirements.

General Environmental Duty

Every employee must comply with the requirement of the General environment Duty which reads:

“A person must not undertake an activity that pollutes or might pollute the environment unless the person takes all reasonable and practical measures to prevent or minimise any resulting environmental harm”

As a Gruma Oceania employee, in order to protect the environment, you have environmental responsibilities, which include:

- Following all environmental protection systems and procedures
- Considering environmental hazards before carrying out an activity
- Acting by taking personal steps to remove or reduce identified environmental hazards
- Reporting environmental hazards, and
- If you are a supervisor, you must also check and enforce compliance with you work group.

Roles and Responsibilities

Environmental Management System responsibilities:

Top Management: Luis Mitre (VP Operation Oceania)

Demonstrate leadership and commitment with respect to the Environmental Management System by:

- a. Accountable for the effectiveness of the Environmental Management System;
- b. Ensure that the environmental policy and environmental objectives are established and are compatible with the strategic direction and the context of the organisation;
- c. Ensure the integration of the Environmental Management System requirements into the organization business processes.
- d. Ensure the resources needed for the environmental management system are available;
- e. Communicate the importance of effective environmental management and of conforming to the environmental management system requirements,

- f. Ensure that the environmental management system achieves its intended outcomes,
- g. Set direction and support personnel to contribute to the effectiveness of the environmental management system;
- h. Promote continual improvement,
- i. Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibilities.

Environmental Coordinator: Cosmo Bonvino (Maintenance Manager)

- a. Responsible in setting up environmental objectives and targets and ensuring that those goals are achieved.
- b. Assist in designing, preparing, implementing and maintaining the environmental project plan.
- c. Report results of environmental monitoring during management review, report relevant complaints received from interested parties.
- d. Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibilities.

Environmental Representative: Jesus De Hoyos (Packaging Engineer)

- a. Define the Environmental Management System roles and responsibilities within the organization.
- b. Keep environmental policies and regulations documentation updated.
- c. Coordinate Environmental Risk Assessment with Heads of various departments.
- d. Record any environmental incidents, complaints, feedback,
- e. Coordinate investigations into any environmental incidents.
- f. Review legal requirements.
- g. Monitor, measure and evaluate the Company's environmental performance.

Department Managers and Coordinators

- a. Determine environmental risk assessment per department
 - i. yearly
 - ii. when implementation of new equipment/ processes takes place
 - iii. when change of production activities occurs
- b. Determine risk and opportunities related to the environmental aspect.

Internal Auditor – Corina Garcia (Quality Manager)

- a. Coordinate Internal Audits for Environmental Management System.
- b. Maintain environmental CARs and track completion of corrective actions identified on environmental CARs.

Disaster Preparedness Coordinator: Alvaro Hincapie (Sanitation Manager)

- a. Serve as the Emergency Response Coordinator for hazardous material spills and related emergency procedures.
- b. Coordinate Mock Drills, participate in training of the Disaster Preparedness Team.

Representative on Disaster Preparedness Team – Natasha Pahoff (Human Resource Manager)

- a. Serve as the Administrative Team representative on the Disaster Preparedness Team

Disaster Preparedness Team – Sanitation Staff

- a. Plan, execute and review Disaster Preparedness Drills.

Stormwater

No materials are permitted to enter the stormwater drains in either solid or liquid form. All materials that escape down stormwater drains will eventually enter Port Phillip Bay.

Sewage System

Do not tip environmentally hazardous materials into the sewage system.

Waste identification

All containers of waste used for storage on site, or transportation off site, must be clearly labelled to identify contents, and display any warnings required by law.

Soil Contamination

Environmentally hazardous materials must not come in direct contact with soil. Note that any resulting contamination may require costly clean-up operations.

Mixing Wastes

Do not cause or permit the mixing of liquid environmentally hazardous materials with solid wastes or any other materials especially incompatible materials.

Transporting wastes and Other Environmentally Hazardous Materials

- Ensure that loading operations are carried out in a way to prevent spillage
- Ensure that equipment, such as Bunding and spill response equipment is available for the containment and recovery of any spillage of environmentally hazardous material at the loading point
- Ensure that a Waste Transport Certificate is properly completed before environmentally hazardous waste is transported off site for disposal.
- Only transporters with a current EPA license can be used for the removal and transport of environmentally hazardous waste from the site.
- All wastes are to be transported to a depot licensed by the EPA to accept those types of wastes.

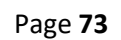
Air and Noise

Environment Protection Policies and regulations also require control of air quality and noise issues during activities.

Environment, Grounds and Building requirements:

- All doors to factory are to be kept closed at all times except for the transportation of goods.
- All doors to the processing area to be kept closed at all times, except for the transfer of goods
- All lights and fitting are to be in good working order, providing adequate lighting and protected from all goods
- Building and equipment is to be designed and sited in a manner to not compromise the quality and safety of the products. They are to be kept in good repair so as to not contaminate the product i.e. loose bolts, rust etc; or to not allow other hazards to contaminate the product i.e. allowance of pests to enter factory.
- Door seals are to be kept in good repair
- No cracks in floors, walls, ceilings. Ceilings must be free of cobwebs, mould or condensation.
- Equipment and floors must allow for adequate drainage. Drains are to be kept clean and free of matter.
- Food contact surfaces and equipment/utensils used in contact with exposed product must be appropriately sanitized and stored in appropriate places
- Preventative Maintenance is regularly carried out on the machinery to ensure that all machinery and equipment is in good working order and will not contaminate the product. Microsoft Outlook calendar is set up with the date the maintenance is due. These 'pop' up with a reminder on the maintenance computer and will keep doing so until the work is completed.
- The Site has been assessed for likelihood of flooding and it was concluded, from past history, that flooding is a very low risk. The likelihood of flooding will be assessed annually.
- Gruma Oceania has assessed its neighbours for the likelihood of pollutants. It was concluded due to the nature of their businesses that there is no risk from pollutants. This will be assessed annually.

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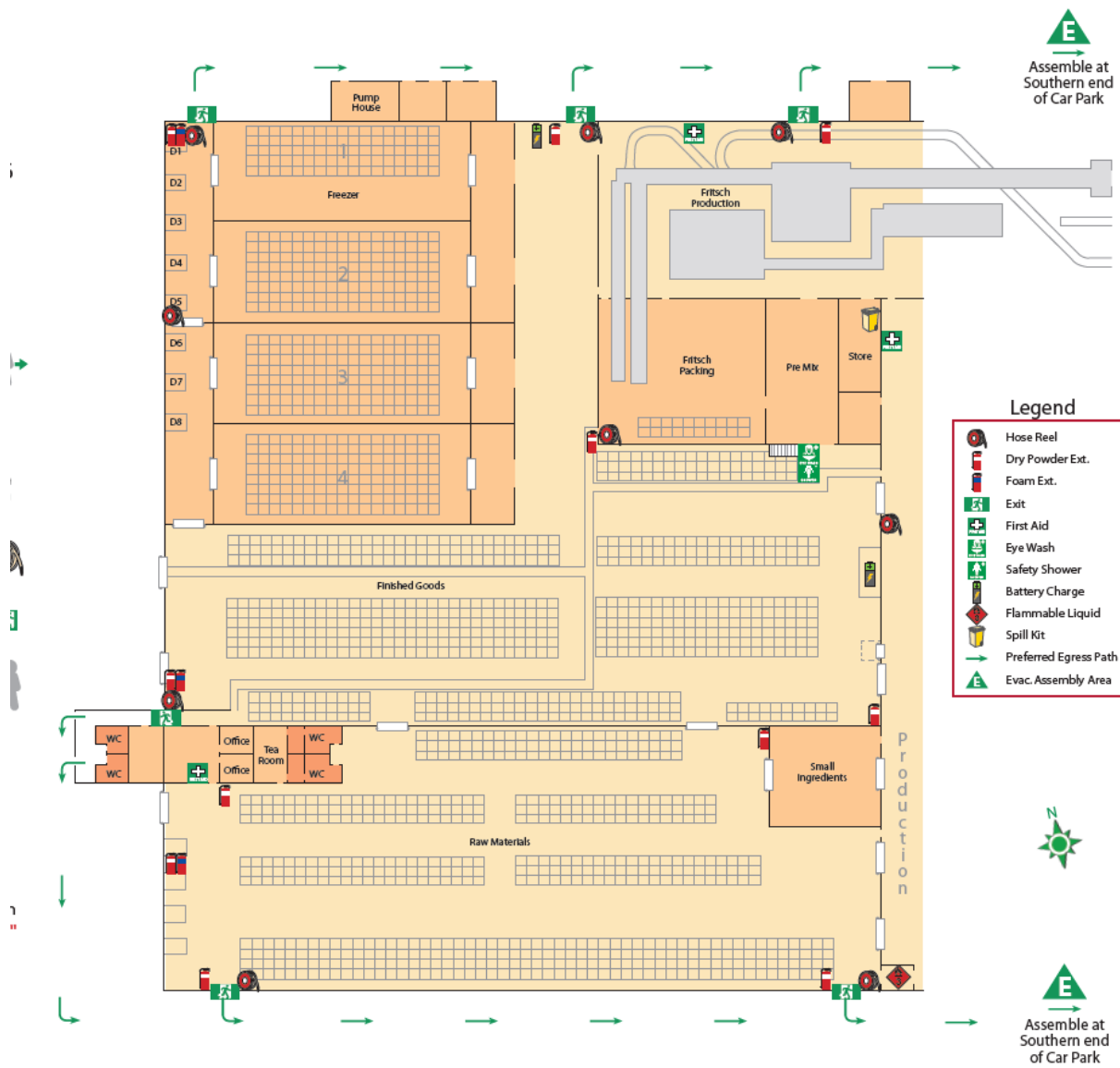
49 Gateway Boulevard, Epping 3076
Evacuation Diagram
Office Level 1

Evacuation Assembly Area Diagram



Legend

| | |
|--|-----------------------|
| | Hose Reel |
| | Dry Powder Ext. |
| | Exit |
| | First Aid |
| | Hydrant |
| | Substation |
| | Gas Isolation Valve |
| | Preferred Egress Path |
| | Evac. Assembly Area |









Please initial to confirm you have read and understood Gruma Oceania's Company Policies and Procedures.

| | |
|--|--|
| 1. INTRODUCTION | |
| 2. CONDITIONS OF EMPLOYMENT | |
| 2.1. GRUMA OCEANIA ENTERPRISE BARGAINING AGREEMENT 2021 | |
| 2.2. PROBATIONARY PERIOD | |
| 2.3. TYPES OF EMPLOYMENT | |
| 2.4. SHIFTS | |
| 2.5. REST PERIODS & BREAKS | |
| 2.6. PAYMENT OF WAGES | |
| 2.7. SUPERANNUATION | |
| 2.8. EMPLOYEE DEDUCTIONS FOR INCOME PROTECTION INSURANCE | |
| 2.9. TERMINATION OF EMPLOYMENT | |
| 2.10. SUMMARY TERMINATION | |
| 2.11. ANNUAL LEAVE | |
| 2.12. PERSONAL LEAVE | |
| 2.13. SICK LEAVE | |
| 2.14. CARER'S LEAVE | |
| 2.15. BEREAVEMENT LEAVE | |
| 2.16. LONG SERVICE LEAVE | |
| 2.17. PARENTAL LEAVE (INCLUDING PAID PARENTAL LEAVE) | |
| 2.18. LEAVE WITHOUT PAY | |
| 2.19. COMPLIANCE TO LAWS, REGULATORY & INTERNAL POLICIES | |
| 2.20. CONSULTATION AND DISPUTE RESOLUTION | |
| 3. COMPANY POLICIES | |
| 3.1. SOCIAL ACCOUNTABILITY POLICY | |
| 3.2. WORKPLACE GENDER EQUALITY POLICY | |
| 3.3. BULLYING, HARASSMENT AND DISCRIMINATION POLICY | |

By signing this document, I confirm that I have read and understood all sections of the induction booklet.
I confirm I will always put safety first when working at GRUMA OCEANIA, and I follow all policies and procedures when I work.

Name: _____

Signature: _____

Date: _____

Office Use only:

I confirm this induction handbook was received by HR

Name of HR Officer _____ Signature: _____ Date: _____