



Employee Handbook

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The Policies laid out in this Employee Handbook, cover both office and field employees of Concept Engineering (Aust) Pty Ltd. Some of the policies are not applicable to all employees, which is established in your Letter of Offer and Standard Terms that you sign when you commence employment with us.

This employee handbook has been specifically prepared to provide an effective reference manual outlining your main rights and entitlements as an employee.

We request that you read this handbook and raise any concerns or questions which you may have with a Concept Representative.

Concept reserves the right to vary, alter or withdraw any aspect of this handbook without notice.

You will, however, be informed of any significant variations or additions to this handbook.



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CODE OF CONDUCT

INTRODUCTION

This outlines the general standards of conduct and behaviour expected of all Concept employees. More specific standards of conduct are contained within individual policies throughout this handbook. Failure to fully comply with all standards as outlined is viewed as serious misconduct which will result in disciplinary proceedings and may result in the termination of your employment.

YOUR RESPONSIBILITIES

You are expected to properly perform your duties and treat all colleagues and clients with honesty, respect and courtesy. Concept has the following specific requirements:

i) Attendance

You must arrive at work on time and be ready to start work at your nominated start time and work up until your nominated finished time. In the event that you require time off work, or are unable to attend work on a particular occasion, you are expected to fully comply with the Leave and Absence Policy.

ii) Professional Conduct

You must exercise all proper skill and care in the performance of your duties together with maintaining adequate levels of professional standards in the quality of your work.

iii) Flexibility

You are expected to be flexible to a reasonable extent in relation to your hours of work, and the nature of your duties performed, in order to meet the needs of the Company.

iv) Confidentiality

You are expected to keep confidential, both during your employment and after its termination, any and all information whatsoever relating to the Company, any related entity, and any of its customers and clients other than that which is already in the public domain.

v) Conflict of Interest

You may not be involved, employed or engaged in any activity which may or is likely to create a conflict of interest. In addition to this general obligation, you are expected to seek the Company's express permission, which shall not be unreasonably refused, before undertaking any additional employment (running concurrently).

vi) Health and Safety

You are expected to fully comply with any health and safety laws applicable to the type and location of your work. You should familiarise yourself with the specific health and safety rules and requirements of Concept, in conjunction with that of a client/customer whose premises you may be working on. In complying with all health and safety responsibilities you are required to wear any PPE equipment as required or directed.

vii) Personal and Property Searches

The Company may from time to time in response to a legitimate concern or allegation received, request to search your person, belongings, baggage, locker or vehicle in the presence of a witness. Failure to consent to this request will be viewed as misconduct in and of itself and may result in the Company contacting the relevant authorities to conduct the search on its behalf.

viii) Company Property

Company property shall not be used for personal use without the express prior permission of management. You are expected to use appropriate levels of skill and care when using company property and equipment. Any damage to, or loss of Company property which is caused by your carelessness or negligence is viewed as serious misconduct and will result in disciplinary proceedings and may result in the termination of your employment.

SERIOUS MISCONDUCT

The following list of behaviours is considered to be serious misconduct by Concept which will result in disciplinary proceedings and is likely to result in the termination of your employment.

This list is not exhaustive, but shall include:

-  Wilful or deliberate behaviour which is inconsistent with the continuation of the contract of employment
-  Conduct which causes a serious and imminent risk to a person's health and safety
-  Conduct which causes a serious and imminent risk to the reputation, viability or profitability of Concept
-  Theft
-  Fraud
-  Assault, or acts of violence or aggression
-  Being intoxicated at work or while undertaking your duties
-  Being in the possession, or under the effects, of illegal drugs or substances
-  Failure to carry out a lawful direction by Concept
-  Serious dishonesty, falsification of Company documentation
-  Unauthorised absence from the workplace
-  Sleeping during working hours
-  Bullying, harassment, victimisation or discrimination
-  Wilful or negligent damage to property
-  Serious insubordination
-  Serious or gross negligence
-  Bringing Concept into disrepute
-  Breaches of confidentiality including the unauthorised accessing or copying of information

To further demonstrated Concepts Code of Conduct, we have put together the following 'BE' Attitudes

- R**espectful – of every person we deal with each day
- A**ware – of expectations and requirements of our role with Concept
- D**etermined – to always produce and deliver superior service
- T**ruthful – at all times
- A**ccountable – for our decisions, words, and our actions
- P**ositive – towards every situation

WORKPLACE PROCEDURES

INTRODUCTION

Concept aims to provide guidance in relation to workplace procedures whilst employed.

PROCEDURE

i) Working Hours

Your normal hours of work will be outlined within your Letter of Offer or Contract of Employment. You are expected to be present during your normal hours of work unless otherwise agreed in advance with Concept. Any overtime must be authorised in advance by Concept or Host Supervisor. You may be required to clock in at the beginning of your shift and off again at the end of a shift. All breaks must be taken and recorded. If you are required to fill in time sheets you must do so accurately, honestly and personally. You must not allow any other employee to fill in your timesheets and you must never fill in other employees' time sheets. If you are found to be filling in timesheets in a manner which contravenes this procedure you will be subject to disciplinary action which may include the termination of your employment. In the event that you will be late for any reason, you are to notify your manager.

ii) Access to the Work Premises

Upon the commencement of your employment, you may be issued with various items of access to the premises. All items of access are to be immediately returned upon the termination of your employment.

iii) Video Surveillance

The Company may install and/or use video surveillance (CCTV) in and around the company premises. The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Company reserves the right to review and use the CCTV in disciplinary proceedings. All cameras are visible and are never located in change rooms or bathrooms.

iv) Company Property

Upon the commencement of your employment, you may be issued with various items of company property to assist you with your duties. You are expected to exercise all due skill and care in using and maintaining all items of company property. All damage or loss to company property is to be brought to the immediate attention of Concept or Host Supervisor. Any wilful, reckless or careless loss or damage is viewed as serious misconduct and will result in disciplinary proceedings and may result in the termination of your employment. All items of company property are to be immediately returned upon the termination of your employment.

v) Meal Breaks

Depending upon the duration of your working day, you are entitled to a daily unpaid meal break which must be taken at agreed times, or as otherwise stipulated by Concept or Host Supervisor, in order to suit the needs of the business. If you need to be absent from the workplace for more than the standard meal break, approval from your manager should be obtained prior to this being taken. You will need to state the reason why you need to be away from the workplace, where you will be, and how you can be contacted.

vi) Cleanliness

You are responsible for keeping your immediate work area neat and tidy. You are provided with kitchen facilities, it is your responsibility to clean up after yourself.

vii) Frequency of Pay

Concept pays weekly, in arrears, on the receipt of an approved timesheet. Concept's working week is Sunday through to Saturday and generally the money will be deposited into the nominated bank account the following Wednesday.

WORKPLACE HEALTH AND SAFETY

INTRODUCTION

The health and safety of all employees, contractors and visitors are the highest priority and cannot be compromised.

To deliver on our commitment we will endeavour to:

- Communicate our workplace health and safety policies and procedures to all employees and all others where appropriate to ensure they are aware of their obligations
- Comply with all applicable health and safety laws, regulations and statutory obligations
- Seek to achieve the personal commitment of all employees, subcontractors, suppliers and consultants to healthy and safe work practices
- Provide health and safety risk management systems and procedures that are relevant to the nature and scale of work undertaken
- Set measurable targets and seek to continually improve our health and safety performance
- Periodically review our health and safety policies and procedures to maintain their relevance

YOUR ENTITLEMENTS

You are entitled to a safe workplace. You will not be victimised or otherwise disadvantaged for raising genuine workplace health and safety issues.

YOUR RESPONSIBILITIES

All employees must:

- Comply with any and all state and federal workplace health and safety laws
- Follow Concept's Workplace Health and Safety Policy which can be found on our website (www.conceptengineering.com.au)
- Not engage in behaviour that places other employees or clients/customers at risk or places the company at risk of breaching its workplace health and safety duties
- Report any unsafe behaviour immediately to Concept
- Fully observe the specific workplace health and safety rules and directives of any host client
- Recognising hazards which may affect the health and safety of themselves, others, or the environment

PROCEDURE

If you have any concerns about safety in the workplace you should raise them directly with Concept without delay.

If you are injured in the course of your work you must, as soon as reasonably practicable, report the incident directly to Concept. Any resulting worker's compensation claim must be made as soon as you become aware of the injury.



Accident/Incident Reporting and Investigation

POLICY STATEMENT

Concept Engineering (Aust) Pty Ltd's accident/incident investigation policy involves a systematic examination of any undesired event that has or could have resulted in physical harm to personnel or damage to property. Investigation activities are directed towards defining facts and circumstances relating to the event, determining the causes and developing corrective actions to control the risks and prevent a recurrence.

AIMS AND OBJECTIVES

To monitor the effectiveness of current state legislative requirements along with ensuring that Concept, Host Employers and Employees are meeting their responsibilities for notification in certain classes, such as:

-  Injuries
-  Illnesses
-  Dangerous Occurrences

RESPONSIBILITIES

Concept is responsible for:

-  Ensuring that hazard, accident/incident reporting systems are fully implemented
-  Reviewing all Hazard Reports as submitted
-  Providing guidance and assistance as required preventing a reoccurrence of the same or similar accident/incident
-  Co-ordinating the analysis of data and providing quarterly reports
-  Maintaining a file of all Hazard Report and Accident/Incident Report Forms
-  Ensuring all forms are completed
-  Notifying the WorkCover Authority (in the relevant state) of serious Accident/Incident
-  Completing and forwarding all documents to WorkCover in accordance with the Workplace Health and Safety Regulations of that state.

Employees are responsible for:

-  Immediately reporting to Concept of any accident/incident they become aware of
-  Co-operating with the investigating process

In the event of serious injury/fatality:

-  Immediately call an ambulance and notify the General Manager of Concept
-  Seal off the area for a distance of four (4) metres to ensure that nothing is disturbed or altered before investigation, EXCEPT to the extent necessary to render first aid, release a trapped person, or to render the situation safe.
-  Ensure medical or paramedical help is secured
-  Inform the WorkCover office by phone
-  In the case of fatality, the local Police (unless informed that WorkCover will advise)

Accident/Incident Investigation

-  All reported accident/incidents will be investigated by the Concept Representative
Note: The investigation process is not completed until all corrective action is fully implemented

Under the Regulations the Organisation must inform the WorkCover Authority of any accident, work related illness or dangerous occurrence which results in:

-  The death or serious injury to a person
-  An injury to a person (supported by a medical certificate) that results in the person being unfit, for a continuous period (based on relevant state regulations), to attend the person's usual place of work, to perform his or her usual duties at his or her place of work or, in the case of a non-employee, to carry out his or her usual activities
-  An illness of a person (supported by a medical certificate) that is related to work processes and results in the person being unfit, for a continuous period (based on relevant state regulations), to attend the person's usual place of work or to perform his or her usual duties at that place of work
-  Damage to any plant, equipment building or structure or other thing that impedes safe operation
-  An uncontrolled explosion or fire
-  An uncontrolled escape of gas, dangerous goods or steam
-  Any occurrence that involves a risk of:
 - Explosion or fire
 - Escape of gas, dangerous goods or steam
 - Serious injury to, or illness of, a person
 - Substantial property damage

Rehabilitation and Return to Work Policy

POLICY STATEMENT

Concept Engineering (Aust) Pty Ltd encourages all employees who suffer a work-related injury, illness or disability to return to work through the process of occupational rehabilitation, and, as part of this commitment, will expedite this process by adopting appropriate rehabilitation and return to work procedures.

AIMS AND OBJECTIVES

We will strive to assist employees to return to their pre-injury or illness occupation as early as possible, or alternatively, to access the services of an approved rehabilitation provider to consider options for a return to other gainful employment either with this company or another employer.

Our objectives are:

-  To establish a systematic approach to occupational rehabilitation services for all employees
-  To develop and encourage the expectation that it is normal practice following work-related injury, illness or disability for people to return to meaningful, productive employment at the earliest possible time
-  To establish that rehabilitation is the usual course of action, and, when appropriate, the managed, safe and early return to meaningful, productive employment should begin at the earliest possible time
-  To appoint a case manager from within the organisation or obtain the services of an approved rehabilitation provider to oversee the workplace rehabilitation process

RESPONSIBILITIES

Concept will:

-  Commence all actions to assist employees to stay at or return to work as soon as possible in a manner consistent with medical advice
-  Assist any worker who is injured or made ill because of their work to return to work in the shortest possible time Provided that it is safe and practicable to do so
-  Provide suitable alternative work which will not jeopardise the well-being of the worker where practicable

Employees are expected to:

-  Assist and cooperate in ensuring that this policy is followed
-  Actively participate in the rehabilitation and return to work process as agreed between the company, themselves, their treatment provider, and their rehabilitation coordinator or case manager

Dispute Resolution

Employees who wish to raise a return to work issue for resolution in accordance with the agreed procedure may do so by reporting the issue to the company, the employee's manager or supervisor, or the return to work coordinator. An employee's representative, treating health practitioner, return to work coordinator, manager, supervisor, or provider of occupational rehabilitation services may raise an issue on behalf of the employee by reporting the issue to the company.

In resolving the issue, the company representative and the return to work coordinator will liaise directly with the employee. An employee may be supported during the issue resolution process, and if the issue has been raised by another person, then that person must also be invited to participate in the issue resolution process. The issue resolution process will be conducted in a manner and in a language that is agreed to be appropriate by persons who can raise a return to work issue.

DRUGS AND ALCOHOL POLICY

INTRODUCTION

The use of drugs or alcohol jeopardises a safe work environment. Concept recognises its responsibility under health and safety legislation to provide a safe work environment for all employees, contractors and visitors and as such prohibits drugs and alcohol within the workplace. The Company is non judgmental in regard to an individual person's private activities, but requires all employees, contractors and visitors to comply with this policy and any associated procedure whilst on site or while performing their duties. Non compliance with this policy is viewed as serious misconduct and will result in disciplinary proceedings which may result in the termination of your employment.

Drug and Alcohol means substances, which when taken into the body alter the way the body functions physically and/or psychologically.

Prescribed Medication or Drugs means any substance prescribed by a medical practitioner that has specific work related restrictions or instructions associated with its use.

YOUR ENTITLEMENTS

You are entitled to a safe workplace. You are entitled to conduct yourself in your private life as you wish, provided that this does not affect your performance at work. You may be allowed to consume alcohol at certain company events, but you should at no time be drunk or behave in a manner which is inappropriate. Concept maintains a 'ZERO TOLERANCE' drug and alcohol policy. Therefore you may not enter any premises under the influence of drugs or alcohol. Random drug and alcohol tests may be conducted as part of routine monitoring and you will be made aware of this prior to commencement of work.

YOUR RESPONSIBILITIES

You must not attend or perform work while under the influence of drugs or alcohol. Please be aware that drugs or alcohol may remain in your system and impair your behaviour some time after they are taken and the immediate effects have worn off. If you are taking any Prescribed Medication or Drugs, you must advise Concept so that it can be determined whether it is safe for you to work and whether any specific modifications need to be made. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions. When attending functions as part of your work, you must be aware that you are a representative of the Company, act in an appropriate manner, and adhere to the Code of Conduct at all times. If you notice that another employee may be affected by drugs or alcohol, you must immediately notify management so that appropriate action can be taken. You must submit yourself for drug and/or alcohol testing as soon as reasonably practicable after it has been requested of you.

PROCEDURE

If you are believed to be under the influence of drugs or alcohol at work, you will be required to cease work immediately and sent home. Any resulting time off will be taken either as personal leave or unpaid leave. If you are suspected of being under the influence of drugs or alcohol at work, particularly following any accidents or incidents, you may be required to submit to drug and alcohol testing. The purpose of testing is to determine whether you were impaired by drugs or alcohol at the relevant time. If you are found to be affected by drugs or alcohol at work it will be viewed as serious misconduct which will result in disciplinary proceedings and may result in the termination of your employment. Any breaches of this policy will result in disciplinary action as set out in the Disciplinary Policy.



BULLYING AND HARASSMENT POLICY

INTRODUCTION

Concept does not tolerate bullying and harassment in the workplace in any form or degree. It is committed to providing a positive working environment free from intimidation, threats, ridicule, bullying, harassment, and physical violence. Concept considers any employees who bully or harass, guilty of serious misconduct which will result in disciplinary proceedings and may result in the termination of their employment.

YOUR ENTITLEMENTS

You are entitled to a workplace that is safe, and free from bullying and harassment. Where you believe that you have been bullied or harassed, you are urged to raise this informally at first instance with Concept who will investigate the matter further. However, if you believe that it is inappropriate in the circumstances to raise the matter informally with Concept, you can address the matter formally in accordance with the Grievance Policy.

YOUR RESPONSIBILITIES

All employees have a responsibility to make sure the workplace is free from bullying and harassment, and must take all reasonable steps to prevent bullying and harassment from occurring. You are responsible for ensuring that your own behaviour does not directly or indirectly bully, harass, intimidate or ridicule others. You also have a responsibility in assisting Concept to achieve a workplace which is free from bullying and harassment. In particular:

Bullying

Bullying is repeated, unwanted or unreasonable behaviour that is directed towards another employee, or a group of employees, which has the effect of victimising, humiliating, undermining or threatening the individual. Examples of behaviour that may be considered bullying include:

-  Verbal abuse or threats
-  Unwelcome remarks, gestures, jokes, banter, teasing, innuendos, name-calling or taunting about a person's body, appearance, clothes, marital status, ethnic origin, sexual preference etc
-  Smutty or inappropriate jokes or comments which cause awkwardness or embarrassment
-  Allocation of demeaning work not normally associated with an employee's position
-  Ignoring someone, not sharing information with them, or being particularly cold with them, for example, isolating an employee

Harassment

Harassment is unsolicited, unwelcome, intimidating or belittling behaviour that would make a reasonable person feel unwelcome, humiliated or distressed and is either:

-  Sexual
-  Targeted on the basis of the individual's race, sex, pregnancy, marital status, carers' responsibilities, transgender status, sexual orientation, disability or age

Examples of harassment include:

-  Intrusive questions about sexual activity
-  Sending racist material to a person
-  Posting racist, sexually explicit, homophobic or sexist material up in the workplace

PROCEDURE

Where you witness behaviour that you believe amounts to bullying or harassment, or otherwise believe on reasonable grounds that bullying or harassment is occurring in the workplace, you are required to report this directly to Concept as soon as possible. Any such report will be treated in the strictest of confidence. However, making a report which is misleading or false is viewed as serious misconduct which will result in disciplinary proceedings and may result in the termination of your employment.

What is not classed as Bullying?

Reasonable management actions carried out in a fair way are not bullying, for example:

-  Setting performance goals, standards and deadlines
-  Allocating work to an employee
-  Rostering and allocating working hours
-  Transferring an employee
-  Deciding not to select an employee for promotion
-  Informing an employee about unsatisfactory work performance
-  Informing an employee about inappropriate behaviour
-  Implementing organisational changes
-  Performance management processes
-  Constructive feedback
-  Downsizing

EQUAL OPPORTUNITY AND DISCRIMINATION POLICY

INTRODUCTION

Concept is an equal opportunity employer and aims to provide a workplace that is free from discrimination on the grounds of protected characteristics, including race, colour, sex, sexual preference, age, physical or mental disability, marital status, family or carer's responsibilities, pregnancy, religion, political opinion, national extraction or social origin, in addition to any other characteristics protected by state or federal legislation.

YOUR ENTITLEMENTS

You are entitled to a workplace that is safe and free from discrimination of any kind. You are entitled to have all aspects of your work assessed based on merit and have access to workplace opportunities or benefits in accordance with your performance. Where you believe you have been discriminated against, we urge you to raise this informally at first instance with Concept who will pursue this matter further. However, if you feel unable, or believe that it is inappropriate to raise the matter informally with Concept, you can address the matter formally in accordance with the Grievance Policy as contained in this handbook.

Concept will take all reasonable steps to ensure that fair, non discriminatory decisions and actions are made from the initial advertising of the role through to the ongoing working relationship, such as:

-  Job advertisements
-  Receipt and evaluation of applications for positions
-  Recruitment and selection processes are solely based on skills and qualifications
-  Training and development opportunities
-  Promotional opportunities
-  Work allocation, shifts, rosters, hours of work and overtime
-  Salary levels and packages
-  Leave arrangements (of all types)
-  Pregnancy arrangements and maternity and parental leave
-  Performance assessment

To ensure this occurs at all levels, Concept is responsible for ensuring that:

-  All employees and participants in the workplace understand this policy, and act in a manner which is consistent with this policy and the Code of Conduct
-  Fair and non-discriminatory decisions are made at all times, including when recruiting or promoting employees

Where the conduct of an employee or participant in the workplace is inconsistent with this policy, appropriate action will be taken by Concept.

YOUR RESPONSIBILITIES

Direct discrimination occurs where one person is treated less favourably than another because of a discriminatory characteristic. Indirect discrimination occurs where an unreasonable requirement, rule or policy unfairly disadvantages a person or group with a discriminatory characteristic. Concept does not tolerate discrimination in the workplace and will take all reasonable steps to ensure that employees, contractors, clients, customers and others in the workplace are treated fairly and without regard to discriminatory characteristics. Concept is likewise committed to ensuring that all employees and prospective employees have equal employment opportunities and are encouraged to make full use of their particular skills and abilities. You are responsible for ensuring your own behaviour does not discriminate against others, either directly or indirectly. It is your responsibility to respect the rights of others and never get involved in or encourage discrimination of any kind.

PROCEDURE

Where you witness behaviour that you believe amounts to discrimination, or otherwise believe on reasonable grounds that discrimination is occurring in the workplace, you are required to report this directly to Concept as soon as possible. Any such report will be treated in the strictest of confidence. However, any report which is misleading or false will be viewed as serious misconduct which will result in disciplinary proceedings and may result in the termination of your employment.



DRESS POLICY

INTRODUCTION

You are expected to maintain an acceptable standard of presentation which promotes a professional image both internally and externally. Concept adopts a practice of 'work appropriate attire'. It is up to you to determine the level of formality required of your dress, depending upon a variety of factors including your activities and schedule, client expectations, and the expectations of the local business community.

YOUR ENTITLEMENTS

You will be advised of any special items of clothing which you are required to wear or purchase. Where you are required to buy specific items, other than general items of clothing, Concept will discuss this on a case by case basis as to the financing of this purchase.

YOUR RESPONSIBILITIES

You are expected to present for work at all times with a professional, neat appearance and appropriate Personal Protective Equipment as advised upon commencement.

OFFICE EMPLOYEES

More specifically, you must ensure that you comply with the following requirements:

- ✘ On days when you are meeting clients "business appropriate" attire will be required. However, on days when client interaction is not part of your schedule, "business casual" may be appropriate.
- ✘ We would expect that if you do not interface directly with clients, that "business casual" attire would be the usual mode of dress, which simply means wearing attire of a professional standard without the formality of wearing a suit for women, or suit and tie for men.
- ✘ Regardless of whether direct client interface is required, all employees should project a professional image at all times as clients, and prospective clients and employees, will make assumptions about the company based on what they see when they visit our offices.
- ✘ As "business casual" is a term often misinterpreted, anyone wanting further information should seek the guidance of management. As a guide, the following would be considered inappropriate:
 - Runners/sneakers/trainers, thongs/flip flops, casual sandals
 - Denim
 - T-shirts, singlets, midriff tops
 - Track pants, hiking gear, cargo pants
 - Miniskirts or shorts
 - Gym gear
 - Ripped or dirty clothes
 - Body piercing (with the exception of earrings) unless these are strictly required for religious or cultural reasons
 - Extreme hairstyles or colours

FIELD EMPLOYEES

More specifically, you must ensure that you comply with the following requirements as discussed during your interview/Concept induction:

- ✘ Wear correct Personal Protective Equipment (PPE) based on site WHS requirements
- ✘ If applicable, wear the uniform/clothing provided as part of your employment
- ✘ Must wear appropriate work clothing at all times. As a guide, the following would be considered inappropriate:
 - Thongs/flip flops and casual sandals
 - Denim
 - Singlets, midriff tops
 - Track pants, hiking gear or cargo pants
 - Miniskirts
 - Gym gear
 - Ripped or dirty clothes
 - Body piercing (with the exception of earrings) unless these are strictly required for religious or cultural reasons
 - Extreme hairstyles or colours

PROCEDURE

If you arrive for work in a manner that does not comply with this policy, your Concept Representative/Manager will advise you that you are not dressed or groomed appropriately to perform your duties. As a result, you may be sent home to change with any resulting lost time being unpaid. Any deliberate or persistent breaches of this policy may result in disciplinary action being taken against you.

DISCIPLINARY POLICY

INTRODUCTION

Concept is committed to ensuring that a fair and transparent process is undertaken in the event that your conduct or performance is unacceptable. This policy outlines the process which is to be adopted in such circumstance. Nothing within this Policy will prevent Concept from addressing minor issues of conduct or performance in an informal manner.

YOUR ENTITLEMENTS

All full-time, part-time and casual employees are subject to this Disciplinary Policy. However, if you have less than 6 month's continuous service, Concept reserves the right to discipline or dismiss you without first following a disciplinary process as outlined within this policy. All disciplinary proceedings will be conducted fairly, objectively and without undue delay. You will be entitled to have a support person, other than a legal practitioner acting in a professional capacity, present at any formal disciplinary meeting.

YOUR RESPONSIBILITIES

At the commencement of a disciplinary process, Concept will consider the appropriateness of suspending you from your employment pending the outcome of an investigation or the disciplinary process. Suspension is not a disciplinary sanction in itself. In the event that the Concept does elect to suspend your employment, any period of suspension will be kept to a minimum and you will continue to receive your full entitlements and benefits, including pay, during this period of suspension. During any period of suspension, you should remain at home and be ready to respond to the further instructions of management. While suspended, you should not contact any employee, attend any business premises or access any Systems without the prior approval of Concept Representative/Manager which shall not be unreasonably refused. You are expected to actively participate in any investigation or disciplinary procedure including the prompt attendance at any scheduled meeting. Failure to actively participate in any process without a valid reason will be viewed as misconduct in and of itself and may result in additional disciplinary action and/or a decision being made in your absence.

PROCEDURE

If your performance or behaviour is unacceptable, you may be subject to disciplinary action.

Disciplinary Process

Concept will appoint a suitably experienced manager to conduct the disciplinary process. Where appropriate, Concept may also engage suitable external consultants and/or advisers to assist with any disciplinary matter.

It should be noted that the disciplinary process is at all times an internal matter and as such the exact nature and conduct of any disciplinary proceeding is an issue for the determination of the particular manager appointed to undertake the process. The investigating manager's decision shall be final without any further right of appeal.

Concept's disciplinary procedure may, as appropriate, include the following:

-  A preliminary investigation of the alleged conduct or performance
-  Consideration of the appropriateness of suspension during the investigation and/or disciplinary process
-  A meeting at which time the allegations will be explained to you and an opportunity provided for you to provide a full and detailed response
-  A further investigation as considered necessary and appropriate in the circumstances for the investigating manager to make a determination upon the matter

Disciplinary Outcome

The investigating manager will be responsible for making a determination upon the matter, including any resulting disciplinary sanction, which shall be communicated to you in writing. Any disciplinary sanction will depend upon the severity of the misconduct and any mitigating factors.

The disciplinary sanction, if any, may take the form of one of the following:

-  A verbal warning
-  A first or final written warning and a notation on your record of employment which shall remain valid for a defined period of time
-  Suspension, with or without pay, from assigned duties
-  Dismissal with notice
-  Dismissal without notice in response to matters of serious misconduct

GRIEVANCE POLICY

INTRODUCTION

The aim of this policy is to provide you with a procedure in which to raise grievances, including those about harassment or discrimination, with a view to resolving those issues. A grievance is a serious concern or dispute in relation to work, or matters arising within the workplace which cannot be simply resolved by a Concept Representative/Manager and will be dealt with in accordance with this policy. You may, however, have less serious complaints which should be referred to Concept at first instance. Concept expressly reserves the right to deal with any complaints as it sees fit on a case by case basis. Concept may also, at its sole discretion, decide that a matter raised by an employee is more properly categorised as a complaint and deal with it as such. This policy explains what to do if you have a grievance. Any grievance raised will be treated in confidence, and can be made without fear of reprisal.

YOUR ENTITLEMENTS

Where you have a grievance, you are entitled to have this matter addressed in accordance with the procedure set out below.

There are two ways in which you may try to resolve your grievance:

-  Through an informal resolution procedure, aimed at trying to resolve the grievance rather than proving whether or not the conduct complained of occurred
-  Through a formal resolution procedure, aimed at determining whether the said complaint did in fact occur and appropriate action taken

Although Concept encourages you to attempt to resolve any grievances informally at first instance, it is recognised that this may not always be possible or appropriate in the circumstances. You may elect at any time to commence the formal resolution process outlined below.

YOUR RESPONSIBILITIES

Where you have a grievance that you would like to raise, you are required to do so promptly and in accordance with procedure outlined below. You are required to maintain confidentiality, disclosing details of the grievance only to those directly involved in the complaint or grievance and its resolution. Further, you are required to cooperate with any management investigation into your grievance and attend meetings as directed by Concept.

PROCEDURE

The specific procedures for raising and addressing grievances include:

i) Informal Resolution Procedure

If you can and you feel comfortable doing so, try to resolve your grievance yourself with the person or people involved by approaching them directly. You are encouraged to talk with Concept Representative/Manager if at any time you are not sure how to handle the problem yourself or you just want to talk confidentially for further information and guidance. You can also ask your Concept Representative/Manager to informally approach the person complained of. This will involve a Concept Representative/Manager confidentially discussing the matter, reminding the particular employee about our workplace policies and instructing them not to repeat the behaviour again. Please note that this will not involve any investigation into the complaint as such action is aimed at resolving the grievance quickly and efficiently. If you would like an investigation conducted you will need to proceed to the formal resolution procedure.

ii) Formal Resolution Procedure

If you would like to lodge a formal grievance that will be investigated, you will need to submit to your Concept Representative/Manager the details of your grievance in writing, along with any evidence you may have in respect of your grievance. If your grievance is against your Concept Representative/Manager, or you are uncomfortable lodging this with your Concept Representative/Manager, you should submit this to another more Senior Manager. Senior Management will then convene a meeting with you to obtain further details relating to your grievance, including the nature and full particulars of the grievance. After this meeting, Concept will investigate your grievance as appropriate. All the facts available will be considered prior to making a decision upon your grievance. Concept will make all reasonable efforts to deal with formal grievances in a fair and consistent manner. You will be advised in writing once a decision has been made upon your grievance. All decisions will be final.

Any grievances which are considered as false are viewed by Concept as serious misconduct in itself and will result in disciplinary proceedings and may result in the termination of your employment.

DISPUTE RESOLUTION POLICY

INTRODUCTION

The aim of this policy is to provide an opportunity for Concept Employees to internally resolve or discuss with a Concept Representative any disputes arising out of issues within the workplace or with other employees (whether Host Employer of Concept Employees). This policy does not include concerns regarding performance feedback or a written performance review. Employees utilising this process in good faith will be protected from any disciplinary actions or harassment.

YOUR ENTITLEMENTS

You are entitled to have any dispute you raise taken seriously, dealt with in a professional manner and the details kept confidential. It is your choice whether you raise this as an informal or formal dispute process. Your dispute should be resolved within five days by your Concept Representative/Manager or it will be escalated to Concept's Senior Management. You also have the right to bring a support person with you to any meeting as part of the Dispute Resolution Process.

YOUR RESPONSIBILITIES

To inform a Concept Representative/Manager in the first instance of any dispute or issue that you are having in regards to the workplace or an employee in the workplace.

-  That all information you provide is truthful, correct and accurate.
-  Documentation/evidence to support the issue being raised (if available)
-  Maintain appropriate behaviour whilst at work during the Dispute Resolution Process
-  Only discuss the matter with your Concept Representative/Manager or other appropriate parties

PROCEDURE

The first step in the dispute resolution process is to contact your Concept Representative/Manager to inform them of the issue/matter and to schedule a meeting between yourself and your Concept Representative/Manager. In the instance where the dispute is regarding a Host Employer of Concept's we do not recommend you raise the issue with them until you have met with your Concept Representative.

The meeting provides the opportunity for the exchange of information between yourself and your Concept Representative/Manager. The process will include the review of any related documentation to ensure a full understanding of the facts and circumstances and to provide clarification on any issues to determine if the Concept Representative/Manager can resolve the matter. During this meeting your Concept Representative/Manager will take notes to make sure that all details collected are correct and accurate. At the end of the meeting the Concept Representative/Manager may suggest mediation between you and the person the issue/matter has occurred with. If the issue/matter is regarding a Host Employer, the Concept Representative, with your permission, will speak to the Host Employer regarding the matter and try to resolve the dispute with an outcome that both parties are happy with. If the issue/matter is with your Concept Representative/Manager then you should raise the issue/matter with Concept's Senior Management. In the event the employee and Concept Representative/Manager are not able to resolve the dispute, the employee has the option to request a meeting with Concept's Senior Management to discuss the issue/matter further. If Concept's Senior Management are not able to rectify the issue/matter effectively and to your satisfaction, then an authorised third party may become involved to help resolve the issue/matter.

The procedure will link back to the relevant Modern Award and the applicable Employment Agreement that you are employed under for the Dispute Resolution policy and procedure.

LEAVE AND ABSENCE POLICY

INTRODUCTION

This policy aims to provide guidance on all types of leave entitlements and absences from work, except parental leave, the process of applying for leave and the notification of absences.

YOUR ENTITLEMENTS

i) Annual Leave

Full-time employees are entitled to four weeks' paid annual leave for each year of continuous service. Part-time and fixed-term employees are entitled to this entitlement upon a pro-rata basis. Annual leave accrues, and will be credited to you, progressively throughout the year. If your employment is not subject to an award or agreement, you may only cash out leave with the express approval of Concept and where any such agreement will not result in your annual leave accrual falling below four weeks. Unless otherwise approved, annual leave should be taken within six months of its accrual.

ii) Personal/Carer's Leave

Full-time employees are entitled to 10 days of paid personal leave for each year of continuous service. Part-time and fixed-term employees are entitled to this entitlement upon a pro-rata basis. Personal leave accrues, and will be credited to you, progressively throughout the year.

You are entitled to take personal leave:

- ☞ Because you are not fit for work due to a personal illness or personal injury affecting you
- ☞ To provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of:
 - a sudden or unexpected personal illness or injury affecting the member
 - a sudden or unexpected emergency affecting the member

Note: Concept reserves the right to request a doctors certificate for any personal/careers leave

iii) Unpaid Carer's Leave

If your entitlement to personal leave is exhausted, you may take 2 days' unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:

- ☞ A sudden or unexpected personal illness or personal injury affecting the member
- ☞ A sudden or unexpected emergency affecting the member

iv) Compassionate Leave

Full-time and part-time employees are entitled to 2 days' paid compassionate leave for each occasion when a member of your immediate family or a member of your household:

- ☞ Contracts or develops a personal illness that poses a serious threat to their life
- ☞ Sustains a personal injury that poses a serious threat to their life
- ☞ Dies

v) Community Service Leave

You are entitled to community service leave in certain circumstances. Community service leave is for eligible community service activities such as SES, jury service and volunteer fire fighting. Other than for the first two weeks of jury service leave, where the Company will top up the pay of a permanent employee, community service leave is unpaid.

vi) Long Service Leave

You are entitled to long service leave in accordance with the relevant laws of the state in which you are employed. Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

YOUR RESPONSIBILITIES

All leave, with the exception of community service leave and personal/carers and compassionate leave, must be applied for at least four weeks in advance. If you are seeking a period of extended leave (four weeks or more), you may need to give more than four weeks' notice to enable the Concept to plan for your absence. In the case of unexpected absences, you must advise Concept Representative/Manager as soon as reasonably possible, as set out in procedure below. Where evidence is required to validate your leave, e.g. a medical certificate for personal leave, you must produce this evidence as soon as reasonably practicable after the leave is sought. Any delay in producing the evidence sought may delay the payment of leave. Where you are absent on personal/carers, workers compensation or unpaid leave for an extended period of time, you must ensure that you keep in touch with the Concept and advise of any changes in your health or personal circumstances. During this time, the Concept may require you to attend meetings on reasonable notice.

PROCEDURE

i) **Annual Leave, Long Service Leave, Unpaid Leave and Stand Down**

You should apply for annual leave and long service leave using a leave application form and provide it to your Concept Representative/Manager for approval at least four weeks prior to the date you intend to commence leave. Concept reserves the right to refuse any leave request owing to the needs of the business. If you do not have enough leave accrued to cover the period requested, unpaid leave may be granted in exceptional circumstances at the sole discretion of management. Please note that Concept may close down between Christmas and New Year. You will be notified in advance if this is the case and the appropriate leave will be deducted from your annual leave entitlement. If you have insufficient annual leave accrued, this period of leave will be unpaid. You may also be required to take annual leave if you have more than 20 days' leave accrued. Any agreements to cash out leave must be in writing. You may be stood down without pay if there is a breakdown in equipment which is beyond the control of Concept, or in response to any other stoppage of work which is beyond the control of Concept, including natural disasters.

ii) **Personal/Carer's, Compassionate and Community Service Leave and Lateness**

You are required to contact Concept (or such other persons nominated by Concept from time to time) as soon as practicable by telephone and advise of your inability to attend work and the likely length of your absence.

If your absence is due to personal illness or injury or as carer's leave, Concept is entitled to require sufficient evidence to support your personal/carer's leave for each and every absence. In particular, a medical certificate or statutory declaration is required if you:

-  Take two (2) or more days leave in a row
-  Take a day on either side of a weekend or public holiday

Concept may also request that you provide sufficient evidence for these purposes where it considers you have taken excessive personal leave or patterns of leave.

If you fail to provide a medical certificate or statutory declaration in accordance with the above, you will not be paid for your absence and may be subject to disciplinary action.

Concept may require you to:

-  Provide consent for Concept to talk to your medical practitioner and obtain a report concerning your illness or injury
-  Be examined by a medical practitioner nominated by Concept in respect of your illness or injury who will provide a report to Concept.

You should apply for leave using the appropriate leave request form and provide it to Concept Representative/Manager for approval at the earliest opportunity.

PARENTAL LEAVE POLICY

INTRODUCTION

This policy sets out your entitlement to unpaid parental leave and the process to be followed in relation to applications for paid and unpaid parental leave. Concept encourages parents to utilise all available parental leave benefits to ensure they return to work motivated and ready to once again contribute to the success of the Concept.

YOUR ENTITLEMENTS

Unpaid parental leave is available to eligible employees in connection with the birth of a child, or the adoption of a child under the age of 16. Under the National Employment Standards (**the NES**), employees who will have at least 12 months of continuous service as at the expected date of birth of the child, are entitled to 52 weeks of unpaid parental leave. Casuals with regular on-going work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused by Concept on reasonable business grounds. Leave is available only to the primary caregiver of the child, except at the birth of the child where the other parent is entitled to 3 weeks of concurrent unpaid leave. Any other parental leave taken by the other parent will come out of the 52 weeks. Leave may commence up to 6 weeks prior to the expected date of birth of the child and no later than the actual date of birth. Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave must not exceed the 52 week period. Concept will make all reasonable adjustments during pregnancy to assist you in the performance of your work. You are requested to raise any specific concerns which you may have in relation to the impact of the working environment, or the performance of your duties, with Concept Representative/Manager. Concept will not discriminate against you or act detrimentally toward you in your employment because you are pregnant.

YOUR RESPONSIBILITIES

You must give Concept at least 10 weeks prior notice of your intention to take unpaid parental leave. This can be done using the standard leave form.

When advising of your intention to take unpaid parental leave you must provide the following:

-  A medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement
-  An expected return date
-  Details of any parental leave your partner intends to take

The period of unpaid parental leave can be altered only through mutual agreement with Concept up to four weeks prior to the indicated return date.

Any requests for an additional 52 weeks of unpaid parental leave must be made at least four weeks prior to the expiry of the original period of the unpaid parental leave. Any such request must specify:

-  The period of parental leave you have so far taken
-  Any period of unpaid parental leave taken by the other parent

All applications for federally funded paid parental leave should be made through the Family Assistance Office or any other nominated Government Department and not through Concept. Employees may obtain further information regarding paid parental leave by contacting the Family Assistance Office on 13 61 50. Upon return to work after a period of unpaid parental leave, you may wish to request different or more flexible working arrangements in order to care for your child. If so, please refer to the Flexible Working Policy within this handbook for further guidance upon the process.

FLEXIBLE WORK POLICY

INTRODUCTION

This policy aims to provide guidance in relation to participation in flexible work practices.

YOUR ENTITLEMENTS

If you have a child under school age or a child under 18 who has a disability, you can request flexible working arrangements. For all other employees, Concept will consider requests made for flexible work arrangements on a case by case basis taking into account its operational requirements including, but not limited to, such matters as hours of operation, number of staff and client needs. Flexible work arrangements may include part-time work, job sharing, leave without pay, career break, part-year employment, variable-year employment, working from home, varying flexible hour's arrangements and short term absences for family responsibilities.

YOUR RESPONSIBILITIES

You should be flexible in your approach to work with any requests made by Concept regarding working arrangements. Any applications for flexible working arrangement must be made in accordance with the process below in order to be considered by Concept.

PROCEDURE

When seeking flexible working arrangements you should do so in writing.

The request should fully outline the following details:

-  The proposed change(s) to your current working arrangements
-  The reasons for the change(s)
-  The date of commencement of the proposed change(s)
-  The intended period of time that the arrangement(s) will be in place
-  Any other information which is considered relevant

Concept will generally respond in writing to your request within 21 days. Concept will advise in writing if the request is approved. Concept will likewise advise in writing if the request is not approved, together with the reasons for the refusal. If you make an application for flexible work which is subsequently refused, the application will not be considered again until there has been a material change in circumstances either in relation to Concept or yourself. An application made on the basis of material change in circumstances should also address and outline the nature of the particular change.



TRAINING POLICY

INTRODUCTION

Concept values the work that you perform and recognises that you play a crucial role in its success.

Concept is therefore committed to providing you with training and development to increase your skill set and abilities in your current role and, wherever possible, to assist in your career development. Training and development opportunities may come in many different forms, which may involve internal or external training.

YOUR ENTITLEMENTS

You are entitled and encouraged to participate in training in accordance with this policy.

YOUR RESPONSIBILITIES

You are required to participate in internal and external training as directed by Concept.

When participating in training, you must ensure you meet all requirements of the training.

You must provide Concept with evidence of your satisfactory completion of training, e.g. certificates, awards etc.

PROCEDURE

There are two forms of internal training: formal and informal.

i) Internal Training

Concept may, from time to time, provide formal internal training in the workplace. You may be required to participate in this training. You may also request to participate in such training if you feel this is directly relevant to your current role within Concept or would benefit your career progression within Concept.

In addition, Concept encourages you to engage in informal training on an ongoing basis. This may involve both participating in and leading informal training with your colleagues.

If there are any areas in which you feel formal or informal training is required in order to complete your role, you are encouraged to raise this with Concept Representative/Manager.

ii) External Training

Concept may, from time to time, require you to participate in external training. Where this training is conducted outside of your normal work hours, you may be granted time off in lieu equivalent to the length of the course at the sole discretion of management and only where this is authorised in advance.

Alternatively, after 12 months' employment with Concept, you may request any of the following to facilitate your attendance at any external training that is directly relevant to your role with Concept:

-  Unpaid study leave
-  Paid study leave
-  Reimbursement of course costs
-  Flexible work patterns for the duration of the course

Whether such requests are granted will depend entirely on the operational needs of Concept and the relevance of the proposed training to your current/future roles with Concept.

Concept retains final discretion to approve such requests and to impose any such conditions on approval as it may see fit in the circumstances. This may include:

-  Conditions on reimbursement, e.g. reimbursement of course costs subject to passing course and provision of evidence relating to this
-  Requirement to enter into a written agreement to repay course costs if you leave the Company within a specified period after training
-  Requirement that the training is directly linked to a skills gap that has been identified in your team/department

INTRODUCTION

Concept will provide various information technology systems, including internet, email, and mobile devices, which are provided to facilitate business usage and are subject to the terms and conditions of this policy. Activities in breach of this policy may result in disciplinary action being taken.

YOUR ENTITLEMENTS

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

YOUR RESPONSIBILITIES

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

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

i) Web Publishing

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

ii) Intellectual Property Rights

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

iii) Privacy

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

iv) Competing Interests

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

v) User Passwords and Accountability

To prevent unauthorised parties from obtaining access to the Systems, you must choose passwords which are difficult to guess (for example, not a dictionary word, not a personal detail, and not a reflection of work activities). Your individual password should never be shared or revealed to anyone else unless authorised by the General Manager. Such actions have the potential to threaten the integrity of the Systems and will result in you being held personally responsible for actions the other party takes with the password. If you need to share an account or password for whatever reason, it must be authorised in advance by the General Manager. Where a need to share data exists, steps should be taken wherever possible to utilise message forwarding facilities, public directories on local area network servers, and other authorised information-sharing mechanisms rather than sharing an account or password.

vi) Contents of Messages

When using the Systems, you must at all times do so in a professional manner. In particular, you must not use profanity, obscenities, or derogatory remarks in electronic communications, nor should it include any confidential or sensitive information relating to another employee, customers, clients, competitors, or the affairs of the business. All use of the Systems should be made in consideration of the fact that it may create legal liability, especially since emails could be legally discovered and used against Concept. Special caution is warranted because back-up and archival copies of electronic information may actually be more permanent and more readily accessed than traditional paper communications.

vii) Handling Information about Security

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

viii) Public Representations

No web page, electronic mail message, or any other public representation about Concept may be issued unless it has first been approved by the General Manager.

ix) Harassing or Offensive Materials

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

x) Social Networking and Blogs

Social networking and blogging sites are an increasing trend and growing ever popular. Any personal use of social networking and blogging sites should be in no way associated with your employment or with Concept. The personal use of social networking and blogging sites is prohibited upon Concept's Systems, and should not be accessed during normal working hours. Care should also be taken not to post any comments or blogs which breach your ongoing obligations of confidentiality, may bring Concept into disrepute, or may be viewed as insulting, offensive as it relates to colleagues, suppliers, contacts, clients or customers.

PROCEDURE

You acknowledge and agree to adhere to the following procedures as they relate to the use of the Systems:

i) Surveillance and Privacy Waiver

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

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

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

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

ii) Policy Breaches

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



MOTOR VEHICLE POLICY

INTRODUCTION

Concept provides motor vehicles for use by some employees so as to enable them to perform their duties. This policy regulates the use of these vehicles.

YOUR ENTITLEMENTS

If Concept has provided a motor vehicle to you to enable you to perform your duties, you are entitled to use that vehicle in accordance with this policy.

YOUR RESPONSIBILITIES

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

PROCEDURE

i) **Driver's Licence**

In order to drive a company motor vehicle you must be in possession of a valid driver's licence at all times.

You must submit a copy of your current driver's licence to management as directed. If you become aware of any medical condition or impairment, or start taking any medications which may affect your ability to drive, you must immediately cease driving and notify Concept. If you become aware of any suspension or cancellation of your licence which affects your legal right to drive, you must immediately cease driving and notify Concept. If driving a vehicle is an inherent requirement of your role, any loss or suspension of your licence or the inability to drive a vehicle arising from any other reason, may result in the termination of your employment.

ii) **Authorised Drivers**

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

iii) **Business Use only**

Company motor vehicles are to be utilised for business use only. This includes driving to and from work in your company motor vehicle, via the most direct route available. Any personal use of company motor vehicles must be expressly approved in advanced by management.

iv) **Maintenance/Condition of Vehicles**

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

v) **Fuel Card**

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

vi) **Driving Under the Influence of Drugs and/or Alcohol**

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

vii) **Mobile Phones**

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

viii) Fines, Infringements etc.

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

ix) Accidents/damage to Vehicles

Where you are involved in any incident which results in damage to a company motor vehicle, you are required to record details of the incident and obtain insurance details from any party involved in the incident. Where possible, photos of the incident scene should be taken, along with photos of the damage sustained to the company motor vehicle and any other vehicle or property involved in the incident. The incident should be reported to management immediately. If you, or any other person, has sustained an injury in an incident involving a company motor vehicle, this must be reported to management immediately.

x) Loss or Theft

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

xi) Insurance Excess

Concept will hold and maintain an insurance policy for all company motor vehicles.

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

xii) Using a Private Vehicle for Company Purposes

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

xiii) Fixtures, Fittings and Modifications

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



EXPENSE POLICY

INTRODUCTION

This policy aims to provide guidance in relation to claiming work related expenses.

YOUR ENTITLEMENTS

Where expenses are incurred by you in the course of your duties, you are entitled to have these expenses reimbursed in accordance with this policy. Where you are required to travel as part of your duties, you are also entitled to claim related expenses including travel, accommodation and meals that relate to such travel in accordance with this policy.

YOUR RESPONSIBILITIES

You are required to ensure that any work related expenses incurred are reasonable in the circumstances. You are required to obtain a tax invoice/receipt for all expenses incurred, with copies provided to management as set out below. You are responsible for ensuring that all expenses claimed by you are reasonable and legitimate. Any attempt to falsify expenses, or otherwise claim expenses that are not work-related, is viewed as serious misconduct which will result in disciplinary proceedings and may result in the termination of your employment.

PROCEDURE

Work related expenses will only be reimbursed where the procedure set out below is followed. When seeking reimbursement for work related expenses, you are required to complete an expense form and submit this to your direct manager for approval along with a copy of invoices/receipts.

Circumstances in which an Expense Claim may be refused

The reimbursement of any expenses incurred may be refused in certain circumstances, including:

-  Where no invoice/receipt is provided
-  Where expenses incurred are considered by Concept to be unreasonable, unnecessary or excessive
-  Where expenses are incurred without the prior authorisation of management where specifically required
-  Failure to follow this procedure for claiming expenses

