



## **TJM 4X4 MEGASTORE COOPERS PLAINS, GOLD COAST, HENDRA AND UNDERWOOD**

Members of the  
**BKR Group**

# **Company Policy Employee Handbook**

Version	1.2
Date	May 2016
Document Name	Employee Handbook
Status	Live

	Page
1.0 Mission Statement	4
2.0 Introduction	5
3.0 Philosophy	5
4.0 TJM & Minespec Commitment to Employees	6
5.0 What the TJM & Minespec Group Expects From its Employees	7
6.0 Conditions of Employment	8
6.1 Abandonment of Employment	8
6.2 Advertising	9
6.3 Affirmative Action	9
6.4 Annual Leave	9
6.5 Attendance and Punctuality	10
6.6 Attendance at Functions	10
6.7 Award Coverage	10
6.8 Sick Leave	11
6.9 Bereavement Leave	11
6.10 Carer's Leave Leave	11
6.11 Parental Leave	11
6.12 Confidentiality	12
6.13 Conflict of Interest	13
6.14 Disciplinary Procedure	13
6.15 Performance Appraisal System	15
6.16 Employee Discounts	16
6.17 Use of Premise for Working on Private Vehicles	16
6.18 Employee Records	16
6.19 Employee Policies	16
6.20 Exit Interview	17
6.21 FBT and Secret Commissions	17
6.22 Grievance Policy	18
6.23 Formal Grievance Procedure	19
6.24 Hiring of Friends	19
6.25 Hours of Work	20
6.26 Housekeeping	20
6.27 Integrity	20
6.28 Licenses and Driving Records	20
6.29 Personal Appearance	21
6.30 Redundancy/Retrenchment	22
6.31 Referrals for Business	22
6.32 Resignation	22
6.33 Self Improvement	22
7.0 Customer Service	23
7.1 Client Complaint Procedure	24
7.2 Communication	24
7.3 Correspondence – Authorisation	24
7.4 Meeting the needs of the Customer	24
7.5 Answering Incoming Calls	26
7.6 Enquiries and Follow Up	26
7.7 Quoting	27
7.8 Post Sale Follow Up	27
8.0 Occupational Health and Safety	28
8.1 Alcohol and Other Drugs	29
8.2 Equipment Operation	30
8.3 Food and Drink Consumption	31
8.4 Mobile Phone Policy	31
8.5 Safety First	31
8.6 Smoke Free Workplace	32
8.7 Communication and Consultation	32
8.8 Workplace Harassment	33

9.0 Vehicles	35
9.1 Accident Procedure	35
9.2 Company Vehicles	35
9.3 Customer Vehicle Handling	36
9.4 Insurance – Company Cars	36
9.5 Obligations for Working on Police Vehicles	36
9.6 Protection of Customers Valuables	36
9.7 Speed Infringement and Registration Notifications	36
9.8 Trade Plates	37
9.9 Radio and Driver Settings	37
10.0 General Administrative	38
10.1 Company Orders	38
10.2 Company Owned Property	38
10.3 Staff Credit and Loans	38
10.4 Payment	39
10.5 Employee Parking	39
10.6 Keys	39
10.7 Personal Mail	40
10.8 Telephone Calls	40
10.9 Use of Administrative Equipment	40
10.10 Valuables/Cash in Transit	40
11.0 Information Technology	40
11.1 Care	40
11.2 Code of Conduct on Video Surveillance in the Workplace	41
11.3 Confidentiality of Company Records	42
11.4 External & Internal Email, Network and Internet Usage	43
11.5 Faults/Repairs	45
11.6 Foreign Disks/Equipment	45
11.7 Menu Access/Passwords	45
11.8 Personal Use/Games/eMails	46
11.9 Software Support	46
12.0 Overview	46

---

## 1.0 Mission Statement

### ***TJM 4x4 Megastore People***

- ✓ *We are people providing total vehicle solutions for people.*
- ✓ *We are specialists who intimately understand cars and the people who drive them.*
- ✓ *We are passionate, professional and trustworthy.*
- ✓ *We are constantly striving to build relationships beyond the initial sale.*
- ✓ *We are people who pride ourselves on our attention to detail and delight in exceeding the highest expectations in all that we do.*
- ✓ *We are mindful that the cars we work on and modify carry the aspirations and livelihoods of the people who drive them.*
- ✓ *We are industry leaders who are committed to excellence in all that we do.*

---

## 2.0 INTRODUCTION

This Employee Policies and Procedures has been prepared so that you may be better informed about policies, procedures, benefits and other issues concerning your employment with the Company. We appreciate the service of those of you who have been with the Company for some time and we welcome our new employees.

To a very large extent, we have operated on the principles in this Employee Policies and Procedures document for a long time. Our working conditions and some things about our jobs have changed over the years as our company has grown and as things have changed within our industry. These facts have necessitated changes in company policies and procedures from time to time. This manual contains information which will ensure the smooth operation of our company and your well-being as an employee here. The company reserves the right to delete, amend or modify these policies and procedures as the need may dictate. The Company will advise all employees of any changes, both verbally and in writing.

All employees are expected to be familiar with and abide by the policies in this manual, and all those with authority to do so have a duty to administer these policies fairly and consistently and to enforce them when necessary. **If you have any questions about any information presented here, please see your Manager for clarification and/or explanation.**

This Document attempts to address legislation applicable in all these areas at time of writing. No oral representations, statements or promises shall modify, change or alter these written policies or constitute any part of an employment agreement with the Company. The contents of this Document have a broad application to policies which all our people are required to observe and understand. As such, the Policy Document should not be regarded as a job description advice. Details of obligations relative to specific functions are the subject of separate cover and detail.

The Company will issue specific policies and procedures from time to time which may require separate acknowledgement and confirmation by employees and the terms of these will prevail over general policies in this document.

---

## 3.0 PHILOSOPHY

The Philosophy of the Company is to be an outstanding business as well as an outstanding place for our employees to work. To achieve this goal we must provide services to the public through the cooperation and understanding of all those who make up the TJM & Minespec Group. We realise that the public will be attracted to an organisation that is at peace with itself and has the smell of success. Our customers are our neighbours who will come back year after year if we do everything we can to satisfy their needs.

The Management of the group aims to also satisfy the needs of our employees as best we can. The daily contact between employees, Management, the public and others, shapes the kind of business we have and we are.

The Company has an obligation to earn for its shareholders (who provide the capital) a return on their investment. Therefore, profitable trading is a most necessary result to ensure the Company has a future and its employees have a place of occupation.

Because you represent our Company, the community's impression of you will quite often be the impression of the entire Organisation. In your relationships and activities with other members of the community, whether they be customers or working associates, you should try and be courteous, tactful, fair and professional. This will not only add to the efficiency of our Organisation, but it will enhance your own self-esteem and your own personal development.

It should always be remembered that your actions can determine whether relationships built up with several generations of families can continue or otherwise, as it only requires a momentary unprofessional act on the part of one of our employees to drive that person away from our business forever.

The practice of treating others as you would wish to be treated is always a good rule to follow, both from the point of view of your relationships with employees and members of the public. Being friendly and courteous requires little energy, it reaps large benefits.

**If at any time you have any difficulty carrying out your job activities within the philosophy described in this Document, please feel free to have a confidential discussion with your Departmental Manager/Supervisor who will provide support and guidance in order for you to achieve the levels of performance necessary to satisfy you as an employee and our customers.**

---

## 4.0 TJM & MINESPEC COMMITMENT TO EMPLOYEES

- ✓ To provide employees with total satisfaction of employment in this industry.
- ✓ To provide a high standard of ongoing training to ensure that the employees of this Company are professionally skilled and will provide a level of service which exceeds the expectations of our customers.
- ✓ To offer opportunities for advancement in the business for all suitably qualified persons, according to their abilities and capacity to accept further responsibility and accountability.
- ✓ To provide each individual with a clear direction of our business and to ensure they have full understanding of their importance to our success.
- ✓ To achieve the Company goals within the financial framework which generates sufficient capital to ensure expansion at times when opportunities arise. This commitment provides a mutual gain for both parties.
- ✓ To treat our employees with respect and provide full support to assist in achieving personal goals together with company goals.
- ✓ To create a work-place atmosphere that is friendly, with an emphasis on teamwork and job satisfaction.

- ✓ We are committed to providing a safe and productive workplace for all employees.

---

## **5.0 WHAT THE TJM & MINESPEC GROUP EXPECTS FROM ITS EMPLOYEES – CODE OF CONDUCT**

Given the Group's obligations and commitments to staff, it is necessary to protect all employees and the financial security of the business from any acts or activities that may jeopardise the Company's financial well being, and hence employee job security or further, to place the employees in a physically dangerous situation.

All employees of the TJM & Minespec are expected to observe the highest possible standards of behaviour, ethics and integrity as a condition of their employment.

The standards expected of employees include:

- compliance with all company policies, procedures, rules, and contractual obligations;
- compliance with all relevant industry legislative requirements in the performance of all duties;
- adherence to appropriate Professional Codes of Practice and/or Ethics;
- compliance with all reasonable and lawful instructions of Managers/Supervisors;
- observation of occupational health and safety rules, responsibilities and practices at all times;
- adherence, to the confidentiality of any information, records or other sensitive material acquired, during the course of employment and/or after the cessation of employment with the group;
- honesty and fairness in all dealings with customers, clients, co-workers, management and the general public;
- respect for the Company's equipment, supplies and property;
- not to make any unauthorised statements to the media about the Company's business or activities;
- no fighting in the workplace;
- no offensive language and/or behaviour in the workplace;
- no unlawful discrimination or harassment in the workplace;

- not to consume or be under the influence of alcohol or other drugs whilst in the workplace.

A breach of this Code of Conduct by any employee will result in disciplinary action being taken.

---

## 6.0 CONDITIONS OF EMPLOYMENT

### 6.1 ABANDONMENT OF EMPLOYMENT

The Company will undertake the following in the case of abandonment of employment by an employee.

If an employee is absent from their employment for a period of two or more consecutive days, without having notified the employer or without the employer's consent, the employee will be considered to have abandoned their employment.

The procedure management must follow in determining whether an employee has abandoned their employment will be:

- the appropriate manager/supervisor must first establish that the employee's absence is unauthorised by checking relevant records such as rosters, attendance records, time sheets, time clocks and by checking with the employee's immediate manager/supervisor; and
- the appropriate manager/supervisor must then attempt to contact the absent employee either personally or telephone. To determine the reason for the absence and whether or not the employee intends to return to work.

The inquiry made by the appropriate manager/supervisor must state that failure by the employee to return to normal duty or to give an acceptable explanation for their absence within a specified time, will be regarded as the employee terminating their employment, without notice, on the date of the employee's last day of attendance, as a result of abandonment of employment.

This communication process must occur prior to any termination either by written, personal or telephone consultation.

Termination of employment must be in person or by registered letter sent to the employee's home address. Termination must not occur over the telephone.

If the employee gives a reasonable explanation for their absence from work, then the presumption of abandonment of employment may be reversed.

## 6.2 ADVERTISING

All vacant positions within the TJM & Minespec may be advertised in an endeavour to acquire the most suitable applicant available. Any person involved in the recruitment and selection of employees must ensure that the Merit Principle is applied in each instance.

## 6.3 AFFIRMATIVE ACTION

In the spirit of equal opportunity, the Company's policy is to manage its operations within the spirit and intent of the Affirmative Action (Equal Employment Opportunity for Women) Act 1986. Through our policies and practices we are committed to ensuring that discriminatory practices and attitudes that prevent women being treated equally do not occur. Affirmative action is not about favouritism for women. It does, however, mean providing the same opportunities to women and men so their full potential in the workplace can be realised.

## 6.4 ANNUAL LEAVE

All employees (excluding casuals) of the Company will be entitled to annual leave, in accordance with either the relevant award.

All applications for annual leave must be made on the appropriate Leave Application Form by the employee at least one month prior to the proposed date of commencement of leave and must be approved by the employee's immediate manager/supervisor and forwarded to TJM Cooper Plains – Attention Admin prior to the employee taking leave.

**Annual leave may be taken at a mutually agreeable time between the employee and their manager/supervisor.**

However, if no agreement can be reached as to the time of taking the period of annual leave, the Company may require an employee to take annual leave by giving the employee notice of this requirement at least four weeks prior to the commencement of the period of leave.

The company reserves the right to ask employees to take overdue annual leave at the Company's discretion.

## 6.5 ATTENDANCE AND PUNCTUALITY

Attendance and punctuality is of the utmost importance for all employees, and must be considered to be an absolute priority. Employee absenteeism does create particular difficulties and a very substantial increase in workload on other employees, particularly when the absenteeism is for a prolonged period. Whilst it is accepted that all employees will participate in sick leave and other reasons for absenteeism approved by Departmental Managers, it is most important that as much prior warning be given where circumstances allow same.

The Company observes and enforces the Award requirements in regard to the necessity to submit medical certificates for sick leave of two days or greater per annum. It is also a condition of employment that employees are available to start work at the required time, as the Company is not able to provide customer

satisfaction in line with our client's demands if we are not able to program our workforce.

**A good rule is to be at work 15 minutes prior to your allotted start time. This will give you adequate time to prepare yourself for the day ahead and be at your workstation ready to start on time.**

If it is necessary for you to be late or absent from work because of illness or an emergency, you have an obligation to notify the Departmental Manager as soon as possible. If you leave the business premises for any reason during normal working hours, you must obtain permission prior to leaving. With the exception of overtime activities and other meeting requirements, employees should not remain on the premises outside of normal working hours without the approval of the Departmental Manager.

If a time card or time sheet is required for your position, it must be kept accurately. You are to personally record the time when you begin and cease work, and under no circumstances are employees to handle the time card for any other employee. Overtime may occur from time to time. **Employees on hourly rate will only be paid overtime if prior approval from the store manager has been provided.**

#### 6.6 ATTENDANCE AT FUNCTIONS

As advised under other headings, employees maybe required to attend off-site industry functions, celebrations and training sessions which may be relevant to their employment.

The Company has always had a pride in its own reputation for professionalism, therefore we ask in the interest of maintaining that reputation, that employees attending functions as representatives of the group, conduct themselves professionally (refer to Code of Conduct) at all times.

#### 6.7 AWARD COVERAGE

Most employees are covered by the Federal Vehicle Manufacturing, Repair & Retail Services award. Your Letter of Appointment may detail the Award applicable to your position. Should you have any queries regarding this Award, please feel free to have a confidential discussion with your Manager.

#### 6.8 SICK LEAVE

All employees (excluding casuals) will be entitled to sick leave per annum in accordance with the relevant Award.

Employees will be required to notify their manager/supervisor as soon as possible of their absence due to illness or injury and indicate how long they expect to be absent from work.

A medical certificate must be produced if an employee is absent from work for two or more consecutive days, or when an employee has had more than two single day absences from work in any one year.

Where employees have no available sick leave entitlement and are unable to attend for work due to a personal injury or accident, that is not a workers' compensation injury, the employee should apply for leave without pay/special leave to the appropriate manager/supervisor. Unused sick leave is not paid out on termination of employment.

#### 6.9 BEREAVEMENT LEAVE

All employees (excluding casuals) will be entitled to (pro rata for part-time employees) bereavement leave per occasion on the death of an immediate family member, as per the relevant Award. If requested by the appropriate manager/supervisor, proof of death may be required. Bereavement leave will not be available whilst an employee is on annual leave, sick leave or long service leave.

#### 6.10 CARER'S LEAVE

All employees (excluding casuals) will be entitled to carer's leave, as per the relevant Award, in order to care for a member of their immediate family or household when they are ill.

Employees will be required to notify their manager/supervisor as soon as possible of their absence on carer's leave and are to indicate how long they expect to be absent from work.

Employees taking carer's leave may be required to produce a medical certificate or statutory declaration establishing the illness of the person concerned and as such requires care by another person.

#### 6.11 PARENTAL LEAVE

Parental leave refers to maternity leave, paternity leave or adoption leave and is available to all full-time and part-time employees who have completed at least twelve months continuous service with the Company.

The terms and conditions governing an employee's entitlement to parental leave are those prescribed by the relevant Award.

**Paid sick leave or other paid leave entitlements provided for the relevant Award will not be available to an employee during an absence on parental leave. No leave entitlements will accrue during a period of unpaid parental leave.**

All applications for parental leave must be made on the appropriate leave application form and approved by the appropriate manager/supervisor prior to the employee commencing on parental leave.

#### 6.12 CONFIDENTIALITY

All employees of the Company have an obligation to abide by this Confidentiality Policy.

For the purpose of this Policy, "confidential information" is defined as:

- the names, details and information relating to the business affairs of the clients or members of the Company;
- matters of a technical nature, trade secrets, technical data, marketing procedures and information, accounting programs and procedures, financial information, strategic and business plans and like information relating to the business of the Company;
- other information which the Company informs the employee is confidential or which, if disclosed, the employee knows or ought reasonably to know, would be detrimental to the Company; and
- all other information which is imparted to the employee in circumstances which the employee knows or ought reasonably to know that the information is confidential to the Company or any persons with whom the Company is concerned,

but excludes any information that is public knowledge.

*The employee:*

- may use confidential information solely for the purposes of performing their duties as an employee of the Company;
- must keep confidential all confidential information; and
- may only disclose confidential information to persons who are aware that the confidential information must be kept confidential and who have a need to know (but only to the extent that each person has a need to know).

The employee's obligation of maintaining confidentiality does not extend to confidential information that the law requires to be disclosed.

At the end of the employee's employment, the employee must return to the Company:

- all confidential information in material form;
- those parts of all notes and other records based on or incorporating confidential information;
- all copies of confidential information and notes and other records based on or incorporating confidential information; and
- all of Company property,

in the employee's possession or control.

The employee's obligation of confidentiality will continue after the end of the employee's employment in respect of all confidential information other than information forming part of the employee's stock of general skill and knowledge.

**Any employee found to be in breach of this confidentiality obligation, whilst still employed by the Company will be disciplined, and in serious instances, dismissed.**

**Any ex-employee found to be in breach of this confidentiality obligation may be subject to legal action being taken against them, dependant upon the circumstances of the breach.**

This Policy will operate in conjunction with the Letter of Appointment for every employee employed by The Group and must be signed by the employee prior to the commencement of employment.

From time to time the company may enter into confidentiality agreements with suppliers and/or customers. Any additional restriction or penalties will be in addition to those listed here and may extend to our employees. In these cases you will be notified of these additional restrictions and shall agree to comply with them as a term of your employment.

#### 6.13 CONFLICT OF INTEREST

Employees should not participate in any activity that has the capacity to create a conflict of interest. Examples of this situation would be a vehicle salesperson trading in motor vehicles on their own behalf whilst employed by the Company, or a motor vehicle mechanic indicating to a client of the Company that they are able to undertake repair work on the client's vehicle as an individual on their own premises. This activity is commonly referred to as "moonlighting" and the Company does not tolerate any activity in this regard.

If an employee in his or her own time wishes to participate in activities outside the Company's business, without any connection with the Company's clients, obviously the Company has no right to make demands for an employee to abstain from this activity. **Should any employee be faced with this situation, or wishes to participate in extra-curricular activities and is unsure of the position in regard to conflict of interest, the employee should confidentially discuss the situation with a Director.**

#### 6.14 DISCIPLINARY PROCEDURE

The group is committed to ensuring that when disciplinary or termination of employment issues arise, every employee is treated fairly and equitably, in accordance with industrial standards of natural justice and procedural fair play. The following are valid reasons for terminating an employee's employment

- Poor/unsatisfactory work performance;
- Misconduct;
- Serious and Willful Misconduct; and
- Redundancy/Retrenchment

The group endeavors to work with under-performing employees through individual performance management plans. These plans open communication between you and your manager and attempt to give you the opportunity to rectify the issue with guidance. In some cases where performance plans cannot be achieved employment

maybe terminated. **When a staff member is put on a performance management plan this is deemed to be a verbal warning.**

Dismissal for poor work performance or misconduct occurs when the employer gives an employee notice that the employment relationship will cease as a result of performance or conduct issues. The employer will give the employee notice of termination, which ordinarily has been preceded by disciplinary action.

An employee's performance will be considered to be inadequate or unsatisfactory if the requirements of the position are repeatedly not being met by the employee and following notification of the poor performance by the employer.

Misconduct and poor performance by an employee may include:

- × unauthorised absenteeism/poor record of attendance;
- × behaviour towards Manager/Supervisor;
- × behaviour towards co-workers;
- × job effectiveness, efficiency and output;
- × not following specific company policies, procedures or practices;
- × non-compliance with the requirements of contract of employment or letter of appointment;
- × actions involving accident or injury (or the real possibility of accident or injury) to any employee; or
- × harassing or discriminatory behaviours towards an employee, client or customer of the company.

Where a Manager/Supervisor has concerns about an employee's performance or conduct, a disciplinary interview will be convened to provide an opportunity for both the employer and employee to discuss the issue(s) of concern. The employee will have the right to be represented by a person of their choosing and will have the right to respond to the allegations of poor performance or misconduct presented to them. This meeting will be witnessed, confirmed in writing and acknowledged by the employee concerned.

Breaches of employment terms or company policies will be subject to the following process:-

1. Verbal Warning/Performance Management
2. First and Final Written Warning
3. Termination of Employment

**Where a significant breach occurs employment maybe terminated immediately without notice.**

Summary or instant dismissal is dismissal without notice and occurs where an employee commits an act of serious and wilful misconduct, which may include:

- × serious breaches of the employer's code of conduct or company policies (eg. occupational health, safety and welfare, sexual harassment)
- × refusal to carry out a lawful instruction of a Manager/Supervisor.
- × consuming, possessing, selling, manufacturing or being under the influence of alcohol or other drugs on company premises;
- × dishonesty, theft or other unlawful activities;
- × gross negligence (subject to nature of the negligence);
- × vandalising, intentionally damaging or misusing company or another employee's property; or
- × fighting.

Other acts may also constitute serious misconduct, depending on the circumstances of the case. It is up to the Manager/Supervisor to determine when an act is serious misconduct. Upon receipt of an allegation of serious and wilful misconduct against an employee, the appropriate Manager/Supervisor will interview all witnesses and will conduct a thorough investigation into the incident.

#### 6.15 PERFORMANCE APPRAISAL SYSTEM

Performance appraisals are an important element in the management of employees, and therefore a performance appraisal system has been established by the group and applies to all employees.

The process of performance appraisals aims to identify, evaluate and develop each individual employee's work performance and productivity. It also provides reward, recognition, feedback, and most significantly, support and career guidance to employees, where necessary.

**Your manager will perform a performance appraisal with you at the end of your probation period and then on an annual basis in August. A performance appraisal is not a guarantee of a pay increase.**

Performance appraisals may be reviewed on a more regular basis when incidents of poor work performance arise and need to be addressed immediately or when disciplinary procedures have commenced in relation to repeated poor performance.

#### 6.16 EMPLOYEE DISCOUNTS

Employee discounts are available to all staff (upon completion of probationary period) on products that we stock and for use on your own vehicle only. Employees are entitled to pay store cost on items (Purchase price plus freight plus admin costs). These discounts are limited to one of each type of product per calendar year (eg If you buy a bull bar then sell your car and buy a new one you may not buy a second bull bar in the same calendar year). Additional purchases are to be negotiated with a Director. All staff purchases must go through a director and must be paid in full prior to good being collected.

Staff are eligible to take advantage of the TJM Ezy Pay system however discounts will be limited to Trade for employees utilising this facility due to the associated costs to the business.

Family and Friends are entitled to the discount level equivalent to trade price. All family and friends discounts must be approved by the store manager and paid in full prior to collection.

**Discounts are a privilege and not a right as such if they are abused they maybe withdrawn.**

#### 6.17 USE OF PREMISE FOR WORKING ON PRIVATE VEHICLES

Use of company premises for working on your own vehicle is on a case-by-case basis as negotiated with your store manager. All work must be carried out outside of normal working hours once all workshop staff have clocked off.

**Under no circumstances are non-employees allowed in the workshop to assist.**

#### 6.18 EMPLOYEE RECORDS

The Group maintains personal records to fulfil requirements for legal compliance, business needs, statistical and administrative purposes.

Employees are required to inform the Payroll Administrator of all changes to personal details, such as name, address, marital status, next of kin, and so on. This ensures that superannuation entitlements are calculated and administered correctly, current information is used for group certificates and emergency contacts.

All employee information is confidential. Only where requested by an employee, or with the consent of the employee, can the Payroll Administrator release an employee's information to an external body. This can include address and telephone numbers.

#### 6.19 EMPLOYMENT POLICIES

It is our constant policy to employ the people who are best qualified to perform the work required. The Group attempts to provide training, advancement for deserving employees, security of employment, competitive wages / salaries and to maintain a working relationship in a manner that is fair and free from bias and discrimination.

We are an equal opportunity employer and therefore it is our policy to employ and promote employees without regard to race, colour, age, national origin, sex, religious background or handicaps.

It is company policy to treat employees fairly and impartially and to provide prompt consideration of complaints and grievances that may arise. Your Supervisor is the first person with whom you should discuss any matters pertaining to your work or relationship with the Company.

It is preferred that these discussions take place outside normal working hours so as to avoid any inconvenience to our customers.

Open lines of communication are important to the creation of constructive work-producing relationships and the elimination of counter-productive conflict.

## 6.20 EXIT INTERVIEW

The Company may undertake an exit interview for employees ceasing their employment with the company.

Attendance at the interview will be expected and any feedback provided by the employee will be treated on a confidential basis.

The intention of the exit interview is to obtain information relating to the reasons for the employee's cessation of employment. The exit interview process will provide an opportunity for the parties to end the employment relationship on an amicable basis. The exit interview will seek suggestions for improvement and the reasons for job satisfaction or dissatisfaction, to identify any common factors contributing to staff turnover.

Any issues raised by the employee that reflect directly on the employee/employer relationship, may be referred to Director for review.

Your Manager will be responsible for conducting the interview and processing the information.

The Directors will be responsible for:

- reviewing the information;
- formulating any required action plans with the relevant manager/supervisor; and
- implementing the action plans.

A request can be made by either the employee or Manager for the exit interview to be conducted by an appropriate alternative manager/supervisor.

## 6.21 FBT AND "SECRET COMMISSIONS"

There is Federal Legislation pertaining to the illegality of "secret commissions" and also Federal Tax Laws concerning FBT obligations on employment related non-cash benefits.

**Employees should be aware that under no circumstances are they to participate in any non-cash employee benefit related incentive or reward from any supplier or Company affiliate or associate without the approval in writing of the Director.** The same follows that employees should not participate in receiving any cash payment without the knowledge and approval of the Director.

From time to time, the Company does participate in allowing its employees to be part of incentive programs put forward by other suppliers, and on those occasions where approval is in place, the Company will ensure that it meets the obligations of the Fringe Benefits Tax legislation.

Should sales staff employees participate in any cash reward program, then the obligations for income tax purposes are those of the recipient of the benefit and payments made to employees under those arrangements must be included in assessable income on the individual's income tax return for the year in which

payment was received. The Company accepts no obligation in those matters and employees must ensure that they record any payments received.

## 6.22 GRIEVANCE POLICY

The Company acknowledges that problems can arise at work that may sometimes cause employees to feel aggrieved; such as:

- discrimination;
- harassment;
- any other employment related decision or behaviour; or
- application of the discipline/warnings procedure
- anything done, or not done, by management, another employee or employees;

An employee who believes something is unfair, unjust or upsetting in relation to a work related matter has the following options available to them:

- The employee can speak to the person causing the problem and inform them that their behaviour, decision or action was unfair, offensive or discriminatory, and why they believe this to be so.
- The employee can speak to their immediate manager/supervisor, or if that is not appropriate, then a Director, about the grievance who will then address the issue on behalf of management. With the employee's approval, the manager/supervisor may approach the person or persons involved in the identified issue and talk to them informally about the particular grievance.
- The employee can make a formal complaint in writing to their manager/supervisor

The Company will address such problems, referred to as grievances, in-house in a timely and confidential manner. Each complaint will be dealt with in as short a time as is possible, dependent upon the individual circumstances of the case.

Employees have the right to expect that their grievance will be treated as confidentially as possible. However, employees must realise that for an adequate and fair investigation to take place, the details of their complaint will require discussions with those accused and their representatives, as well as with management. It should also be understood that the person in question has a right of reply and as such must be made aware of the allegations being made.

No employee involved in the grievance process will unreasonably disclose the details of the grievance, the investigation or the outcome. If any employee is found to have breached confidentiality, appropriate disciplinary action may be taken against them.

Employees will not be victimised as a result of raising a genuine grievance. **However, the Company reserves the right to take action against an employee who is proven to have engaged in making false or misleading accusations.**

### 6.23 FORMAL GRIEVANCE PROCEDURE

An employee who chooses to make a formal grievance in writing to their manager/supervisor must outline:

- the nature of the grievance;
- the time and date of the incident(s) giving rise to it;
- the names of any witnesses;
- their signature; and
- the date of the lodgement of the grievance.

Once a formal grievance is made, the matter will be investigated by the designated management representative in consultation with the Directors.

If the employee's grievance is substantiated following the investigation, the management representative will advise the employee of the remedial or corrective action to be taken.

If the employee's grievance is not substantiated, the employee will be given an explanation as to the specific details of why that finding was made.

If the employee is not satisfied with the way in which their grievance was handled, or is unhappy with the outcome, they may refer the matter to the directors for further consideration.

Without prejudice to either party, work should continue as normal whilst the matter in dispute is being dealt with in accordance with this Policy.

### 6.24 HIRING OF FRIENDS

To achieve its business objectives, The Group seeks to attract high-caliber people. As vacancies arise in the Company we would welcome the opportunity to review resume details of anyone you recommend to fill a particular vacancy. Naturally, all applicants will be screened as per the company's recruitment and selection policy and will be employed only if their technical and professional skills, and personal and behavioral characteristics best match the requirements of the vacant position. However, we welcome your suggestions and recommendations of suitable people.

### 6.25 HOURS OF WORK

Our standard working hours are Monday to Friday 0800 to 1700 for all staff and Saturday 0900 to 1300 for Sales Staff. Management may change these hours depending upon current workload, or in accordance with award provisions, to service the needs of our customers.

In order to perform the duties expected of you, you may from time to time be required to work additional hours and consideration for such events has been included in the salary. Non salaried workers may from time to time be requested to perform paid overtime – this will be at the discretion of management.

**Product and personal development training is provided for our employees benefit at no charge as such when this sessions are run staff will be expected to attend without pay.**

#### 6.26 HOUSEKEEPING

Good housekeeping and productive work go hand in hand. Customers often compare the quality of service with the cleanliness of the Business and we must not allow untidiness to create an impression of carelessness and inferior services. We encourage you to take responsibility by keeping equipment in its proper place, disposing of refuse in containers supplied, and observing the rules of tidiness. **It is each employee's occupational health and safety obligation to protect and/or return equipment, keep his/her work area clean and tidy and follow commonsense and safe housekeeping practices.**

#### 6.27 INTEGRITY

We conduct ourselves with integrity, and integrity for us means doing the right thing or behaving properly, even if no-one were to know we had done the wrong thing or behaved improperly.

We do not use oppressive or misleading practices or forcefully or wrongfully withhold information to achieve a benefit for ourselves.

Dignity for us means that everybody is entitled to be treated with respect.

We take responsibility for our actions and are accountable for their consequences.

#### 6.28 LICENCES AND DRIVING RECORDS

Any employee who, as part of their duties, needs to operate a Company-owned or customer-owned vehicle, must hold a valid driver's licence and possess an acceptable driving record.

A copy your drivers license must be provided at time of employment. If you have a provisional license, restricted license or have been convicted of a DUI offence you must provide details with your license. An updated copy should be provided each time your licence varies. The Company may request a copy of your license at any time eg for insurance purposes.

Should you have restrictions imposed or be charged with DUI or have any other changes applied to your license during your employment you must advise your manager within one business day of you becoming aware of such restrictions/changes.

Having a driving record that is unacceptable to Management or the Company's insurance carrier, or failure to give prompt notification of a change in your driving record or of a driver's license suspension or restriction may result in loss of driving privileges and/or disciplinary action, including discharge of employment.

## 6.29 PERSONAL APPEARANCE

A professional image is a major factor in our success with our clients and the general public. Therefore, too much emphasis cannot be placed on the cleanliness of our facilities and the personal appearance of our staff. Your appearance is important to yourself, your promotional opportunities and to the overall image of The Group in the community. It affects the opinions of those with whom you work and come in contact with. Moderation and good taste in dress and grooming are desired and are essential to your employment.

**All employees shall be provided with company shirts which are to be worn whilst in attendance of the work place.** Hats/Sports caps are not part of the uniform and should not be worn while at work by sales staff. Fitting staff may request a TJM branded hat that maybe worn onsite. In the case where employees are required to work in the sun a full brim hat and sunscreen shall be provided. The company accepts that staff members have or may wish to get tattoos – any offensive or obscene tattoos must be covered while at work or in a work uniform.

All employees must be very aware of the fact that members of the community quite often determine where they will spend their money based on their impression of the Business they visit and in that regard housekeeping and personal appearance of employees, as already stated are of the utmost importance

### ***Front Line/Office Staff***

Office/Sales staff should wear dress pants, smart jeans or dress skirt (females) and enclosed dress style footwear (Black or Brown) – White or Multi Colour Sports shoes are not acceptable. Shorts maybe worn however they must be knee length or longer. All front line staff should ensure that they are well groomed at all times. Males should be clean-shaven or have well kept facial hair at all times. Hairstyles must be conservative. Jewelry should be kept to a minimum.

### ***Workshop/Stores Staff***

Workshop staff should wear work appropriate cotton drill blue or black pants (**jeans are not acceptable**) and have steel cap work boots. While shorts are acceptable, due to the mechanical nature of the work that we carry out it is recommended that long pants be worn for your own safety. Any staff member involved in welding must wear long pants as a matter of safety. Jewelry such as chains, bracelets and rings should not be worn in this environment as they pose a safety risk to yourself and a damage risk to customers vehicles. Watches should have a plastic band only for the same reasons. Long hair must be secured at all times.

Should you have any queries regarding the above policy or the standards required, please discuss the matter with your Store Manager.

## 6.30 REDUNDANCY/RETRENCHMENT

Redundancy or retrenchment are examples of termination that come about through a change in the position an employee performs, rather than any fault on their part. It does not occur as a result of poor performance or misconduct of an employee.

Redundancy occurs when the employer no longer requires the position the employee has been doing to be performed by anyone.

Retrenchment occurs as a result of the employer having to reduce the number of employees in the workplace, but still requires the particular job that the employee was doing to be done.

If the situation arises where it becomes apparent that a job or jobs will be made redundant, The Group will consult with the employee(s) affected, prior to the actual decision to make specific employees redundant, in accordance with the appropriate provisions contained in the relevant Agreement/Award/Act.

### 6.31 REFERRALS FOR BUSINESS

The Company encourages with great enthusiasm employees referring sales opportunities for business. We consider it to be an obligation that all employees should accept that the Company sales opportunities are maximised in this way. Should you know of a person considering a vehicle fit-up, please advise the relevant Sales Manager at the earliest possible opportunity

### 6.32 RESIGNATION

**The Group requires employees who wish to resign their employment, to confirm their intention in writing to the appropriate Manager within the notice period stipulated in the Letter of Appointment.**

Failure to give the required period of notice of resignation may result in the forfeiture of salary with respect to the period of notice not given, subject to the relevant Award and contractual obligations.

The intended cessation date of employment must also be stated in the letter of resignation.

Prior to the employee ceasing employment, an exit interview may be required in line with the company's Exit Interview Procedure

### 6.33 SELF IMPROVEMENT

One of the most important aspects of your employment with The Group is your ability to perform functions of the job completely, efficiently and conscientiously. To assist you in meeting those requirements we will provide you with special tools, equipment, manuals, on the job training and other relevant support factors to assist you as much as we possibly can.

In addition, training is made available through attendance at courses provided by suppliers, Trade Centres, in-house training sessions and other exterior training activities, all designed to help develop the individual and the expertise required to do the job. We expect you to participate in these training sessions as they become available and encourage you to request the assistance and advice of your Supervisor in the technical areas at any time you are unsure as to what is required to complete a job satisfactorily.

The Company encourages self-improvement in all aspects and areas and recommends that employees undertake any training and education that will improve their capacity both as an employee and as an individual. We would be

pleased to provide counselling in this regard as to the suitability of courses offered by educational and trade authorities.

When Management considers the suitability of employees for advancement, one of the factors that obviously becomes part of its consideration is an illustration by employees that they wish to assume additional responsibilities and opportunities and, obviously, participation in further training and education and acquiring specific skills that can only be achieved by additional training are important factors in those advancement opportunities.

---

## 7.0 CUSTOMER SERVICE

### **THE HIGH COST OF LOSING A CUSTOMER**

- For every customer who bothers to complain, there are 26 others who remain silent.
- The average “wronged” customer will tell 8 to 16 people.
- 91% of unhappy customers will never purchase services from you again.
- It costs about five times as much to attract a new customer as it costs to keep one old one.
- Bottom line - for every complaint there are about 250 more customers with problems or potential customers who hear bad things about you.

### 7.1 CLIENT COMPLAINT PROCEDURE

Should an employee be made aware of or be confronted with a client expressing dissatisfaction with any respect of our business with them, the employee must immediately refer the matter to their Manager or a Director.

### 7.2 COMMUNICATION

Experience clearly indicates that most customer dissatisfaction is caused by poor communication or lack of communication altogether. It is Company policy that when customers make any contact with the Company, whether it be by correspondence, phone calls or personal contact, and indicate in that contact that they are seeking a response for any reason whatsoever (e.g. availability of a new

vehicle, account query, quotation required, etc, etc.) then the employee involved in either receiving the correspondence or in any way involved with the customer contact, has the obligation to ensure that our response to that client is carried out as soon as possible.

**Obviously the nature of the responses will vary depending on the activity required, however, where correspondence is received from a client, some contact, even if it is in the form of nothing more than acknowledging the correspondence, must be made within 24 hours of receipt of the letter.**

Please ensure that we make the utmost effort in the area of communication, as a client requiring information or being unhappy about any activity we have carried out on his or her behalf will very much feel much more aggravated if we do not respond at the earliest possible opportunity.

### 7.3 CORRESPONDENCE - AUTHORISATION

All written material sent on behalf of the company or using a company resource must be considered. **The general public (our customers) assumes any correspondence from the group to be the opinion of the group and can form opinions from this.** Use of correct grammar and appropriate language is essential in all cases.

Quotes being sent with discounted pricing beyond the customers preset pricing level must be approved by the store manager. Any correspondence relating to contractual matters or that could result in the group making a contractual agreement must be approved in writing by a director (This excludes day to day purchases for client orders etc).

### 7.4 MEETING THE NEEDS OF THE CUSTOMER

Before you can exceed, you must first meet the basic customer needs. Listed here are a few major needs that must be addressed.

1. Every customer needs to feel **welcome**. Anyone doing business with us who feels like an outsider will not return. People need to feel you are happy to see them and that their business is important to you. Simply provide a warm and friendly welcome, talk in a language everyone will understand and engage in friendly conversation.
2. Every customer needs to feel **important**. Ego and self-esteem are powerful human needs. People want to be acknowledged, recognised, and remembered. Giving full, undivided attention to a customer is important. Also, you must realise the importance of your customer's time and do everything possible to keep them informed.
3. Every customer needs to feel **understood**. They need your full attention, and to know that you are listening. Effective communication means the messages customers send should be interpreted correctly. Paraphrase back what is being said. Listen for feelings communicated as well as the content of the message. Empathise with problems or predicaments.
4. Every customer needs to feel **respected**. People need to feel that their reasonable requests will be fulfilled and that you will treat them with the respect they deserve. Respect customers' opinions; people will defend their opinions, so respect them and let them save face.

5. Every customer needs to feel **appreciated**. Our customers need to hear a polite “thank you” and other words of appreciation for bringing their car-care needs to us rather than our competitor. When people invest money in something, they want to be appreciated by those they feel will benefit from their investment. Value customers and always let them know that you do.
6. Every customer needs to feel **comfortable**. Customers need physical comfort. They need a place to wait, rest, talk or do business. They also need psychological comfort. They need the assurance that they will be taken care of properly and the confidence that you will meet their needs. Set customers at ease. Relieve anxiety. Explain procedures carefully and calmly.

**The necessity to strive for total customer satisfaction is no longer an option, it is an absolute must.**

**Always remember that it is our customers who really pay the wages. Without people coming to our place of business, we have no business.**

Dealing with customers fairly, promptly and courteously will always give them a reason to return to the Business for their next purchase or service requirements. Here are just a few good rules to remember that will assist in meeting our customers’ needs:

- ✓ Acknowledge customers promptly and with courtesy.
- ✓ Wear a pleasant expression.
- ✓ Listen to what the client is telling you they want from us.
- ✓ Use a customer’s name wherever possible
- ✓ Be friendly, but not familiar.
- ✓ Do not lose your temper - only fools win arguments.
- ✓ Make only promises you can keep.
- ✓ Regardless of your own job function, never leave a customer unattended.
- ✓ Never smoke when talking to a client, even when outdoors.
- ✓ Avoid wearing sunglasses when talking to a client, as eye to eye contact is important.

#### 7.5 ANSWERING INCOMING CALLS

One of the most important functions in our front line activities is Answering incoming calls. Staff operating answering incoming calls are required to maintain the highest possible level of professionalism and courtesy at all times.

Answering the phone in a professional and courteous manner is important as this forms the first impression for our customer.

All calls should be answered between 3 and 5 rings. Quicker than this and you can catch customers off guard longer than this and people start to get annoyed.

The phone should be answered **“Thank you for calling TJM [STORE] this is [YOUR NAME]”**. People are listening for the name of where they called not your name. By saying your name last it is more likely that the customer will remember it.

### 7.6 ENQUIRIES AND FOLLOW UP

Sales leads give us the best opportunity to increase sales. Staff should always endeavor to get customer details both over the phone and in person. We should always be striving to get the following:-

- ✓ First Name and Last Name
- ✓ Phone Number
- ✓ Email
- ✓ Vehicle Details (Make Model Year)

With a growing number of Internet based businesses competing in our market we must capitalise on every opportunity to convert leads to sales. Every customer should get a quote and follow up.

Staff should use a day pad to keep track of their enquiries. Once items are complete they should be crossed off and scheduled in your calendar for follow up. At the end of each day your day pad should be clear – either all items actions or transferred to the next page for auctioning tomorrow.

An example of a day pad is below.

10:15 am	John Doe	0412 123 123
	j.doe@bigpond.com.au	
Toyota Landcruiser 2007	Quote Bull Bar + Side Steps	
Needs Urgently		
10:25 am	Sally Smith	0412 123 123
	Sally@123net.com.au	
Nissa Navara 2013	Quote Snorkel and Canopy	
Needs Quote Tomorrow - Going to book for next week		
12:15 pm	XYZ Motors - Tim	07 5555 1234
	tim@xyzmotors.com.au	
Ford Ranger - 2013	Rio Mine Fit Out	
Must Have Quote today		

### 7.7 QUOTING

Every opportunity should be taken to give a customer a quote (phone and walk in). All quotes should be produced in Units and printed for the client or emailed

to them. Under no circumstance should a quote be written on the back of a business card.

When customer cars are in for work look at what other items the client is likely to need – prepare a quote and brochure for when the client arrives to collect their car – recognising the potential of existing customers is the easiest way to grow sales.

Quotes should initially be followed up with the customer within 48 hours to gauge true interest. Based upon the feedback and using best judgment the customer should be followed up until such time as either they advise no interest in proceeding or the sale is made. Dead quotes should have their status changed to reflect this in the system.

**No customer should go un-serviced. At the very least anyone who walks into our showroom should leave with a brochure and card – ideally with a quote also.**

#### 7.8 POST SALE FOLLOW UP

All sales people shall call their clients 24 hours after we have performed work on their vehicle. This is a courtesy call to ensure our clients satisfaction with the work that we have done to their vehicle. It is also a good opportunity to build rapport towards future sales.

---

## 8.0 OCCUPATIONAL HEALTH AND SAFETY

TJM Coopers Plains, Underwood and Gold Coast is committed to providing and maintaining a safe and healthy working environment for all employees, visitors and members of the public.

Hazards to health and safety will be removed or where this is not practicable, they will be managed so as to prevent injury, illnesses and dangerous events.

TJM Coopers Plains, Underwood and Gold Coast considers safety and incident prevention to be vital to the ultimate success of the organisation's operations and is an integral part of management's responsibilities.

Management will meet these requirements by:

- complying with both the spirit and letter of the law for all matters relating to workplace health and safety
- providing a safe place to work
- providing safe working conditions and safe operating procedures for all company activities
- minimising workplace hazards
- encouraging and respecting contributions by all employees towards the improvement of workplace health and safety

- providing adequate information, instruction, training and supervision to enable every employee to perform their duties effectively and safely
- providing sufficient information to contractors and visitors on possible risks to health and safety
- making safety equipment and personal protective equipment (PPE) available whenever required.

Each employee has the responsibility to:

- follow all safe work practices, procedures, instructions and rules
- work in a manner which ensures the health and safety of him or herself and others
- encourage other employees to work in a healthy and safe manner
- participate in training
- report or rectify any unsafe conditions that come to their attention.

This policy is an integral part of our total management plan. Our goal is to have zero injuries to employees, contractors and members of the public within our workplace. This can only be achieved through consultation with and cooperation by all.

### **Safety is everyone's responsibility**

#### **8.1 ALCOHOL AND OTHER DRUGS**

All employees of The Group have a responsibility under the above Act to ensure that they take reasonable care to protect their own health and safety and that of others whilst in the workplace by not being affected by alcohol or other drugs to the extent that it impacts on their own or another person's work performance or safety.

The effects of intoxication and the regular use or dependence on alcohol or other drugs are associated with impaired judgement and skills, reduced concentration, absenteeism and increased accidents. These behaviours and activities may seriously affect employee safety and standards of practice within The Group.

**Employees who have concerns about working with any other employee due to possible alcohol or other drug use should consult with their manager/supervisor immediately.**

For the purpose of this Policy, the Company defines alcohol and drugs as follows:

**"Alcohol"** refers to any beverage, containing an alcoholic content, that temporarily impairs a person's physical or mental capacity.

**"Drugs"** refers to a chemical substance, whether it is legal or illegal, which may have the ability to impair a person's physical or mental capacity. These can include prescribed drugs issued by a medical practitioner, or non-prescribed

drugs, for example, but not limited to, speed, heroin, amphetamines, LSD, crack, cocaine, ecstasy, marijuana, etc.

All employees of the Company are prohibited from selling, distributing, manufacturing, possessing or consuming alcohol or other drugs during working hours, or when on the premises. Employees are also prohibited from arriving at work or returning to work from any break under the influence of alcohol or other drugs.

However, there may be certain occasions where alcohol may be available at company functions, though generally, these functions will not take place during an employee's ordinary working hours. In these specified situations, the Company accepts that alcohol may be consumed within the appropriate guidelines and with the permission of management.

In instances when employees attend either workplace functions or functions on behalf of The Group, management and employees will be expected to behave in a professional and responsible manner, ensuring that duty of care is provided to both themselves and others.

**In circumstances where an employee is taking medically prescribed drugs to manage a specific condition that may interfere with their work performance, they are required to notify their manager/supervisor.** The manager/supervisor, in consultation with the employee (and the employee's doctor if relevant to the particular circumstances), may (if practicable) make adjustments to the work requirements of the employee concerned. If this is not possible and the situation is temporary, the employee will either resume or commence sick leave until the employee is able to resume work.

An employee found possessing, consuming, distributing, selling or manufacturing alcohol or other drugs or under the influence of alcohol or other drugs, on the Company premises will be subject to disciplinary action, dependent to the nature of incident, which may result in the employee being:

- counselled;
- instantly suspended on full pay, pending the outcome of an investigation into the incident; or
- dismissed for misconduct, provided the manager/supervisor has actual proof.

The manager/supervisor will confiscate the substance in question for possible evidence. Where drugs are found the matter will be referred to the police. The Group reserves the right to search its premises for alcohol or other drugs.

In accordance with the Company's Motor Vehicle Policy, no company vehicles are to be driven by any person that has consumed alcohol or other drugs. **The Group will accept no liability for any damage to the vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of a company vehicle is in breach of this Policy or the law.** The driver of any company vehicle found to have consumed alcohol or other drugs prior to, or whilst, driving a company vehicle will be deemed to have committed a serious misconduct and

will be subject to disciplinary action and possible termination of employment. All liabilities will rest with the driver concerned.

## 8.2 EQUIPMENT OPERATION

Before operating equipment for the first time, you must have the approval of your Supervisor. Follow all instructions carefully! If there is a mechanical problem, notify your Supervisor immediately; do not make repairs without authorisation.

**We are proud of the safe working conditions we provide for our employees. Yet no matter how safe your working area may be, carelessness, thoughtlessness or "horseplay" on your part can make you or your co-worker a casualty. You should know and follow all common sense, safety and fire regulations, which will protect you and your fellow employees from inconvenience or serious injury. Employees are responsible for following all safety rules and for using safety equipment furnished by the Company.**

## 8.3 FOOD AND DRINK CONSUMPTION

Employees are requested not to consume food or drink during normal working hours at their work station/work area. Food consumption in some of our working areas can be hazardous and is not recommended under occupational health and safety standards. It also creates an unprofessional image if food and drink consumption takes place within the view of our customers. There are specific times and facilities allocated and for these activities during the working day and employees are asked to confine those activities to the allocated times.

## 8.4 MOBILE PHONE POLICY

**With the exception of managers and staff who's role directly requires the use of a mobile phone as part of their contract the use of mobile phones is prohibited during work time.**

**Staff using company vehicles are prohibited from using their mobile while driving.** Sales representatives are excluded from this so long as they have an appropriate hands free device installed in the vehicle.

## 8.5 SAFETY FIRST

A good safety record is the result of safe working conditions combined with an alertness to common sense safety practices. The following General Safety Rules will lead to accident prevention and efficient operation:

- ✓ Sound judgement and safe practices are to be exercised in the work habits of all employees.
- ✓ Personal safety protection equipment shall be used as, and where required, by Management.
- ✓ Equipment is only to be operated by those authorised as a result of their knowledge, training and experience.

- ✓ Guards and other safety devices installed over the point of operation, moving parts, power transmission, or other electrical connection must be in place at all times.
- ✓ Fire protection and prevention practices, including the clearance of passage aisles and doorways, proper storage of flammable materials and control of smoking and open flame, must be complied with at all times.
- ✓ All employees are expected to comply with laws, rules and regulations concerning safe practices as published by the Company and by governmental agencies having jurisdiction over such matters.
- ✓ All work-related injuries and illnesses, regardless of their extent or nature, and unsafe work conditions and / or practices, must be immediately reported to Management.
- ✓ When handling dangerous fluids or substances such as petroleum, the Company Policy regarding work practices in such matters must be followed at all times.
- ✓ Your job may have additional safety guidelines which are established for your protection and the protection of others. If so, you will be required to know and follow them carefully. You should familiarise yourself with the location of first aid kits and fire extinguishers.

## 8.6 SMOKE-FREE WORKPLACE

In accordance with its obligations to provide a safe and healthy workplace and in order to meet our duty of care to employees in the workplace, the Company maintains and strictly enforces a policy of a smoke-free workplace. Smoking is not permitted inside any of the Company's owned or rented buildings, on client premises or company and customers' motor vehicles. Smoking is only permitted in designated areas outside of the company's buildings.

### ***Coopers Plains***

Smoking is not permitted on premises.

### ***Underwood***

Smoking is restricted to the signed area at the back of the building.

### ***Gold Coast***

Smoking is restricted to the carpark at the rear of the building. Note staff must be a minimum of 4 meters from the door.

### ***Hendra***

Smoking is not permitted on premises.

The responsibility for enforcing the Policy rests with every manager/supervisor. Employees are reminded that they are obliged, under the relevant act, to protect the health of their fellow employees. It is a condition of employment that employees must comply with this Policy. Non-compliance will be subject to

“Breach of Health and Safety Guidelines” and will result in appropriate disciplinary action being taken against the employee concerned.

This Policy will apply to all permanent, casual, contract and service staff, visitors and other persons whilst on company or client premises.

### 8.7 COMMUNICATION AND CONSULTATION

The Group is committed to providing our staff with consultative arrangements that allow employees to contribute to decisions that impact on their health and safety.

Workplace health and safety benefits significantly from effective consultation. Employees are often best placed to identify health and safety hazards and issues in the workplace. Consultation and communication can also help build commitment to health and safety.

- ✓ Consultation on OHS issues shall be meaningful and effective and employee contributions valued and taken into account;
- ✓ Consultation will not delay the implementation of a policy or procedure to address an immediate or serious health and safety risk in a timely manner;
- ✓ Consultation will be undertaken in a manner consistent with positive supportive working relationships;
- ✓ The group has ultimate administrative and operational responsibility for all workplace decisions that affect health and safety provided that these decisions are made in accordance with the consultation principles outlined in this policy.

The Group will meet its commitment to Health & Safety by:

Consulting with health and safety representatives and employees so far as is reasonably practicable when making any decision or change in relation to their health and safety in the workplace including the following:

- identification of workplace hazards;
- assessment of the risks associated with workplace activities and hazards;
- decisions made in relation to measures taken to eliminate or control workplace risks;
- review of workplace risk assessments;
- introduction of, or alteration to procedures for monitoring workplace risks;
- decisions made in relation the adequacy of workplace facilities;

- proposed changes to the work premises, systems of work, plant or substances used at the workplace;
- decisions made in relation to changes in job role; and
- decisions made in relation to consultation procedures, and any legislative requirements.

Where OHS issues cannot be resolved directly as a result of using this procedure, external assistance may be sought.

## 8.8 WORKPLACE HARASSMENT

The Group is committed to providing a work environment that is pleasant for employees to work in and that is conducive to good occupational health, safety and welfare, and workplace relations, and ensuring that employees are not subjected to any form of workplace harassment.

The Company recognises that workplace harassment may involve comments and behaviours that offend some people and not others. The management of The Group acknowledges that individuals may react differently to comments and behaviour which is why a minimum standard of behaviour is required of employees that is respectful of all employees.

The Company has a responsibility to take reasonable steps to prevent harassment from occurring in the workplace. This involves educating employees about harassment, putting in place this Policy, implementing grievance procedures and ensuring compliance by all employees within the workforce.

Occupational health and safety laws require the Company to do all that is reasonably practicable to ensure that employees are safe from injury and risks to health at work. The laws also require employees, for their own part, to take reasonable care to protect their own safety at work and to avoid adversely affecting the health and safety of any other person at work.

Examples of unlawful workplace harassment may include:

- × the reciting of sexist or racist jokes (breach of equal opportunity laws);
- × verbal or written abuse directed at a person or persons;
- × pushing, jostling, shoving or assaulting another person (criminal offence in some instances);
- × initiating unwelcome practical jokes;
- × imitating or making fun of a person or a characteristic of a person;
- × the use of unsuitable or offensive language in the workplace;
- × obscene telephone calls (criminal offence);
- × unwelcome conversations about a person's personal life;

- × initiation ceremonies or rituals;
- × bullying;
- × spreading gossip or false rumours;
- × sabotaging the victim's work; and
- × humiliating the victim through sarcasm, criticism and insults.

Workplace harassment by or towards any employee, contractor, supplier or customer in any work related context will not be tolerated under any circumstances. If an employee is required to go to another workplace to perform work, it is also against the law to harass someone who is working there.

Any employee found guilty of perpetrating or permitting workplace harassment will be disciplined, and may, in appropriate cases, be dismissed.

Any employee who requires more information relating to workplace harassment should contact their Manager/Supervisor or other nominated person to assist in such matters.

---

## 9.0 VEHICLES

### 9.1 ACCIDENT PROCEDURE

In the event of a collision involving property or vehicle damage, or personal injury, Management must be immediately notified and a police report obtained. The employee should take full particulars of any other party involved, including:

Details of the Insurance Company covering the other vehicle, type of vehicle, registration number and expiry date, registered owner's name and address, and the other driver's name and address and licence number.

Employees should not admit any liability, however full and correct details of the accident should always be tabled on insurance claims and police reports.

Should an employee be involved in an accident where as a result of his or her actions, the Company's insurance policies may be deemed invalid (e.g. driving without a current licence or driving whilst under the influence of alcohol or a prescribed substance) the employee will be totally responsible to the extent of the accident damage involved. Any damage caused by any reason whatsoever to a motor vehicle being driven by an employee, whether it be a Company car or client's car, is to be the subject of a report to the Departmental Manager at the earliest possible opportunity. It follows that completion of an insurance claim document giving all details must be completed for submission to the Company's Insurers immediately upon that document being available to the employee.

### 9.2 COMPANY VEHICLES

As representatives of the Retail Automobile Industry, it is expected that the driving habits of all employees of the Company will serve as an outstanding example to the community. Vehicle operation must display safe driving habits and not reflect exhibitions of speed or recklessness. Compliance with all local and State traffic laws is required.

Employees are required to wear seat belts when operating or riding in Company-owned or customer-owned vehicles, or in personal vehicles while on Company business.

**Drivers should always be mindful of the fact that Company vehicles are identified with the Company Careful, courteous driving is mandatory and a condition of employment. Your behaviour as a driver reflects upon the Company. Company vehicles must never be exposed to adverse operating conditions, e.g. off road activities, nor may vehicles be driven extended distances either within the state or interstate, without the specific approval of the Departmental Manager. Vehicles will always be maintained in a clean and tidy condition and will always be serviced in accordance with the Manufacturer's recommendations. Company vehicles are not to be loaned to friends or acquaintances under any circumstances without the approval in writing from the Departmental Manager.**

### 9.3 CUSTOMER VEHICLE HANDLING

**Customer vehicles may only be driven for repair or road test, pick up and delivery.** They are never to be used for employees' personal business. Extreme caution must be observed in the driving of customers' vehicles. Safe driving according to traffic regulations is required. Any damage to a customer's vehicle or the soiling of the interior is to be reported immediately to the Supervisor. No employee will operate a client's vehicle outside our premises for any reason unless they have determined for themselves that the vehicle is registered or a current issue trade plate is fitted to the vehicle.

### 9.4 INSURANCE - COMPANY CARS

The Company's insurance policy on its own cars involves an excess. Safekeeping of keys is a paramount responsibility of all staff in possession of a vehicle. Keys are never to be left in the vehicle unattended.

### 9.5 OBLIGATIONS FOR WORKING ON POLICE VEHICLES

Employees should be aware that we are contractually obliged to adhere to certain tender conditions in regard to our activities with Police vehicles, and that at no time interfering or using any of the specialist Police equipment including radios, unless authorised to do so in writing by the relevant authorised personnel from Police Department. It follows that vehicles should always be driven with considerable attention to road traffic regulations when Police vehicles are being road tested or used in a public roadway for any reason. Should firearms be inadvertently left in the vehicle by Police Officers, you are to notify your Departmental Manager immediately.

### 9.6 PROTECTION OF CUSTOMERS VALUABLES

If an employee is required to move or use a motor vehicle owned by a client and in doing so they observe valuables that have been left in the vehicle by the client, we would appreciate that employee advising the Departmental Manager immediately, with a view to the valuables being put into safekeeping whilst the vehicle is in our care and custody.

## 9.7 SPEED INFRINGEMENT AND REGISTRATION NOTIFICATIONS

Where an employee is aware of the possibility that he / she may have infringed the Road Traffic Act and been detected as having done so by photographic means by either speed cameras or red light cameras, the employee must notify their manager.

Employees driving company or client vehicles are personally responsible to ensure that the vehicle is registered either by looking at the sticker. If in doubt a trade plate must be used. The company will not accept responsibility for infringement notices levied by the authorities for driving an unregistered vehicles.

## 9.8 TRADE PLATES

Employees using trade plates must be aware of the appropriate use of trade plates and the conditions associated with their use. These conditions involve certain operating hours, and the appropriate positioning of the trade plates. Employees are required to be familiar with the regulations, and they must use the trade plates in a manner strictly in keeping with those requirements. Trade plates are not to be loaned to personnel outside the Company without the written approval of a Director.

<p><b>Conditions of use</b></p> <p><b>General</b></p> <p>A person must not use, or permit the use of, a vehicle with a <b>Dealer plate</b> or <b>Trailer Trade plate</b> attached to it unless:</p> <ul style="list-style-type: none"><li>• the vehicle is safe and complies with the vehicle laws (as defined in the <i>Transport Operations (Road Use Management - Vehicle Registration) Regulation 2010</i>; and</li><li>• the vehicle is used for one of the purposes listed below:<ul style="list-style-type: none"><li>• is being demonstrated for its sale; or</li><li>• is being delivered to the purchaser after sale; or</li><li>• is travelling to or from a workshop or another facility for —<ul style="list-style-type: none"><li>(i) painting, repairs or motor body construction work; or</li><li>(ii) the fitting of optional equipment before delivery to a purchaser; or</li></ul></li><li>• is being tested after having been painted or repaired, or after having been the subject of motor body construction work; or</li><li>• is being used for demonstration purposes for the conduct of an art union under the <i>Charitable and Non-Profit Gaming Act 1999</i>; or</li><li>• is being used for a purpose approved by the Department of Transport and Main Roads in a written notice to the person in whose name the dealer plate is registered; or</li><li>• is being driven for testing to confirm the safe operation of the vehicle for the purpose of obtaining an inspection certificate (provided section 15 of the <i>Transport Operations (Road Use Management - Vehicle Registration) Regulation 2010</i> does not apply); or</li><li>• is being driven or towed to an Authorised Inspection Station (AIS) to obtain an inspection certificate; or</li><li>• is recorded in the register as a repairable write off and is being driven or towed to a written off vehicle inspection site for a written off vehicle inspection report; or</li><li>• is being driven or towed to a place as required by the chief executive of the Department of Transport and Main Roads; or</li><li>• is being driven or towed to a Department of Transport and Main Roads office to be registered; or</li><li>• is being driven or towed from the manufacturer or a distributor of the vehicle to a dealer; or</li><li>• is being driven or towed between a dealer's business premises and another business premises, of the same or different dealer, whether or not a sale has taken place.</li></ul></li></ul> <p><b>Carrying a load or towing a vehicle</b></p> <p>In addition to complying with the above, a vehicle with a Dealer plate or Trailer Trade plate attached to it must not be used to carry a load, or tow a vehicle carrying a load, unless the vehicle is:</p> <ul style="list-style-type: none"><li>• a boat trailer carrying a boat; or</li><li>• a boat trailer, carrying one or more boat trailers, being towed from the manufacturer or a distributor of all the trailers to a dealer; or</li><li>• carrying the load only to demonstrate the vehicle is for sale, and not for hire or reward; or</li><li>• a vehicle with a Dealer plate attached (other than a Trailer Trade plate), which is towing a motor vehicle travelling on its rear wheels only, with its front portion mounted on the towing vehicle.</li></ul>
---

## 9.9 RADIO AND DRIVER SETTINGS

It is Company policy that radios in motor vehicles are not used in the workplace except where there is a malfunction in the set itself and for that reason is being tested. On the road tests in clients' vehicles, etc. or delivery and pick up, the radio is not to be used as clients object to the stations favourable to them being altered and not re-set.

The same philosophy applies to other equipment in clients' vehicles such as air conditioning settings and even extending if possible, to retaining the location and setting of the driver's seat. It is appreciated that in many circumstances the seat travel and rear squab need to be adjusted for people of different physical build however, if possible, and where possible, it would be appreciated if the seat setting could be re-set to that used by the client. Many clients regard their motor vehicle and these activities as something very personal and experience based on feedback from clients indicates this request is not as trivial as we may contemplate.

---

## 10.0 GENERAL ADMINISTRATIVE

### 10.1 COMPANY ORDERS

**Employees are strictly forbidden to make purchases in the Company's name for personal use.** Any purchase on behalf of the Company must be made by use of a Company purchase order, signed by the relevant authority, normally being the Departmental Manager. When an order is placed using our order system, it is expected that the amount quoted for the services or goods will be noted on both the vendor copy and our own duplicate

### 10.2 COMPANY-OWNED PROPERTY

**Records and Files:** All records and files maintained by the Company are the property of the Company and are confidential. They are not to be copied or disclosed to any party except when authorised by Management. Confidential information includes, but is limited to, information concerning transactions with customers, customer lists, personnel and payroll records of present or past employees, financial records of the Company, records of purchases from vendors and suppliers, and any other information regarding the business affairs or operating practices or procedures of the Company.

**Equipment:** Company owned equipment may NOT be removed from the premises for personal use.

**Scraps and Waste:** Unless prior permission is granted, employees are not to remove scrap, waste, or other excess materials from the premises.

Each employee is expected to respect other employees' and the Company property. All deliberate damage to any buildings, equipment and other Company facilities or removal of any property from the premises without Company authorisation is strictly prohibited and may result in dismissal. The employee will be held personally and financially responsible for such actions.

### 10.3 STAFF CREDIT AND LOANS

The Company is not a bank and therefore is not in a position to grant credit to employees.

In cases of genuine hardship the company may consider an application for a pay advance – this will be at the discretion of the Directors and will be judged on a case-by-case basis.

Workshop staff are eligible to apply for an advance of salary for the purposes of purchasing industry specific tools – please discuss this with your manager.

#### 10.4 PAYMENT

The policy of the Company is strictly full settlement on delivery for product and any variation to that policy can only be approved by Management.

Acceptable payments methods for retail customers are as follows:

- ✓ Eftpos
  - ✓ Visa
  - ✓ Master Card
  - ✓ Cash
  - ✓ Bank Cheque
- ✗ **We do not accept personal cheques for COD customers**

#### 10.5 EMPLOYEE PARKING

Employee parking on company premises is not provided as part of your employment contract. The only exception to this is managers and administration staff who require their vehicles for use during business hours.

At the store managers discretion you maybe invited to park your vehicle on company premises for it to be used for promotional/display purposes.

Minespec is currently exempt from this policy.

##### ***Coopers Plains***

Staff parking is not provided on premises. Staff should park in Postle Street or other adjoining street.

##### ***Underwood***

Staff should park at the rear of the building outside of the compound.

##### ***Gold Coast***

Staff should park in the spaces at the northern side of the building.

##### ***Hendra***

Limited staff parking is available near the workshop entrance or alternatively in navigator place.

### 10.6 KEYS

The security of all premises is of the utmost importance. Keys issued must be signed for with a Director. Additional keys can only be authorised by the Director. It is the responsibility of any employee who is last to leave the premises to ensure that the facilities are secure.

If entering the premises after hours, ensure the gates / doors are locked behind you.

Work keys should not be kept on the same key ring as your car key nor should they be on a key ring that relates to TJM/Minespec. This is for added safety.

### 10.7 PERSONAL MAIL

The Company's address should not be used for the receipt of personal mail not connected with business activities. The same applies to Company stationery, letterheads, envelopes, etc. They are not to be used for personal activities.

### 10.8 TELEPHONE CALLS

The Company recognises that in certain circumstances, employees may receive or be required to make private telephone calls whilst at work.

The appropriate manager/supervisor will be responsible for ensuring that the number and duration of private telephone calls made by employees are kept to a minimum.

Employees should be aware that the utilisation of Company telephones is a privilege and not an automatic right.

Employees should obtain the approval of their manager/supervisor prior to making any STD, ISD or mobile phone calls and STD/ISD facsimile calls of a personal nature.

### 10.9 USE OF ADMINISTRATIVE EQUIPMENT

The facilities necessary for the Company's activities such as photocopiers, fax machines, computers / word processors, etc. are only to be used for carrying out the Company business. They are not to be used for personal activities unless specifically approved by the Departmental Manager.

### 10.10 VALUABLES / CASH IN TRANSIT

Employees are advised not to carry valuables or large amounts of money whilst carrying out the affairs of the business. Large sums of money or other valuables are to be deposited immediately in a safe or with the Director or Manager at the earliest opportunity. Employees are requested not to take Company owned cash to their place of residence after hours.

---

## **11.0 INFORMATION TECHNOLOGY**

## 11.1 CARE

The Company's information technology resources represent a significant investment in equipment, the performance of which is critical to the productivity of staff and will directly impact the level of service which can be provided to our customers. In many cases, this equipment is also very fragile.

It is the duty of employees to ensure that the equipment in their work area is treated with appropriate physical care to ensure its performance is maximised.

Staff should be conscious of the security on the physical equipment and the information that exists on it when hosting an external party on company premises.

## 11.2 CODE OF CONDUCT ON VIDEO SURVEILLANCE IN THE WORKPLACE

The benefits of video surveillance include the ability to monitor the safety of employees, provides security of company assets and assist in the delivery of improved customer service.

In the use of video surveillance at The Group, recognition is given to the importance to the balance of the rights of employers to protect their business interests with the privacy rights of employees. This Code sets out guidelines for striking this balance.

The Code is intended to operate in addition to legislation prohibiting:

- video surveillance for the purpose of monitoring the work performance of individual employees;
- covert video surveillance without a specific permit from the Industrial Relations Court;
- video surveillance in toilets, showers and change rooms; and
- video surveillance in locker rooms and employee recreation rooms without a permit from the Industrial Relations Court.

### 11.2.1 Consultation

The group will consult with employees regarding the installation and use of video surveillance equipment. Employees are welcome to provide feedback either via their line manager or direct to a Director. Any disputes arising from the use of video surveillance will be dealt with by the Directors. Failing resolution external and mutually agreeable mediation will be facilitated.

### 11.2.2 Notification

In addition to employee consultation, areas under video surveillance will be clearly sign posted. These signs serve the purpose of both notifying employees and members of the public of the conduct of surveillance, and acting as a deterrent against illegal or improper conduct.

### 11.2.3 Regular justification

The Group will regularly review the effectiveness of video surveillance in achieving its original purpose.

### 11.2.4 Camera operating hours

Video surveillance operates 24 hours per day 7 days per week 365 days per year.

### 11.2.5 Location of surveillance cameras

Cameras may only be installed in areas where there is specific and identifiable security risk or where their use can improve customer service. Cameras will not be installed in areas set aside for employees not engaged in the direct performance of work functions.

### 11.2.6 Conduct of surveillance

Surveillance cameras will be operated ethically. Cameras will not be used to zoom in on individuals or pry on a person's activities without cause. Cameras will only be used for functions relevant to their purpose.

### 11.2.7 Access to recordings

Access to recordings is restricted to individuals whose use of the recordings will be limited to the original purpose of surveillance. This may be nominated personnel on the security staff and/or an individual in senior management.

### 11.2.8 Retention

Recordings will be kept for a maximum period of 30 days before their erasure or destruction, unless required for the purposes of a specific investigation.

### 11.2.9 Restrictions on external access to tapes

Parties external to the workplace will not have access to tape recordings unless that access is authorised by law. Police may be provided a copy as required for any legal proceedings.

### 11.2.10 Employees' rights to view Recordings

If an incident is viewed and, as a result, an employee is the subject of a warning, or any form of disciplinary proceedings (including legal action), a recording of the incident or incidents may be requested by the employee or the employee's representative within seven days of the warning, commencement of disciplinary proceedings, or legal action.

### 11.2.11 Exceptions

The Group may apply for specific exceptions from this Code provided there is adequate justification for why the specific circumstances of the workplace justify an exception from the principles generally applicable to workplaces. The application will be subject to approval or disapproval by the Privacy Committee.

### 11.2.12 Compliance

The Group will nominate an individual as the officer in charge of the conduct of video surveillance (Currently a Director).

## 11.3 CONFIDENTIALITY OF COMPANY RECORDS

Company records including its client base, owners files, quotations and files relating to customers or potential customers will be stored on the company's IT equipment. These records, in whatever format they may be stored, are the confidential property of the company and cannot be copied, distributed or transferred to another computer which is not company equipment, without the company's prior written approval.

## 11.4 EXTERNAL & INTERNAL EMAIL, NETWORK AND INTERNET USAGE

The Group operates an E-mail and document management system through our Windows Network. This is available to management and staff via their desktop PC. The network also contains a number of other systems including Pace 2000, Microsoft Office software and various office management packages.

The Group also provides access for staff and management to the "World Wide Web" or Internet. We have our own web server and have installed software known as "Anti-Virus" which seeks to:

- ✓ ensure security
- ✓ detect viruses, and
- ✓ screen out unwanted or inappropriate incoming material

The Internet allows staff to:

- ✓ send emails and documents as attachments to persons outside our company via our email system.
- ✓ Access the "Web" for company related information – principally sales or other research or "e-commerce" transactions. The latter access is limited to persons authorised so to act on behalf of the company.

For some staff these facilities are accessed remotely.

In this policy, the terms "E-mail", "Network" and "Internet" are to be understood as having these meanings. Where the word "system" is used it means the facilities described above.

### 11.4.1 Usage of eMail, the Network and the Internet

The Group is committed to efficient use of electronic communications. We aim to be at the leading edge of its usage to improve and enhance:

- the way the company does business, and
- the service it offers our clients.

We have invested heavily in providing the resources – equipment and trained staff – to achieve this.

It is important, however, to make it clear to all staff that access to these facilities is given to you in trust and on the condition that it is used responsibly, in accordance only with the company's rules and that breaches of the same will result in disciplinary action being taken.

The reasons for such stringent rules are:

- the Internet is largely unregulated; it is called “an untrusted network” and thus, despite the security provisions we have made, there is always a risk that your communications will be intercepted and read or used by others.
- You are acting in the name of the company when using these electronic communications and liability can be incurred by you and the company for anything said or action generated in this way.
- Our network is a sophisticated but vulnerable key to our method of working and must be protected by your adherence to the rules we have designed to ensure it operates at maximum efficiency.

Accordingly, the company proposes only to make access available to those members of the company who agree to be bound by this policy and the usage rules set out in it. You are asked to read this Policy carefully.

The wireless network provided at each location may not be accessed by personal computers, tablets or mobile phones.

#### 11.4.2 Usage Rules

**No file or other software** is to be downloaded by you into our system. This is to protect our network from viruses or other corrupting sources. If, in connection with company related business, you need to download a file, software or other material, you must contact a Director who will arrange to carry out the process for you in such a way as to protect the network.

**It is absolutely forbidden to access or otherwise deal with pornographic, illegal, defamatory, or inappropriate information or material.**

In this regard, information or material which is “inappropriate” includes that which is reasonably likely to offend others.

You acknowledge that your usage of the system will be monitored by authorised officers of the company including sites on the Web visited and the type of, and persons to whom, communications are made by you.

All material and data generated on our system by our management and staff is the property of the Group.

When sending an attachment to clients or others outside the office they should be sent as a PDF wherever possible – this minimises the potential compatibility issues and maintains the integrity of the information.

### 11.4.3 Security

Please report any security problem you identify on the system to a director.

Do not use another person's login.

Always use your own login to access the system.

**Any user identified as a security risk will be denied access to the system.**

### 11.4.4 Network Vandalism

Attempts to harm or destroy data belonging to the company or any user will not be tolerated nor will the introduction, uploading, downloading or creation into our system of any computer virus.

Do not introduce externally created disks or other material into our network or on your office PC. Get it checked and authorised by management first. Use of or installation of third-party software or "shareware" downloaded from the Internet is strictly forbidden.

Any activity which breaches the above will result in disciplinary action against the perpetrator. This may include, at the discretion of management, preclusion from access to the company's system, suspension or dismissal from the company.

## 11.5 FAULTS / REPAIRS

Report any faults immediately to your manager, who will advise appropriate action. In many cases, the equipment will need to be returned to the supplier for repair and alternative arrangements made in the meantime. The company's IT strategy has been to purchase equipment which is reliable and which can be easily interchanged to ensure that critical business processes have minimal interruption in the case of equipment failure.

Under no circumstances should staff attempt to repair equipment themselves, unless under direction.

**Severe after hours faults requiring emergency attention should be notified to Remo Piantadosi on his mobile phone.**

## 11.6 FOREIGN DISKS / EQUIPMENT

No foreign disks, media or equipment is to be loaded onto or connected to company equipment unless approved by the Administration Department. Virus checking or scanning of other appropriate measures may need to be taken before authorisation will be given to load or connect the item. The systems to be used would not normally require anyone to load external disks into their equipment. Therefore any disks found on company premises will be confiscated.

## 11.7 MENU ACCESS / PASSWORDS

The IT system will involve an increasing amount of confidential company information being stored on computer equipment. It is very important that the security and confidentiality of this information is preserved in the appropriate areas of the Company and therefore the following policies need to be adhered to at all times:

- Menu access will be different for each employee depending on the information they require to access in performance of their duties. Using other users access or allowing another user to access your menu is not permitted.
- Passwords should not be disclosed to other staff members at any time, not be obvious to other personnel, e.g. partners name, date of birth or initials, and passwords should be changed periodically.
- Access to data is via the appropriate menu only and attempts to access data through system commands without prior approval is a serious breach of this policy.

#### 11.8 PERSONAL USE / GAMES / E-MAIL

If equipment belongs to the Company it is designed to be used for Company business only and therefore is not available for personal use. Examples of personal use would be personal correspondence, playing of computer games and / or using the electronic mail system to organise personal events. Items of this nature limit the capacity of the system to meet the company's business needs and therefore are not permitted.

#### 11.9 SOFTWARE SUPPORT

Staff will be provided sufficient training in the respective software programs so that they may perform assigned tasks effectively. Where software support is required, staff should attempt to resolve the issue by asking other staff members or personnel.

Staff are not to make calls directly to software providers without prior approval.

---

## **12.0 OVERVIEW**

We trust that this documentation of our respective obligations will be of benefit to you. It is not designed to in any way make employment difficult or to restrict what we consider to be the individual's right and freedoms. We believe there are benefits in every respect so as to avoid any confusion and disappointment. As mentioned earlier in this document, the company invites any queries regarding matters not covered by this advice.

Thank you for joining the Company. We wish you a long and mutually satisfying period of employment with us.