



W O R K F O R C E

!SOLUTIONS!

**Corporate Policies
Code of Conduct & Ethics**



CORPORATE POLICY

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Corporate Policies

1. INTRODUCTION

At Workforce Solutions we believe that our people provide a key competitive advantage to our business. We have designed our policies and practices to reflect this.

So that everyone who works for Workforce Solutions understands the policies that underpin both team member and employer entitlements and obligations, this manual has been developed.

As outlined in your Letter of Offer, it is a condition of your employment that you abide by these policies.

As these policies may change from time to time, you need to keep up to date with the changes, by reading all new policy issues.

2. WORKPLACE HARASSMENT

POLICY

In line with Workforce Solution's respect for the rights of all employees to fair and just treatment, it is the obligation of Workforce Solutions to protect all employees from workplace harassment. This objective is to be achieved through promoting a safe work environment free from unwelcome and unsolicited behaviour.

2.1 EMPLOYEES' RESPONSIBILITIES

All employees employed within Workforce Solutions have a responsibility to prevent harassment in the workplace. All employees are to perform their duties with professionalism and integrity and to observe fairness and equity in all their official dealings, including those with the public and other Workforce Solutions employees. It is important that Workforce Solutions employees support fellow colleagues and/or clients where unacceptable behaviour is evident or brought to their attention.

Workforce Solutions employees should regularly examine their workplace behaviour and ensure that their conduct does not offend someone else, whether it be another employee, an employee from another organisation, or a member of the public.

2.2 SEXUAL HARASSMENT

2.2.1 The Act's freedom from sexual harassment purpose and how it is to be achieved

One of the purposes of the Act is to promote equality of opportunity for everyone by protecting them from sexual harassment.

This purpose is to be achieved by-

- prohibiting sexual harassment; and
- allowing a complaint to be made against a person who has sexually harassed; and deal with the complaint.

2.2.2 Prohibition of sexual harassment

2.2.2.1. Harassment

A person must not sexually harass another person.

2.2.2.2. Meaning of sexual harassment

Sexual harassment happens if a person-

- a. subjects another person to an unsolicited act of physical intimacy; or
- b. makes an unsolicited demand or request whether directly or by implication for sexual favours from the other person; or
- c. makes a remark with sexual connotations relating to the other person; or
- d. engages in any other unwelcome conduct of a sexual nature in relation to the other person; and the person engaging in the conduct described in paragraphs above does so with the intention of offending, humiliating or intimidating the other person; or
- e. in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct

Sexual harassment is a particular class of harassment that occurs where a person "subjects the other person to an unsolicited act of physical intimacy, which makes a person feel humiliated, intimidated or offended".

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list, however it does outline some of the more common types of harassing behaviours.

Examples:

- Patting, pinching or touching in a sexual way;
- Unnecessary familiarity — deliberately brushing up against a person;
- Makes an unsolicited demand or request for sexual favours from the other person, directly or by implication.

Examples:-

- Sexual propositions or a remark with sexual connotations relating to the other person;
- Unwelcome remarks or insinuations about a person's sex or private life,
- Suggestive comments about a person's appearance or body.
- Engages in any other unlawful conduct of a sexual nature in relation to the other person. Examples:-
 - Offensive telephone calls;
 - Indecent exposure.
- Sexually explicit conversations or references to sexual activity;

- Intrusive questions of a sexual nature at a job interview;

Examples:

- Proposals of marriage or declarations of love;
- Innuendos and crude jokes.

Sexual harassment only occurs where the conduct or activity complained of is unwelcome.

Workplace harassment has the potential to cause the loss of trained and talented employees, reduce productivity and morale and create legal risks.

All employees should be able to work in an environment free from harassment. Supervisors must ensure that employees are not harassed.

2.3 WORKPLACE BULLYING

Workplace bullying is where a person is subject to behaviour other than sexual harassment that:

- Is repeated
- The person considers offensive, humiliating, intimidating or threatening.
- A reasonable person would consider offensive, humiliating, intimidating or threatening.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list, however it does outline some of the more common types of harassing behaviours.

Examples include:-

- Abusing a person loudly, usually when others are present;
- Repeated threats of dismissal or other severe punishment for no reason;
- Constant ridicule and being put down;
- Leaving offensive messages on email, telephone or mobile;
- Sabotaging a person's work, for example, deliberately withholding work so that the person is unable to make company budget;
- Maliciously excluding and isolating a person from office activities;
- Persistent and unjustified criticism often about petty, irrelevant or insignificant matters;
- Humiliating a person through gestures sarcasm, criticism and insults, often in front of clients, Managers and other colleagues;
- Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

2.4 RACIAL OR RELIGIOUS VILIFICATION

Racial or religious vilification is a type of harassment that is prohibited and requires all of the following elements:-

2.4.1 Vilification

Vilification means inciting hatred towards, serious contempt for or severe ridicule of a person or group of persons. Vilification can be on the grounds of sexuality or gender identity. The behaviour

needs to be serious enough to have an impact on other people. If the behaviour is relatively minor or a light hearted joke, it may not be vilification.

2.4.2 Race

Race includes a person's descent or ancestry, ethnic origin or nationality.

2.4.3 Public Act

A public act means any form of communication to the public such as speaking, an email, putting up a poster or any conduct that others can see including gestures or the display of signs.

Detailed below are examples Of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part Of a pattern Of behaviour. This is not an exhaustive list, however it does outline some of the more common types of harassing behaviours.

Examples of racial or religious vilification may include:-

- Racial or religious graffiti;
- Gestures at a game that encourages others to dislike a person because of his/her race;
- Making a racist speech;
- Making derogatory comments in the tea room about a colleague because of his/her national origin may be racial vilification.

It is Workforce Solution's policy that harassment of any form is unacceptable in its workplace and will not be tolerated. A person who sexually harasses bullies or vilifies another contravenes the various State and Federal Acts, Regulations and Codes Of Practice.

Workforce Solutions is committed to supporting employees who are subjected to harassment in the workplace by following the general Health and Safety obligations as outlined in the Workplace Health & Safety Act, Regulations and Codes of Practice.

2.5 THE DIFFERENCES BETWEEN BULLYING AND HARASSMENT

Bullying and harassment are similar in that they can be committed by anyone against anyone. Both can happen during an activity to do with work, including work related social functions, from or towards clients or other people with whom workers have to interact on work based trips like external training sessions, events or conferences.

Bullying and harassment are generally an abuse of some form of power that is held or, considered to be held, by the bully.

Bullying is different from harassment in that bullying generally consists of more than one act, whereas it possible for unlawful harassment to consist of just One act and bullying is almost always deliberate.

2.6 WHO IS LIABLE (RESPONSIBLE) FOR HARASSMENT THAT HAPPENS AT WORK?

The laws make the person who committed the harassment personally responsible. Additionally, however Workforce Solutions may be held "vicariously liable" for any unlawful harassment

committed by its employees or agents in connection with their duties. Being vicariously liable means that if an employee or agent of Workforce Solutions harasses another employee, Workforce Solutions may also be liable (responsible) for those actions. Workforce Solution's liability can be voided if reasonable steps are taken to prevent employees from engaging in unlawful harassment at work. However, Workforce Solutions and its employees and agents cannot avoid liability by pleading ignorance of the harassment laws.

2.7 WHAT CAN YOU DO?

There are a number of options available to you within Workforce Solutions. Your first action should be to let the person you feel is discriminating against or harassing you know that you are not comfortable with their behaviour and ask them to stop.

If this is not appropriate, or alternatively you do not feel able to approach the person you can raise the matter directly, on a confidential basis with HO, the Office Manager or another Manager.

We encourage you not to wait - early identification means a prompt response and better resolution for all concerned.

In addition you can raise your concerns by making a formal complaint using the Workforce Solutions Grievance Policy and Procedure.

Workforce Solutions respects that you have external options available to you, if you have been discriminated against, you may wish to contact the Anti-Discrimination Board or Industrial Relations Commission in your State.

2.8 ROLES AND RESPONSIBILITIES OF MANAGERS

It is the responsibility of every Manager of Workforce Solutions who has management and supervisory responsibilities to prevent harassment. Managers are to ensure the well-being of their employees by taking the following steps to eradicate harassment:-

- Ensuring that appropriate standards of behaviour are maintained in the workplace;
- Modelling the type of behaviour expected from employees in the workplace;
- Dealing with complaints promptly, seriously and confidentially;
- Taking action to prevent future incidents;
- Ensuring complainants are supported and not victimised; and
- Monitoring the workplace and satisfying themselves that workplace behaviour conforms to prescribed standards.

Managers are responsible for the investigation of complaints of harassment.

Managers must either thoroughly investigate complaints themselves or if someone else is assigned to investigate, ensure that the investigator is an appropriate person to undertake that function. Managers also have a responsibility to co-operate fully with investigators appointed by the Director as part of Workforce Solutions formal Grievance Policy and Procedure.

2.9 PROCESS FOR COMPLAINTS RESOLUTION

Employees subjected to harassment in the workplace may choose to use informal options or formal grievance procedures to resolve the problem. We encourage you not to wait; early identification means a prompt response and better resolution for all concerned.

The Informal Process

The informal process provides a mechanism whereby employees can choose to settle an instance of inappropriate workplace behaviour without escalating the matter any further than necessary to resolve it.

The process recognises a person's right to decide whether they lodge a complaint or not.

If you can, try to sort it out directly with the person involved. The resolution of complaints at a local level can be far less stressful for all concerned.

Sometimes, people don't mean to do things that hurt or offend others. This does not mean that it is okay. However, it does mean that if you can, you should tell the person who is acting in a hurtful or unsuitable way that his or her behaviour is not acceptable and/or offensive so that they have the chance to stop or change what they are doing.

The informal process in its simplest form will have Occurred when Employee A informs Employee B that a specific behaviour of Employee B causes offence to Employee A, and Employee B agrees to refrain from that sort of behaviour in the future.

Formal Procedure

Formal mechanisms may be appropriate where informal measures fail or the nature of the situation requires a more formal approach. Complainants may choose to:-

- Approach their Manager/supervisor or a contact person — listed above;
- Use Workforce Solution's Grievance Policy and Procedure: or
- Take formal action outside of the company by contacting the Industrial Relations Commission or the Anti-Discrimination Board in your State.

Where complainants choose to resolve the problem formally within Workforce Solutions, the approved Grievance Policy and Procedure shall apply. If a complainant seeks advice from their Manager/supervisor about making an internal formal complaint, the complainant should be informed of the investigation procedure entailed in the process and possible implications so that she/he can make an informed decision about whether to bring a complaint or not.

The investigation procedure could involve:-

- An interview with the complainant;
- An interview with the alleged harasser;
- An interview with any witnesses.

Subject to verification, Managers or supervisors seen to condone an instance of harassment will be cautioned by their Manager to ensure that they fulfil their responsibilities.

2.10 HARASSMENT BY AN EXTERNAL PARTY

It is the policy Of Workforce Solutions to ensure that the rights of its employees are protected, regardless of the source of the harassment. Where an alleged harasser is not an Workforce Solutions employee, Workforce Solutions has an obligation to take reasonable steps to prevent the harassment; however the complainant may choose to address the situation using informal procedures or may seek formal action from an external body.

Workforce Solutions does not have the authority to control the behaviour of non-Workforce Solutions employees, however it will endeavour to effect a change in working circumstances to avoid future harassment occurring. Employees wishing to take formal action should make a complaint to the Industrial Relations Commission or to the Ant-Discrimination Board in your State.

Workforce Solutions employees are encouraged to report all harassment irrespective of the source.

2.11 COUNSELLING

Employees may seek Information about counselling.

Counselling for employees proven to have harassed others may also be used in conjunction with any disciplinary action to promote understanding of the inappropriateness of harassment and to prevent further incidences.

2.12 CONFIDENTIALITY

All complaints of harassment will be treated confidentially.

To protect the privacy of the complainant and the reputation of any employee who might be wrongfully accused of harassment. Investigations will be conducted with confidentiality and sensitivity. No person will be permitted to discuss the complaint or the resulting investigation, except for discussions necessary to conduct the investigation.

2.13 VICTIMISATION

Workforce Solutions will not tolerate the victimisation of anyone who lodges a formal grievance or is involved in the investigation of a complaint. Victimisation will be treated as a form of harassment and disciplinary action will be initiated.

2.14 VEXATIOUS COMPLAINTS

All employees should be aware that frivolous and vexatious allegations could seriously damage a person's self-esteem and irreparably damage that person's reputation and career. It may also leave the false accuser open to defamation proceedings in certain circumstances.

The rights of all employees will be protected by the thorough, prompt and confidential investigation, as far as possible, of all formal complaints. Any decisions on disciplinary action will be made only when there is sufficient evidence to support those decisions.

2.15 DISCIPLINARY ACTION

Prior to any decision or disciplinary action, the person whose conduct has harassed another person will be permitted to make submissions on what the decision-maker should take into account, including mitigating circumstances, and on what they believe to be appropriate disciplinary action.

Once the complaint has been substantiated and disciplinary action has been determined, the matter will be recorded on the HR file of the harasser. Employees found to have harassed others will be provided with a copy of the document and will be given the opportunity to sign the report before it included in their file and to respond to the report in writing if they so wish.

3. EQUAL EMPLOYMENT OPPORTUNITY / ANTI-DISCRIMINATION

POLICY

Workforce Solutions is an equal employment opportunity employer. Workforce Solutions is committed to providing equal employment opportunity to all.

Employees and potential employees will be assessed solely on their ability and enthusiasm to maintain Workforce Solution's standard of service without regard to particular attributes they may possess which are not relevant to their position within Workforce Solutions.

Workforce Solutions will apply the key principles, which underlie equal employment opportunity:-

- Maintenance of the merit principle in all aspects of recruitment, selection and promotion; and
- Avoidance of all forms of discrimination in recruitment, selection, training, human resource practices and conditions of employment

Workforce Solutions requires that employees adopt this Equal Employment Opportunity/Anti-Discrimination Policy in order that Workforce Solutions achieves its goals that-

- Employees treat each other with respect and trust;
- Employees are able to work in an environment free from discrimination;
- Workforce Solutions is not held vicariously liable for its employees actions; and
- Workforce Solution's policy of equal employment opportunity is practiced as well as preached.

Managers and Supervisors just ensure that:-

- Employees are treated equitably and are not subjected to discrimination; and
- Employees who make complaints are not victimised in any way.

Disciplinary action may be taken against employees who unlawfully discriminate against other employees. Such action will depend upon the circumstances but may involve a warning, transfer, counselling, demotion or dismissal.

3.1 WHAT IS DISCRIMINATION

Discrimination occurs when a person is treated differently, such as unfair treatment of one person or group, usually because of prejudice about race, ethnicity, age, religion or gender.

Employment decisions, such as wage increases or promotions can be unfair if they are made on the basis of prejudice, and not on the basis of objective and fair matters such as an employee's skills.

There are two types of discrimination that can occur at work:-

3.1.1 Direct Discrimination

Generally this occurs when a person treats or proposes to treat another person 'less favourably' on the basis of an attribute, such as race or sex.

Example:-

- An employer refuses to take on females as trainees because it is concerned the employer will waste money on training if the females leave to have children.

3.1.2 Indirect Discrimination

This occurs when an employer imposes a term that a person with a certain attribute cannot fulfil, but people without the attribute can fulfil. In order for there to be discrimination, the employer's terms also must be unreasonable.

- An employer decides to employ people who are over 190 cm tall, although height is not pertinent to effective performance of the work. This could disadvantage women and people of differing origin, as there are more men of differing origin who can comply.
- The discrimination is unlawful because the height requirement is unreasonable, being no genuine Workplace reason to justify it.
- An employer requires employees to wear a uniform, including a cap, for appearance reasons, not for hygiene or safety reasons. The requirement is not directly discriminatory, but it has a discriminatory effect against people who are required by religious or cultural beliefs to wear particular headdress.

3.2 WHEN IS IT UNLAWFUL FOR AN EMPLOYER TO DISCRIMINATE?

The anti-discrimination law prohibit discrimination in several areas of workplace activity. It is illegal for an employer to discriminate when making the following types of employment decisions.

Examples:-

- Advertising available positions, recruiting and deciding who should or should not be offered employment on a permanent, part time or casual basis;
- Setting terms of work, promotions, transfers and other benefits;
- Work conditions;
- Deciding which employees will have access guidance or training programs;
- Treating employees unfairly in connection with their work because of a prejudice; and
- Terminations.

3.3 WHAT TYPES OF DISCRIMINATION ARE UNLAWFUL?

In order for discrimination to exist, the employer must have discriminated against the employee on the basis of one or more of the following attributes:-

- Sex;
- Pregnancy or potential pregnancy;
- Breastfeeding
- Family responsibilities, parent or career status;
- Sexuality;
- Parental status;
- Religion;
- Race;
- Marital status. Example:-
 - an employer refuses to hire married people because they won't work as hard as a single person without family commitments
- Family responsibility. Example:-
 - An employer demotes or terminates an employee on the basis the employee is required to care for or support a dependent child or an immediate family member.
- Age. Example:-
 - An employer only promoted employees who are younger than 30, believing that they will 'breathe new life' into the company.
- Impairment or disability;
- Political or religious belief or activity;
- Physical features;
- Medical records;
- Criminal record and spent convictions;
- Association or connection with a person having a specified status or attribute;
- Trade union or employer association activity; or
- Lawful sexual activity, association with or, relation to, a person identified on the basis of any of the above listed attributes.

3.4 WHO IS LIABLE (RESPONSIBLE) FOR DISCRIMINATION THAT HAPPENS AT WORK?

The ant-discrimination laws make the person who committed the discrimination personally responsible; however Workforce Solutions may be held "vicariously liable" for any unlawful discrimination committed by its employees or agents in connection with their duties. "Vicarious liability" means, that if an employee or agent of Workforce Solutions discriminates against another employee, Workforce Solutions may also be liable for those actions unless Workforce Solutions is able to prove that it did not condone the actions of the employee or the unlawful conduct. Example:-

- Sarah works for Harry, the supervisor. Harry refuses to promote Sarah to the position of Supervisor, because he thinks clients "take men more seriously" than women. The company is unaware that Harry has engaged in this conduct.

Who is liable in this instance?

- Harry will be held responsible for his acts of discrimination against Sarah. Even though the company was not aware that Harry was discriminating against Sarah, the company may be held responsible



for failing to prevent the discrimination unless the company is able to prove that they did not condone or authorise his behaviour.

Workforce Solution's liability can be avoided if reasonable steps are taken to prevent employees from discriminating against other employees at work unlawfully. However, Workforce Solutions and its employees and agents cannot avoid liability by pleading ignorance of the discrimination laws.

3.5 WHAT CAN YOU DO?

There are a number of options available to you within Workforce Solutions. Your first action should be to let the person know who you feel is discriminating against you or harassing you, that you are not comfortable with their behaviour and ask them to stop. If this is not appropriate or alternatively you do not feel able to approach the person you can raise the matter directly, on a confidential basis with HR, the Office Manager or a Director

We encourage you not to wait - early identification means a prompt response and better resolution for all concerned.

3.5.1 The Informal Process

The informal process provides a mechanism whereby employees can choose to settle an instance of inappropriate workplace behaviour without escalating the matter any further than necessary to resolve it. The process recognises a person's right to decide whether to lodge a complaint or not. If you can, try to sort it out directly with the person involved.

Sometimes, people don't mean to do things that hurt or offend others. This does not mean that this is okay. However, it does mean that if you can, you should tell the person who is acting in a hurtful or unsuitable way that his or her behaviour is not acceptable and/or offensive so that they have the chance to stop or to change what they are doing.

The informal process in its simplest form will have occurred when Employee A informs Employee B that a specific behaviour of Employee B causes offence to Employee A, and Employee B agrees to refrain from that sort of behaviour in the future.

3.5.2 Formal Procedure

Formal mechanisms may be appropriate where informal measures fail or the nature of the situation requires a more formal approach. Complainants may choose to:-

- Approach their Manager/supervisor or a contact person — listed above;
- Use Workforce Solution's Grievance policy and Procedure; or
- Take formal action outside of the company by contacting the Industrial Relations Commission or the Anti-Discrimination Board in your State.

Where complainants choose to resolve the problem formally within Workforce Solutions, the approved Grievance Policy and Procedure shall apply. If a complainant seeks advice from their Manager about making an internal formal complaint, the complainant should be informed of the investigation procedure entailed in the process and possible implications so that she/he can make an informed decision about whether to bring a complaint or not.

4. GRIEVANCE

POLICY

Workforce Solutions wishes to promote the prompt resolution of grievances by consultation, cooperation and discussion, to reduce the level of disputation, and to promote efficiency, effectiveness and equity in the workplace.

Employees will not be treated unfairly or with prejudice for lodging a grievance. All grievances will be treated seriously, with respect given to all parties concerned. Confidentiality will be maintained at all times whilst investigating, processing and resolving a grievance.

The procedure in this Grievance Policy seeks to prevent and resolve disputes closest to the source of the grievance as soon as possible, in a manner which is fair and acceptable in terms of outcomes for everyone involved.

It is essential that a disputed matter be progressed by way of this procedure before it is referred to the Industrial Relations Commission for conciliation or arbitration.

If an employee has any issues or concerns for which they do not wish to lodge a grievance, they may contact their Manager, Supervisor or any member of the Human Resources Representative to discuss.

This policy applies to all employees of Workforce Solutions including casual and part time staff.

4.1 PROCEDURES

4.1.1 Continuation Of Work

Subject to legislation, while the grievance procedure is being followed, normal work is to continue, except in the case of a genuine safety issue. The manner in which work was performed prior to the grievance occurring is to continue whilst the procedure is being followed. No party shall be prejudiced as to the final settlement by the continuation of work.

4.1.2 Support

The parties involved in the grievance have the right to have a support person present with them during discussions regarding the grievance.

Any proposal to utilise an outside party to mediate in the resolution of a grievance must be referred to the Manager, who may approve this intervention.

4.1.3 Director's responsibilities regarding Workforce Solution's Grievance Procedure

The Director shall ensure that:-

- The aggrieved employee has the opportunity to present all aspects of the grievance; and
- The grievance shall be investigated in a thorough, fair and impartial manner.

The Director may appoint another person to investigate the grievance. The appointed person shall be other than the employee's supervisor.

4.1.4 Level of Grievance

If the seriousness of the grievance warrants, the process may commence at a higher level of the grievance procedure. If the circumstances relating to the grievance impact on legal requirements, then the matter should be referred to the Human Resources representative,

4.1.5 Documentation

Thorough documentation of all aspects of the resolution of a grievance using the procedure is vital. Although the aim of the grievance procedure is to resolve the issue satisfactorily as close to the source of the grievance as possible, the possibility of the matter proceeding to arbitration must be considered. If the grievance is eventually dealt with by arbitration, comprehensive documentation will greatly assist in preparation of submissions regarding the matter.

4.1.6 Responsibilities of all Staff

As stated above, confidentiality will be maintained throughout the entire period of a grievance being investigated. An individual employee is the subject of a grievance, the Human Resources representative in discussion with the supervisor will decide on the best course of action for that employee during the period of investigation.

The Human Resources representative will deal with any vexatious complaints during the grievance procedure. Victimisation of the aggrieved employee will not be tolerated, and will be dealt with immediately.

Stages Recommended to be followed

Stage 1

Workforce Solutions encourages open communication channels and would like to see any issues or concerns resolved in a timely and mature manner, as close to the source as possible. If possible, it is recommended that the employee/s approach those concerned regarding their particular issue and advise them of their concern. A two way discussion between both parties should occur, with the aim of resolving the issue quickly.

Stage 2

At this stage, the issue or concerns becomes a grievance, if it requires the intervention of a third party.

If it is not suitable to approach those concerned, or if the issue continues to remain unresolved, the employee/s should inform their immediate supervisor of the existence of the grievance and they shall attempt to resolve it. If the employee's grievance is with the supervisor, or the situation is such that they cannot discuss the details with the supervisor, the matter should be referred to the Human Resources representative.

The lodgement of a grievance may be done verbally, however this needs to be followed up with a written grievance lodgement.

Those involved will endeavour to investigate and respond to issues raised in a reasonable time frame.

Stage 3

If the grievance remains unresolved, the employee shall refer the grievance to the next in line-management, or the Human Resources representative, who will consult with the parties.

Stage 4

If the grievance is still unresolved, the Manager or the Human Resources representative will advise the Director and the aggrieved employee may submit the matter in writing to the Director, if the employee wishes to pursue the matter further.

Stage 5

If the problem is still not satisfactorily resolved it may then be referred to the Industrial Relations Commission for conciliation, and if necessary, arbitration.

4.1.7 Timeframe for Grievance Resolution

Whilst acknowledging that some complicated grievances may take longer to investigate, it is Workforce Solution's intention that the formal procedure will be completed in accordance with the following timeframes unless the parties agree otherwise:-

Stage 1: This should occur no longer than 24 hours after the incident;

Stage 2: Discussions should take place between the employee and the employee's supervisor within 24 hours and the procedure shall not extend beyond seven days.

Stage 3: Not to exceed seven days

Stage 4: As soon as possible, based on the availability of the commission.

5. WORKPLACE HEALTH & SAFETY

POLICY

Workforce Solutions is committed to providing and maintaining a safe and healthy work environment, control hazards arising from its operations and exercise proper diligence to ensure legal obligations are discharged.

Accordingly, it is the policy of Workforce Solutions that equipment, workplaces and practices shall comply with the relevant State and Federal Acts, Regulations and Codes of practice. Workforce Solution's workplace is safe and to minimise the risk of death or injury or illness in Workforce Solutions workplace. Employees are required to perform their work in accordance with Workforce Solution's safety standards and instructions and an obligation to act in a manner which does not create a risk to their own health and safety or to that of others by their acts or omissions.

Workforce Solutions employees have the right to know the hazards, if any, to which they may be exposed. Employees will not be expected to carry out work they reasonably consider unsafe. Employees will be actively encouraged to participate in the development of Workforce Solution's workplace health and safety program.



All levels of management have an obligation to ensure that all employees receive adequate training in safe working practices, and that Workforce Solutions health and safety standards are maintained and applied to employees, contractors, visitors and the general public.

Workforce Solutions management, permanent, part-time and casual employees are required to perform all work safely in accordance with training they receive; to follow written and verbal health and safety instructions and to use all control measures in the manner which they have been trained, or received instructions.

5.1 DUTIES OF THE WORKPLACE HEALTH AND SAFETY OFFICER (WHSO)

Without in any way diminishing the obligations of Workforce Solutions for health and safety matters, the duties of the WHSO, shall be to:-

- Advise Workforce Solution's Health and Safety Committee on the overall state of health and safety in the workplace;
- Conduct inspections of Workforce Solution's workplace to identify any hazards or unsatisfactory workplace health and safety conditions and practices;
- Report to Workforce Solution's Health and Safety Committee any hazard, unsafe or unsatisfactory workplace health and safety conditions and practices;
- Conduct, appropriate educational programs in workplace health & safety using appropriately trained personnel;
- Investigate or assist in the investigation of all work injuries, work caused illnesses and dangerous events at the workplace;
- Help workplace health and safety inspectors in the performance of the inspectors duties;
- If any work injury, work caused illness, dangerous event or immediate risk to workplace health and safety at the workplace happens, to report and report the injury, illness, event or risk to the employer; and
- Assist the Chair of the Workplace Health and Safety Committee in the organisation and conduct of committee meetings.

5.2 QUALIFICATIONS OF THE WHSO

The WHSO will hold the following qualifications:-

- A sound knowledge of the appropriate State Act and the accompanying Regulations and Advisory Standards relevant to the work performed at Workforce Solutions;
- A sound knowledge of workplace health and safety practices;
- A sound knowledge of accident investigation procedures; and
- Such other qualifications as are prescribed, from time to time in the relevant State Acts and the accompanying regulations.
- The above qualification requirements shall be obtained by successful completion of an accredited course.

5.3 DIRECTOR'S OBLIGATIONS TO THE WHSO

Workforce Solution's Director's obligations to the Workplace Health & Safety Officer shall be to:

- Provide information in the Director possession about risks to the workplace health and safety of Workforce Solution's employees and other persons;
- Include the WHSO at any interview about workplace health and safety between Workforce Solutions and an employee if the employee agrees;
- Consult the WHSO on any proposed change to the workplace that affects or may affect workplace health and safety;
- Help the WHSO seek appropriate advice on issues that affect or may affect workplace health and safety; and
- Instruct the WHSO on action to be taken to ensure workplace health and safety.

5.3.1 DUTIES OF THE WORKPLACE HEALTH AND SAFETY REPRESENTATIVE (WHSR)

A WHSR appointed is an employee of Workforce Solutions.

The appointed WHSR requires no experience or qualifications.

Without in any way diminishing the obligations of Workforce Solutions for health and safety matters, the duties of a WHSR shall be to:

- Make an inspection of the workplace on a regular basis;
- Report in writing to the WHSO all matters which in the opinion of the WHSR concerns the health and safety of persons at the workplace and keep a record thereof; and
- Participate in the activities of the Workplace Health and Safety Committee (OHSC).

5.4 DIRECTOR'S OBLIGATIONS TO THE WHSR

Workforce Solution's Director obligations to the WHSR are to:-

- Facilitate an election of a WHSR for the workplace, if asked by the employees and in no way hamper the election process;
- Consult the WHSR about proposed changes to the workplace or about substances used at the workplace that affect, or may affect, the workplace health and safety of persons at the workplace;
- Permit the WHSR to make inspections on a regular basis;
- Not to obstruct access by the WHSR to training.

Workforce Solution's Director must advise the WHSR about:-

- Any work injury, work caused illness or dangerous event happening;
- The presence of an inspector at the workplace; and
- Any notices given by an inspector about a matter.

5.5 WORKPLACE HEALTH AND SAFETY COMMITTEE (OHSC)

Workforce Solutions has a Workplace Health and Safety Committee in each office. The functions of the OHSC are:-

- To facilitate cooperation between Workforce Solutions and its employees in developing and carrying out measure to ensure workplace health and safety;
- Act in an advisory capacity to Workforce Solution's Health and Safety Committee;
- Create and maintain at the workplace an active interest in workplace health and safety and assist in reducing work injuries, work related illness and dangerous occurrences;
- Consider measure for training and education in the promotion of workplace health and safety and make recommendations to Workforce Solution's Health and Safety Committee;
- Formulate, review and disseminate to employees the standards, rules and procedures relating to workplace health and safety that are to be carried out or complied with at Workforce Solutions;
- Review the circumstances surrounding work injuries, work related illnesses or dangerous occurrences at Workforce Solutions, advise Workforce Solution's Health and Safety Committee of the results of those reviews and make such recommendations as the WHSC considers desirable;
- Maintain records of meetings including any recommendations made and keep those records available for inspection and/or copying by an Inspector;
- Assist in the resolution of issues in respect of workplace health and safety as required.

6. NOTIFIABLE INCIDENT REPORTING FOR OH&S

POLICY

Under the Workforce Solutions Workplace Health and Safety guidelines it is mandatory that all employees, visitors, contractors and sub-contractors must adhere to this policy.

In the event that you are involved in a notifiable incident, the following procedure must be adhered to

- Seek medical assistance if necessary
- Notify your Supervisor/Manager of the incident
- The Supervisor/Manager must record the Incident

It is up to the individual to report any injury that occurred during work time to your Supervisor/Manager.

The information given to the Supervisor/Manager must be given truthfully and must be signed off. The Incident Report will be kept in the employee's HR file, which is held with payroll.

The Supervisor/Manager must inform an Inspector from Workplace Health & Safety (OLD) within 24hrs on 1300 369 915 of the following —

- A person suffering a work injury that is a serious bodily injury, including a fatality
- A hazardous event or incident that had the potential to cause serious bodily injury, including fatality

6.1 PURPOSE

The purpose of this document is to specify to all Workforce Solutions staff, the notifiable incident reporting policy and related guidelines whilst you are conducting Workforce Solutions business.

6.2 DEFINITIONS

A notifiable incident is an incident resulting in:

- A person suffering a work injury that is a serious bodily injury, including a fatality
- A work caused injury
- A dangerous event

A work injury is defined as:

- An injury to a person that requires first aid or medical treatment if the injury was caused by work, a workplace, a workplace activity or specified high risk plant.
- The recurrence, aggravation, acceleration, exacerbation or deterioration of any existing injury in a person if:
- First aid or medical treatment is required for the injury
- Work, a workplace, workplace activity or specified high risk plant caused the recurrence, aggravation, acceleration, exacerbation or deterioration
- Any serious bodily injury, if the injury was caused by work, a workplace activity or a specified high risk plant.

6.3 SCOPE

This policy applies to all employees of Workforce Solutions and other parties given access to Workforce Solutions premises.

6.4 COMPLIANCE

Violations of this policy may result in discipline, suspension and in exceptional cases formal warnings being issued.

6.5 RAISING AN INCIDENT REPORT

Incident report form can be found on the intranet

The HR representative will review the Incident Report (IR) and if necessary perform a follow-up investigation into the incident.

The HR representative will then close off the IR, print a copy and then have the employee and employee's Manager sign the IR. The IR Will then be kept with the Employee's HR file in Payroll.

7. WORKPLACE REHABILITATION POLICY

POLICY

Workforce Solutions recognises that there are substantial benefits to be gained from rehabilitation principles and practices and is committed to implementing them at this workplace.

Experience has shown that workplace rehabilitation assists the healing process and helps restore the worker's normal function sooner.

Workplace rehabilitation includes early provision of timely and adequate services, including suitable duties programs, and aims to:-

- Maintain injured or ill workers at work; or
- Ensure the worker's earliest possible return to work; or
- Maximise the worker's independent functioning.

This policy has been developed as a joint worker-management agreement.

Workforce Solutions is committed to:-

- Providing a safe and healthy work environment, but in the event of an injury or an illness, making sure workplace rehabilitation is started as soon as possible in accordance with medical advice;
- Ensuring appropriate suitable duties are made available to the injured or ill workers to facilitate their safe and early return to work. These duties must be medically approved and will be time limited;
- Respecting the confidential nature of medical information and ensuring there will be both verbal and written confidentiality;
- Ensuring all workers are aware that, in the event of injury or illness, they will be consulted to ensure a structured and safe return to work that will not disadvantage them;
- Complying with legislative obligations with respect to the standard for rehabilitation;
- Policy & procedure available, & review of this policy and procedure at least every three years to ensure it continues to meet legislative requirements and the needs of all parties.

7.1 THE AIM OF THE POLICY

The aim of Workforce Solutions policy is to ensure:-

- That a culture of acceptance for rehabilitation exists;
- We have processes to support an early safe return of any worker who has an injury or illness;
- The position of rehabilitation coordinator is adequately resourced; and
- Adequate storage is provided for rehabilitation files to maintain confidentiality of this information.

7.2 ROLES

7.2.1 The Role of the Injured Worker

Responsibilities:-

- To apply for workers' compensation
- To advise their doctor of the availability of workplace rehabilitation;
- To ask their doctor to complete the Work Capabilities Checklist (if required);
- To actively participate in workplace rehabilitation;
- To maintain communication with the Rehabilitation Coordinator about relevant issues related to their compensation claim.

Rights:-

- To workers' compensation for work related injuries accepted by the insurer;
- To choose their own doctor;
- To authorise the Rehabilitation Coordinator to contact their doctor for advice on suitable duties;
- To confidential, safe keeping of this personal information;
- To be provided with suitable duties, if practicable;
- To be consulted in the development of a rehabilitation and/or suitable duties plan
- To have any decisions reviewed by the appropriate body;
- To have access to an impartial grievance mechanism, which is access in the first instance, by raising the grievance with the Rehabilitation Coordinator for resolution or escalation.

7.2.2 The Role of the Rehabilitation Coordinator

To ensure an efficient system exists for immediate reporting of injuries to enable early worker contact regarding rehabilitation, to comply with workers' duty to report injury to the insurer and to ensure confidentiality of information received.

To develop, coordinate and monitor workplace rehabilitation strategies for injured workers (this may include rehabilitation plans and suitable duties plans) and to ensure treating doctor approval for all plans (by the doctor signing the plans and any amendments).

To educate all workers about Workplace Rehabilitation Policy and Procedures and what to expect when an injury occurs. To educate supervisors regarding their role and responsibilities for rehabilitation. To ensure education is part of the new staff induction process.

To promote this company's Workplace Rehabilitation Program internally to maintain staffs commitment.

To keep a file for each worker undertaking rehabilitation, including all documents, correspondence and accounts and to ensure confidentiality of both verbal and written information.

To keep accurate and objective case notes of all communications, actions and decisions, and reasons for actions and decisions and to sign and date each notation

To maintain relevant statistics regarding workplace rehabilitation

To ensure currency of the Workplace Rehabilitation Policy and Procedures

To provide injured workers with the opportunity to give feedback on the rehabilitation system and to document this feedback

7.2.3 The Role of the Managers/Supervisors

To actively assist the Rehabilitation Coordinator in identifying and coordinating suitable duties.

To adjust workplace procedures and rosters to enable successful implementation of the plan

To monitor the injured workers' progress in relation to suitable duties

To generally offer support and encouragement to any injured worker.

7.2.4 The Role of the Colleague

To generally offer support and encouragement to injured workers'

7.3 SUITABLE DUTIES PROGRAM

These specifically selected duties at the workplace are a means of offering a monitored and graduated return to normal duties. They are:-

- Matched to the capabilities of the worker;
- Time limited and regularly upgraded according to his/her level of recovery and treating medical doctor advice.

The following issues must be considered when choosing suitable duties:-

- The worker's pre-injury duties, age, education, skills, work experience and nature of the incapacity;
- The restrictions and limitations specified by the treating doctor, who must also document; Approval of all plans and amendments; and
- Regard for the objectives of the worker's rehabilitation plan and be meaningful.

Suitable duties will be performed on a temporary basis only. Once the employee is fit to return to normal duties he/she will be required to do so.

8. DRUG & ALCOHOL

POLICY

Workforce Solutions is committed to providing a safe, healthy and productive workplace. Alcohol and drug use may contribute to errors, mistakes, accidents or injuries in the workplace resulting from poor physical condition, impaired judgment and decreased alertness.

Workforce Solutions aims to:-

- Maintain and promote a safe and healthy work environment;
- Address the workplace factors that can contribute to alcohol and other drug misuse; and



- Provide access to information on alcohol and other drug use to employees and to encourage those with problems to seek assistance.

While there is no ban on the consumption of alcohol during work hours it is not to be a usual practice. If alcohol is consumed, employees should use sound judgment whether they return to the office or not. Alcohol may only be consumed on Workforce Solutions premises with the express permission and prior approval of your Manager, for example at work functions.

The possession, consumption or sale of illicit drugs whilst on Workforce Solutions premises or performing work is prohibited.

8.1 PROCEDURES

Employees have an obligation and responsibility to Workforce Solutions to ensure that they are fit for duty. Fitness for duty can be affected by (but not limited to) the following:-

Alcohol consumption;

- Consumption of illegal drugs; and
- Consumption of certain prescription drugs (prohibited drugs).

No illegal or prohibited drugs (defined as "Drugs" from now on in this policy) are allowed on to Workforce Solutions premises.

Employees are not permitted to begin duty when it is reasonable to assume that the employee is exhibiting signs of being intoxicated, under the influence of any Drug, or in any other condition which may reasonably be considered to place either the employee and/or other employees at risk.

An employee who is under the influence of alcohol and/or Drugs and not fit for duty in the workplace may be identified by:-

- Self-identification and/or self-referral to a treatment program;
- A team member;
- A Manager or supervisor; or
- A medical assessment.

Further, an employee who is suspected of being affected by drugs or alcohol to the extent that their work performance may be impaired will not be permitted to work until the work can be performed in a competent and unimpaired manner. Upon return to work, the employee will be required to meet with the Human Resource representative. Depending upon the circumstances one or more of the following actions may occur:-

- The employee may be provided with information about drug and alcohol treatment or counselling;
- Workforce Solutions may implement disciplinary action against the employee.

When considering taking disciplinary action against the employee at the time that it is alleged the employee is affected by drugs and/or alcohol, at least the following factors should be considered:-

- The physical and mental state of the employee;

- The possibility of anger, aggression and/or violence being directed to offer staff in dealing with the employee in this condition;
- If medical examination is requested, whether that examination was done by consent; Whether the employee was claiming to be fit for duty or not;
- History of the employee, including disciplinary action and current medical treatment; and
- Other evidence available and witnesses who would support the disciplinary action proposed.

If further incidents occur, the employee may be required to undertake treatment within five days or some other agreed time frame and continue with this treatment until the treating Medical Practitioner deems further treatment unnecessary. If deemed appropriate, a second medical opinion may be obtained.

The employee will be entitled to sick leave or leave without pay whilst attending treatment. A medical certificate and proof of attendance for treatment must be provided. Sick leave entitlements for employees undergoing treatment or rehabilitation may be reviewed on a regular basis.

Examples of action which may lead to disciplinary action include (but are not limited to):-

- A serious and/or flagrant breach of this Policy;
- Repeated breach of this Policy;
- A breach of this policy which causes an incident;
- Failure to, or refusal to commence treatment or rehabilitation;
- Failure to, or refusal to continue treatment or rehabilitation; or
- Failure to comply with a reasonable lawful instruction.

The extent of the disciplinary action will be dependent on the circumstances of the situation. Disciplinary action may result in the termination of the employee's employment.

Confidentiality will be assured for employees participating in treatment or rehabilitation.

9. FIRST AID & OFFICE SAFETY

9.1 FIRST AID KITS

First Aid Kits are located in the kitchenette behind Reception.

10. HAZARD IDENTIFICATION

A hazard is anything with the potential to harm life, health or property. It is Workforce Solution's responsibility to manage the risk of harm from hazards. The company endeavours to identify, assess, control and monitor risks to reduce injury and illness in the workplace.

10.1 SAFETY AUDIT

A Safety Audit of the workplace will be undertaken by Human Resources annually to evaluate the effectiveness of the company's health and safety system. The audit will include work practices,

equipment used, working environment and attitudes towards safety of partners, supervising partners and staff. The audit will contain a written report for management.

10.2 WORKPLACE INSPECTIONS

Regular workplace inspections are undertaken to determine by observation what hazards exist in the workplace.

11. RISKS WITHIN WORKFORCE SOLUTIONS AND MEASURES

11.1 MANUAL HANDLING (LIFTING)

The most reliable way to reduce the risk of injury from manual handling is to reduce or eliminate it whenever possible. If you must lift, make sure that you use a method that reduces the risk of injury.

11.1.1 Common causes of injuries

- Lifting with your back bent.
- Trying to lift or move heavy or awkward objects.
- Jerking, stretching, or twisting, when lifting.
- Frequently repeating the same action.
- Working on wet or greasy surfaces.

11.1.2 Reducing the risk of injury

- Before you try to lift, ask yourself the following questions:
- Is the object to be lifted an awkward shape or bulky?
- Does the object weigh more than 16kg?
- Does the object have sharp edges?
- Will you have to stoop with your hands passing below mid-thigh height?
- Is reaching above shoulder height involved?
- Is forward reaching greater than 30cm away from your body required?
- Will uneven or unbalanced lifting or carrying be involved?
- Is handling going to be done for more than an hour?
- Is frequent sideways twisting of your body involved?
- Does the load need to be moved a long way?
- Will you have to hold the load for a long time?
- Does the load have harmful substances?
- If you feel there is any risk of injury based on your answers to any of these
- questions, ask for help or use mechanical equipment.

11.1.3 The right way to lift

Your legs, not your back should take the strain when you lift something. Follow these procedures for lifting and carrying to prevent injury.

Correct lifting procedure:-

- Stand with the load to be lifted close to and in front of your body.
- Keep your feet apart with your body balanced.
- Bend at the knees and keep your back and neck in an almost straight line.
- Hold the object in both hands, get a firm grip.
- Lift by straightening your legs.
- Keep your back as straight as you can or arched where possible.
- Follow the same rules when you lower the object to the floor.
- Before moving, check that there is nothing in the way that may cause you to slip or trip
- Hold the load so that it will stay secure.
- Watch where you are going.
- Turn your whole body when you change direction, move our feet so that you don't twist your spine.

11.2 ERGONOMICS

11.2.1 Preventing Injuries

Injuries can be prevented by positioning your body correctly when working:

- Use the minimum amount of force required.
- Move your feet if you have to twist your body sideways.
- Try to avoid stretching and bending.
- Take regular rest breaks.
- Mix up the tasks; try not to repeat the same action for long periods.
- Try simple stretching exercises.
- Minimise the length of time you spend in awkward or fixed positions.

11.2.2 Keyboard Operators

Your workstation should be set up so that your posture conforms to the positions described below:-

- Fingers, arms and forearms in a straight line when operating your equipment.
- Thighs supported by the Seat Of your chair.
- Backs of your knees clear of the seat edge.
- Feet resting flat on the floor or on a footrest.
- When you use screen-based equipment as an essential part of your job for one or more hours during the day, you should take a five minute rest break for each hour of continuous work.

NB: Any questions or concerns you have, just ask your Manager.

11.3 EVACUATION PROCEDURE

Procedure held in office and maintained by building management. Evacuation plans displayed throughout the office.

11.4 FIRE DRILLS AND FIRE USAGE EQUIPMENT TRAINING

Procedure held in office. Notification and training advised by building management. Loo at drill

11.5 ATTENDANCE AT OH&S TRAINING

Workplace Health and Safety awareness sessions are to occur at six monthly intervals. All staff are encouraged to attend these sessions. In situations where you are unable to attend, you will be requested to read the meeting minutes and any other documentation required.

11.6 PREVENTION OF DISEASE TRANSMISSIONS

All staff that visit sites must follow the procedures and guidelines within that service.

All relevant staff must ensure their immunisations are up to date.

All staff to use hand sanitizer provided

11.7 PERSONAL SECURITY

To reduce the incidence of staff being exposed to car park crime, or leaving the Office after hours, the following is suggested:

- Staff are to park in safe areas.
- Staff working after hours are given the opportunity to move their car closer to the office.
- Staff are encouraged to walk to the car park or transport services in pairs where possible.
- Cab charges are available where necessary, with prior approval from your Manager.

12. SMOKING

POLICY

Under the Workforce Solutions Workplace Health and Safety guidelines it is mandatory that all employees, visitors, contractors and sub-contractors must adhere to this policy.

Smoking is NOT permitted anywhere inside the Workforce Solutions buildings or grounds unless specified.

A designated smoking area has been set for each site. Please speak to your Manager to obtain further information regarding this area.

12.1 PURPOSE

The purpose of this document is to specify to all Workforce Solutions staff, the Smoking policy and related guidelines whilst on the Workforce Solutions premises.



12.2 SCOPE

This policy applies to all employees of Workforce Solutions and other parties given access to Workforce Solutions premises.

12.3 COMPLIANCE

Violations of this policy may result in discipline, suspension and in exceptional cases could lead to termination of employment.

13. PRIVACY

POLICY

Workforce Solutions is committed to protecting the privacy of our client, employees and services.

The way in which Workforce Solutions protects the privacy of individuals as required by the Information Privacy Act 2009 ("the IP Act") is outlined in this Information Privacy Policy.

This Information Privacy Policy applies to all personal information collected, stored, used and disclosed by Workforce Solutions and its employees, contractors and consultants, unless otherwise exempted by legislation. This includes, but is not limited to, the personal information of Workforce Solutions clients and employees.

Workforce Solutions recognises and respects the importance of keeping individuals' personal information private.

- Protects and maintains the security of individuals' personal information
- Only uses individuals' personal information for the purpose for which it was collected or as otherwise authorised

To do this, Workforce Solutions maintains processes, including a privacy complaints process, which supports the implementation of our Privacy Principles. A Privacy Officer oversees the effectiveness of these processes and manages complaints process.

Organisational performance in respect of this policy is internally audited on an annual basis. The policy and associated processes are reviewed regularly.

Further Information

For further information please refer to the following:

The Privacy Commissioner website wmy.privacy.qov.au.



CODE OF CONDUCT AND ETHICS

This code requires every employee, whatever their job, to observe the conduct guidelines set out below, and to show commitment to Workforce Solutions in return for its commitment to them.

It provides a clear guide to appropriate workplace behaviour.

1. COMMITMENT TO THE COMPANY

To demonstrate our commitment to Workforce Solutions we:

- ensure our actions do not bring the company into disrepute
- disclose and resolve any conflicts of interest
- refrain from canvassing for private business during work hours
- do not disclose confidential information, or use information for our own gain or to disadvantage another
- refuse inappropriate gifts and benefits from customers or suppliers
- only transact and approve expenditure for which we are authorised
- do not abuse, deface or willfully damage company property.

2. RESPECT FOR OTHERS

In dealing with customers, suppliers, and other employees, we:

- do not use language or behaviour that offends, harasses, or unfairly discriminates
- observe the Company's smoke-free workplace policy
- do not work when affected by alcohol or recreational drugs
- abide by all safety rules and procedures operating within the Company and also comply with all relevant federal and State Workplace health and safety laws in order to provide a safe and healthy workplace for yourself, your fellow employees and visitors of the Company.

3. CUSTOMER SERVICE

When dealing with internal and external customers we:

- are honest, courteous and helpful
- actively consult with and listen to the customer
- provide prompt attention, accurate information and meet commitments
- ensure our appearance is neat, clean, and appropriate to the job, wearing a uniform if required.

4. TEAMWORK

We work together towards our goals by:

- being punctual, and only leaving the workplace early after gaining prior approval
- reporting and accounting for any absences
- following lawful and reasonable instructions



- providing guidance and feedback to one another
- actively learning from one another, and seeking assistance when required
- sharing relevant information
- observing safe working practices and reporting hazards, accidents, injuries, and unsafe practices
- following procedure and instructions in the case of emergency.

5. RESULTS

To ensure the quality of our work, we:

- observe the spirit and letter of the law, and company policies governing our work
- work to the best of our ability, giving proper attention and care to the job
- use materials, equipment and other resources wisely, and prevent their misuse.

Workforce Solutions is committed to being honest, behaving with integrity, and giving superior service.

6. LAW

Workforce Solutions is subject to Local, State and Federal laws. We have a duty to act within those laws.

No one can be directed to carry out an illegal act, and no one can justify an illegal act by claiming to be acting under the order of a Manager, Or to be simply complying with a policy.

7. CONFLICT OF INTEREST

A conflict of interest exists where loyalties are divided. It is expected we will guard against any possibility of conflict of interest in employment.

If anyone thinks that he or she has a possible conflict of interest in relation to their employment, it should be discussed with their Manager,

8. PUBLIC STATEMENTS

The only people who are authorised to make statements to, or deal with, the media and the investment community on behalf of Workforce Solutions, is a Director.

If you are approached by a member of the media or the investment community for information you should refer them to the Director who will make appropriate arrangements to deal with the matter.

9. CONFIDENTIALITY AND PRIVACY

We must keep strictly confidential all confidential information and must not disclose to any person any confidential information.

Personal and sensitive information relating to customers, suppliers and employees is to be respected and remain private (see also Workforce Solutions Privacy Principles)

Employees are required to sign a non-disclosure agreement form which will remain in the individual's employee's HR File.

10. GIFTS, LOANS, HOSPITALITY

No one should ask for or accept any gift, loan, unusual or expensive hospitality, or other benefit of significant value.

In particular, we must not seek or accept a significant gift that could cause pressure on our judgment, or could seem to be a conflict of interest, or could damage relationships with others.

Hospitality in the form of entertainment in the interests of normal business practice is normally acceptable. However, it is important not to give any impression that there may be a connection between the hospitality and business opportunities;

If one of us is sent a significant gift, that person should report it to his or her Manager and, if possible, return it with a polite note. However, it is sometimes awkward to refuse a gift. If refusal of an offer might damage relationships, it may be appropriate to accept the gift on Workforce Solutions behalf. If in any doubt about gifts, hospitality or concessions offered, ask your Manager.

A gift is defined here as an item or service of significant value. unsolicited promotional materials of little or nominal value such as pens, pencils, key rings, diaries, etc. are not gifts for the purposes of this definition (see also Conflict of Interest above),

11. OUTSIDE EMPLOYMENT AND OTHER ACTIVITIES

We will avoid outside activity likely to affect either our work or someone else's, or which could discredit either ourselves, or Workforce Solutions, or which could conflict with Workforce Solutions interests (see also Conflict of Interest above).

12. NON DISCRIMINATION

Workforce Solutions has an Equal Opportunity & Anti-Discrimination Policy in place. Workforce Solutions is committed to equal opportunity for all of its employees. We must not discriminate against a person on the basis of race, colour, religion, gender, age, marital status, sexual preference, disability or other factors unrelated to legitimate business interests.



Workforce Solutions has an Harassment Policy in place. Harassment of any person on any basis will not be tolerated. Sexual advances or comments, racial or religious "jokes" or slurs, offensive language, unwarranted or violent physical behaviour, or any other conduct in the workplace that is intimidating or offensive is unacceptable and will lead to dismissal.

Recruitment, promotions and other conditions Of employment or career development will be based on individual merit Unethical means of achieving performance or promotion will not be condoned or rewarded.

13. DRUGS AND ALCOHOL

Workforce Solutions has a Drug and Alcohol policy in place. Illegal drugs are not acceptable and are not permitted in the workplace.

Any person found at work under the influence of drugs will be dismissed instantly. If you have to take prescription drugs, which are likely to affect performance or safety, you should notify your Manager to ensure that any safety or performance impact is properly managed.

Any person found at work under the influence of alcohol will be dismissed instantly. Whilst in the workplace, consumption of alcohol is not permitted without the prior approval of the senior Manager or Director.

If it is the opinion of management that you are unfit for work you will be sent home and not paid for the duration that you are not able to work.

14. COMPANY PROPERTY

We all share the responsibility for looking after Workforce Solutions property, especially if it is under our control.

Workforce Solutions property must not be removed without authorisation, or used for personal benefit or any other improper purpose.

Workforce Solutions property may only be given away, lent, destroyed or otherwise disposed of, if this action is properly authorised, no matter how old or damaged the property is.

15. ELECTRONIC EQUIPMENT (use of computers)

The use of electronic mail and the internet is for the conduct of Workforce Solutions business.

Improper use of email or use of email for sexual, offensive, racist, or any other discriminatory purpose will lead to summary dismissal

16. PESTRUCTIONOU OF BUSINESS RECORDS



Business records can only be destroyed with the authorisation of the Director or following strict archiving processes

17. LEAVING THE COMPANY

On leaving or retiring from Workforce Solutions, you must hand over to your Manager any company assets and items containing business information. Even after leaving Workforce Solutions, each of us has a continuing obligation to maintain the confidentiality of such information, which includes intellectual property that may have been created whilst working with the company, and information relating to customers, suppliers, and employees.

18. BREACHES OF THE CODE

We all have a duty to observe this code, and ensure that no breaches occur, We also have a duty to report known or suspected breaches of the code.

If you make, in good faith, a complaint or disclosure about an alleged breach of the code, you will not be disadvantaged or prejudiced from so doing. All reports will be treated as confidential.

A complaint or disclosure should preferably be in writing and should be made to your Manager, or, if you believe your Manager may be implicated, to the Director.

If you are unsure how to proceed, you may discuss the matter with, Or seek advice from any other senior Manager.

Your allegation will be investigated promptly and thoroughly, and any action required will be taken. You will be informed of the outcome of the investigation.