



CBC

BUILDING & SERVICING AUSTRALIA WIDE

CBC FACILITIES MAINTENANCE

CBC Facilities Maintenance Pty Ltd Policies



Quality Management Policy

CBC Facilities Maintenance has experience and expertise in Facilities Management and Maintenance and various other services. It is our policy to ensure that any work carried out within the scope of the business complies with the Quality Management System and applicable regulatory requirements.

CBC is dedicated to meeting the needs and expectations of our clients by the implementation of Quality Management Systems. This is achieved by;

- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management
- Maintaining, monitoring, reviewing, auditing and continually improving the Quality Management System consistent with certification requirements of ISO 9001:2016
- Providing sufficient and suitable resources to implement and maintain the Quality Management System
- Engaging suitable qualified, skills and experienced workers
- Educating and training in order to continually improve the skills of our workers, awareness and knowledge of quality issues and practices
- Identifying, reporting, investigating and resolving non-conformances and taking action to prevent recurrence
- Establishing, reviewing and communicating performance measures and taking actions to improve outcomes
- Monitoring and evaluation of the quality performance of consultants, sub-contractors and suppliers and implanting effective communication with them on quality compliance issues.

The WHSEQ Manager has been appointed as the Management Representative for the purposes of the quality management system. The Management Representative has the full support to establish, implement and maintain the quality management system in accordance with this policy, ISO 9001:2016 and other applicable regulations, standards and guidance.



Ermond Morelli

Director

27/06/2020



Environmental Policy

Aim

CBC Facilities Maintenance is committed to conducting our business in an environmentally aware and responsible manner. We seek the co-operation of our workers and business partners in ensuring our organisational practices are conducted with minimal environmental impact.

Objective

To work with workers, visitors and business partners to achieve compatibility between economic development and the maintenance of the environment to minimise harm.

Policy

CBC Facilities Maintenance will endeavour to minimise impact on the following:

- Atmospheric emissions
- Site contamination and spills
- Noise Emission
- Damage to flora and fauna
- Storm water management
- Unnecessary energy consumption.

To fulfil this commitment, CBC Facilities Maintenance, will observe all environment laws and promote environmental awareness among all workers to increase understanding of environmental matters.

CBC Facilities Maintenance will actively take part in the following:

- Assess Eco-footprint to identify environmental impacts and move towards more sustainable practices
- Identify waste streams and options for effective waste management
- Improve purchasing (buy recycled materials, reduce waste, use less harmful/volatile chemicals)
- Improve storage (reduce quantity, waste and spills, reduce odours by keeping containers closed)
- Conserve energy (eco-friendly lights, turn lights off, emergency efficient equipment, greener fuel sources – such as LPG and methane)
- Conserve water (install water saving accessories, repair leaks)
- Preserve waterways (clearly mark and protect storm water drains)
- Emergency planning and spill response
- Seek appropriate licenses/permits from State Environmental Protection Agencies and other relevant Authorities
- Improve education/awareness
- Notify relevant authority in the event of a major environmental impact.



Ermond Morelli

Director

27/06/2020



Work Health and Safety Policy

CBC Facilities Maintenance (CBC) recognises its moral and legal responsibility to provide a safe and healthy work environment for workers (including contractors and workers of contractors), clients and visitors to site. This commitment will assist with the prevention of work-related injury and ill health.

Our Safety objective is to actively work towards elimination of injuries and fatalities

Responsibilities

Management commitment includes:

- Integrating Safety into all aspects of CBC Facilities Maintenance operations
- Doing everything reasonably practicable to ensure the health, welfare and safety of its workers while they are at work
- Compliance with legislative requirements, current industry Safety standards and co-operation with Regulatory bodies, as far as is reasonably practicable
- Identifying any hazards in the workplace that may be a risk to health and safety and eliminating or controlling those hazards
- Exceeding legislative requirements and aiming for best practice systems of work
- Establishing measurable objectives and targets that promote a safe and healthy working environment
- Provision and maintenance of a work environment that is safe and without risks to health
- Consultation with workers and other parties to improve decision-making on Safety and environmental matters
- Development, implementation and review of written safe work procedures
- Distribution and communication of safety information and safe work procedures
- Information, training and supervision to workers contractors, clients and visitors to ensure safety
- Support and assist workers in effective injury management and rehabilitation
- Review and assessment of Safety policies
- Focus on continual improvement associated with our WHS Management System.

CBC's Group WHSEQ Manager has the overall responsibility for the review, amendment and implementation of this policy. This policy will be reviewed at frequencies not exceeding annually.



Ermond Morelli

Director

27/06/2020



Drug and Alcohol Policy

CBC Facilities Maintenance is committed to providing a work environment for its workers, clients and visitors that is safe and without risks to the environment, health, welfare and safety. The misuse or abuse of alcohol and other drugs represents a significant problem to both PCBU's and workers in terms of workplace incidents/near misses, absenteeism and other individual costs.

Objective

A work environment in which the safety, welfare and performance of workers is not adversely affected by the use of alcohol or other drugs.

Policy

Workers must not perform work duties under the influence of alcohol or any other drug, except where the drug is legally prescribed by a registered medical practitioner for the purposes of treating a medical condition.

Work duties include:

- Presenting at the workplace or off-site job
- Operating plant or equipment
- Use of company vehicles.

Where a worker is on prescribed medication that may impair their judgement or performance, they must notify their Coordinator and work will be modified to accommodate impairment.

Possession of, use, distribution or sale of alcoholic beverages or illegal drugs on the premises of CBC Facilities Maintenance, is not allowed.

On occasion, CBC Facilities Maintenance will host social functions, where the PCBU may permit limited alcohol consumption. At these functions, people must always remember they are representing CBC Facilities Maintenance and must conduct themselves in an appropriate manner.

Where a worker presents for duty and appears not to be in a fit state to carry out their normal duties CBC Facilities Maintenance reserves the right to remove the worker from the work site and seek advice from a medical practitioner on the worker's fitness for duty.

Coordinators and workers are obliged to ensure that no person commences or continues duty if that person appears affected by alcohol, illegal drugs or medication that may lead to a health and safety risk.

Confidentiality is to be strictly observed in these matters.

A breach of this policy will lead to disciplinary action and may result in the termination of employment.



Ermond Morelli

Director

27/06/2020



Dispute Resolution

CBC is committed to providing mechanisms for an avenue through which workers and volunteers, and their managers, can resolve work-related complaints as they arise.

Objective

To resolve or limit the issues in dispute, resolve disputes in a timely manner, produce outcomes that are lawful, effective and acceptable and enhance the satisfaction to all parties involved.

Policy

CBC will establish mechanisms to promote fast and efficient resolution of workplace issues. Workers should feel comfortable discussing issues with their manager or coordinator in accordance with the procedures outlined below. All formal avenues for handling of grievances will be fully documented and the employee wishes will be taken into account in determining the appropriate steps and actions. No employee will be intimidated or unfairly treated in any respect if they utilize this Policy to resolve an issue. This Policy applies to permanent and part-time paid workers.

Responsibilities:

It is the responsibility of Managers and Coordinators to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their workers and volunteers;
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All workers and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of Workers to ensure that:

- They attempt to resolve any issues through their immediate Coordinator and through internal processes at the earliest opportunity. decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;

It is the responsibility of the Human Resources Department to ensure that:

- All managers, coordinators, workers and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with their workers;
- Ongoing support and guidance is provided to all workers in relation to employment and communication issues;
- All managers, coordinators and workers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of managers or coordinators is handled in the most appropriate manner at the earliest opportunity.

Procedure:

Employment Practices

All managers and coordinators should be aware of the possible ramifications of their actions when dealing with employee issues. They must ensure that all workers are treated with fairness, equality and respect. If there are any doubts or queries in relation to how to deal with a particular set of

circumstances, managers or coordinators should contact the Human Resources Department for advice at the earliest opportunity.

Where a grievance or dispute has been brought to a Manager's attention, they should assess whether the employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the employee or volunteer involved is not covered by such a document, the guidelines below should be followed.

Grievances and Dispute Resolution

An employee who considers that they have a dispute or grievance should raise the matter with their immediate coordinator as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Manager or Coordinator should check for clarification of the issue to ensure they fully understand the complainant's concern. Managers should follow the standard procedure of offering the employee the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

If more than one person is present, establish the role of each person.

- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee with a written summary of the meeting and clarification of the next steps to be taken.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation. All parties are to maintain complete confidentiality at all times. If the matter is not resolved and the employee wishes to pursue it, the issue should be discussed with a Human Resources Officer, then, if necessary, the PCBU. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood. If the grievance/dispute is one of a confidential or serious nature involving the employee and Manager or Coordinator, the complainant may discuss the issue directly with the Human Resources Department or the PCBU.



Ermond Morelli

Director

27/06/2020



No Live Work Policy

CBC Facilities Maintenance is committed to the health, safety and welfare of workers and others that may be affected by our work. Inadvertent contact of the body or conductive components with live conductors can cause electrical shock and arcing and could result in serious injury or death. Our objective is to eliminate the probability of any such occurrence.

We have a no live work policy that is explained and signed by every electrical worker under our control. It is a requirement of this organisation that all electrical work is carried out using a safe system of work. The safe system of work must include:

Suitably Qualified

Low voltage installation work may only be undertaken by a licensed electrician, an apprentice or trainee under the supervision of a licensed electrician, and in some jurisdictions a trades assistant under the direct supervision of a licensed electrician, AND

Follow Isolation Procedures

The circuits and apparatus of that part of the installation being worked on must not be energised, AND

Isolate Where Practical And Shield Exposed Conductors In The Surrounding Area

Measures to eliminate or control the risk of persons carrying out the work inadvertently contacting any part of the installation that remains energised. Any exposed conductor in the work area should be confirmed by each worker as isolated and/or securely shielded from possible contact, AND

Test Every Time Before You Touch

Checks to ensure that the circuits and apparatus of the part of the installation that is being worked on are not energised before work commences and remain that way until the work is completed.

There are three exceptions:

1. Electrical testing and fault finding as detailed in the safe working procedure for electrical testing.
2. Electrical work on an electrical article or installation if it is necessary to do so in the interests of safety and the risk of harm would be greater if the circuits and apparatus were de-energised before work commenced. In these circumstances the electrical worker must ensure that, prior to undertaking live work, they have the written authorisation of the senior manager and the person in control of the premises in the form of a live work permit, have undertaken and documented a risk assessment and fulfilled the stringent requirements detailed in the safe working procedures.
3. Electrical work carried out under a plan required to be lodged under the Electricity Supply (Safety and Network Management) Regulation 2002 in New South Wales and equivalent legislation when working in other states and territories.



Ermond Morelli

Director

27/06/2020



Equal Opportunity and Diversity Policy

CBC is committed to providing a work environment for its workers, clients and visitors that is safe and respectful and free from all forms of discrimination, bullying, sexual harassment and racial and religious vilification.

Objective

To provide a work environment in which eliminates discrimination and build a company that respects and promotes human rights and equal opportunity.

At CBC, we are committed to a culture that embraces and fosters diversity and inclusion. Diversity encompasses differences in backgrounds, qualifications and experiences, and also differences in approach and viewpoints. CBC ensures that individuals are provided with equal opportunity, while also creating opportunities for those groups that may be disadvantaged.

Policy

All workers are entitled to:

- Recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics
- Work free from discrimination, bullying, sexual harassment, and racial and religious vilification
- The right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- Reasonable flexibility in working arrangements, especially where needed to accommodate their family and carer responsibilities, disability, religion and culture

All workers must:

- Follow the standards of behaviour outlined in this policy
- Offer support to people who experience discrimination, sexual harassment or vilification, including providing information about how to make a complaint.
- Avoid gossip and respect the confidentiality of complaint resolution procedures.
- Treat everyone with dignity, courtesy and respect.

Managers and coordinators must also:

- Model appropriate standards of behaviour
- Take steps to educate and make staff aware of their obligations under this policy and the law
- Intervene quickly and appropriately when they become aware of inappropriate behaviour
- Act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- Help workers resolve complaints informally
- Refer formal complaints about breaches of this policy to the appropriate Human Resources Officer for investigation
- Ensure workers who raise an issue or make a complaint are not victimised
- Ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made
- Seriously consider requests for flexible work arrangements.

Gender diversity

CBC has a strong commitment to gender diversity and the fundamental principle that gender is not a barrier to participation in our workforce. CBC Management is committed to providing opportunities that allow women to reach their full potential.

To achieve greater gender diversity, it is important to ensure where possible that the pool of potential available talent is nurtured and developed effectively. Early identification and development of female talent is clearly of significant importance in ensuring that there are appropriately qualified and experienced women for consideration when positions become available.

Unacceptable workplace conduct

The following behaviours are unacceptable and may be against the law. Workers (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

Discrimination, bullying, sexual harassment, and racial and religious vilification are unacceptable and are covered by federal and state legislation:

- Discrimination
- Bullying
- Sexual Harassment
- Racial and Religious Vilification
- Victimisation

Resolving Issues

CBC strongly encourages any employee who believes they have been discriminated against, bullied or harassed, sexually harassed, vilified or victimised to take appropriate action by contacting the Human Resources Officer. Do not suffer in silence.



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Director

27/06/2020



Industrial Relations Policy

The success of CBC depends largely on the capability, commitment and productivity of our workers. Our relationships with them are not a matter of politics or ideology, but a business issue that is considered alongside the health, safety and welfare of those workers and other matters such as costs, schedule and quality. Our procedures are based on:

- Complying with all applicable industrial laws, regulations, statutory obligations, awards, agreements and National and State codes of practice and guidelines
- Recognising our workers' entitlement to representation in accordance with awards and agreements
- Promoting an open and effective communication between workers at all levels and resolve disputes quickly and efficiently
- Monitoring industrial relations performance and activities of subcontractors and suppliers and maintaining effective communication with them, whilst recognising their right to have their own industrial relations policies and arrangements

CBC agree to supply the following information as required;

- The name of the employment instruments to which the enterprise is bound
- An attestation that the tenderer will provide appropriate information to verify these instruments and all other legal obligations relating to employment and;
- A statement of compliance with the industrial relations aspects of the ***Code of Practice and Implementation Guidelines***

An outline of;

- The enterprises consultation and communications mechanisms with workers, unions, employer or industry associations
- The measures to be implemented to co-ordinate the interface on the project with subcontractors, other contractors and unions
- The measures for assessing sub-contractors ability to comply with industrial relations and employment obligations
- The measures to monitor and verify their ongoing compliance

CBC agrees to provide verification of compliance with all employment and legal obligations including;

- Payment or remuneration to workers
- Annual leave
- Long service payment scheme registration
- Workers Compensation Insurance
- Superannuation fund membership and contributions
- Over-award payments
- Location of time and wage records
- The name of the industrial instruments likely to cover workers of subcontractors and other contractors on the project
- The names of those responsible for co-coordinating relations on the project



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Rehabilitation and Return to Work Policy

CBC Facilities Maintenance believes that its workers are CBC Facilities Maintenance's greatest assets. CBC Facilities Maintenance is committed to assisting injured workers to return to work as soon as medically appropriate and work with the medical community to help injured workers regain quality of life.

Objective

CBC Facilities Maintenance will develop a program to ensure injured workers return to work in a timely and safe manner.

Policy

CBC Facilities Maintenance will undertake the following in the case of a workplace injury:

- Ensure the injured worker's right to confidentiality of medical information
- Ensure that no information will be used to discriminate against the injured worker
- Nominate a Return to Work (RTW) Coordinator who has
 - Authority and time to adequately consult, liaise and make decisions with the relevant parties, subject to this policy and procedure
 - Ability to communicate across cultures, including ethnicity, gender and age,
 - No function in the role of a claims manager
 - Has completed training as a RTW Coordinator (approved by State Authority)
- Establish a return to work group, which will comprise the RTW coordinator, the injured worker (where medically able), the Health and Safety Representative and the union delegates
- Ensure RTW plans are completed within the legal timeframes
- RTW plans will:
 - Commence as soon as possible after the likely time off work is known
 - Be based on the advice of the worker's own nominated treating health practitioner/doctor, and the work rehabilitation service provider
 - Be developed with regard to the health and safety of co-workers
 - Be developed in adherence to the risk management plan
 - Be in compliance with the relevant legislation and agreed consultation
 - Be written using the Return to Work plan agreed format and provided to the worker and their health care provider
 - Be regularly evaluated, monitored and updated by the RTW Group.

CBC Facilities Maintenance will ensure the workers early return to work where it is safe to do so. Options for a RTW plan shall be in accordance with the following preferred order:

- Original duties within work area/shift, with modification of workstation and equipment where required
- Modified duties, hours, and/or work area
- Alternative duties with appropriate training
- Retraining or further training and/or education.

Workers of CBC Facilities Maintenance must participate in RTW by:

- Obtaining appropriate medical treatment
- For work related injuries, obtain a Medical Certificate from their nominated treating medical practitioner and provide appropriate workers compensation forms and documentation
- Contacting the PCBU as soon as possible after injury/illness
- Maintaining communication
- Assisting to identify suitable modified duties
- Accepting modified duties where agreed/reasonable
- Actively participating in return to work plans.

CBC Facilities Maintenance will:

- Maintain a register of acceptable modified duties

- Make offers for modified duties in writing (on the applicable forms) and provide these to the injured worker and healthcare practitioner. Not terminate the employment of an injured worker by reason of their injury or reasons that include their injury
- Educate workers in relation to the causes of the injury and subsequent risk controls
- Keep records as required by State Authority
- Display an "If you are injured" (or similar) poster for workers
- Ensure all workers are aware of responsibilities and rights in relation to RTW through training and education
- Manage disputes through agreed procedures and legislative requirements.



Ermond Morelli

Director

27/06/2020



Smoke Free Workplace Policy

Under Work Health and Safety legislation PCBU's must ensure that the working environment is safe and without risks to health. Smoking and passive smoking pose serious health risks therefore CBC Facilities Maintenance is committed to providing a smoke-free work environment.

Objective

To achieve a smoke-free workplace to protect all workers, contractors and visitors from the effects of environmental cigarette smoke.

Policy

Smoking is prohibited on the premises including:

- Enclosed or partially enclosed areas
- Any area that is within 4 metres of where food is being prepared
- Any vehicles belonging to CBC Facilities Maintenance
- Near doorways, windows or vent ducts
- Within 4 metres of any entrance to a building.

Persons who wish to smoke during work hours must only do so outside the workplace and in their scheduled breaks or other approved times.

It is recognised that while this initiative will provide a positive benefit to all workers, some workers may have difficulty in adjusting, particularly those whose smoking habit is a long-standing one. It should be noted that smokers are being asked to restrict their smoking in the workplace rather than stop smoking altogether. Every effort will be made to assist smokers to adapt to working conditions under this policy.

CBC Facilities Maintenance may promote quit programs, provide assistance with advice and information to quit smoking.

Adherence to this policy is a condition of employment. Workers who breach this policy will face disciplinary action and in some cases, prosecution under any relevant legislation.



Ermond Morelli

Director

27/06/2020



Stress Policy

CBC Facilities Maintenance is committed to protecting the health, welfare and safety of our workers. We recognise that workplace stress is a health, welfare and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

Objective

To identify and reduce risks in relation to stress and to manage the negative impact of stress.

Policy

CBC Facilities Maintenance will:

- Identify sources of workplace stressors
- Determine risks by describing the circumstances and exposure to risk and the potential effects
- Control risks by implementing risk controls to eliminate or reduce risks in relation to stress
- Consult with industry stakeholders, State Authorities, Health and Safety Representatives and workers in relation to stress risk controls
- Promote recognised stress management techniques
- Provide awareness raising and training for appropriate management of workers
- Establish reporting, issue and conflict resolution guidelines
- Recognise and support workers who may be experiencing work related stress
- Ensure injured workers receive treatment and assistance they require to return to work
- Reviewing systems work and risk control measures regularly, and in the event of an injury report in relation to stress.



Ermond Morelli

Director

27/06/2020



Workplace Bullying Policy

CBC Facilities Maintenance recognises the risk to worker health and safety from exposure to bullying and has adopted a ZERO tolerance policy.

Policy

Bullying is defined as “repeated, unreasonable behaviour, directed toward workers, who may create a risk to health and safety in the workplace”

Bullying can include:

- Verbal abuse
- Demeaning language
- Threats
- Outbursts of anger or aggression
- Humiliation
- Physical or verbal intimidation
- Excluding or isolating workers
- Deliberately:
 - Assigning meaningless tasks
 - Unrealistic volume of tasks
 - Withholding information that prevents persons from working effectively
 - Changing rosters to inconvenience person

CBC Facilities Maintenance will engage a 3-part approach to bullying.

1. Prevention:
 - a. Training workers about what constitutes bullying behaviour
 - b. Creating awareness of the health and safety risks associated with bullying
 - c. Encouraging reporting
2. Investigation:
 - a. All reports will be investigated by suitably trained persons
 - b. All cases will be investigated in a fair, unbiased manner following set guidelines
3. Control
 - a. Control strategies will be put in place that include (where relevant):
 - i. Re-assigning tasks/shifts/work locations
 - ii. Mediation (internal or external)
 - iii. Counselling
 - iv. Disciplinary action that could result in termination of employment.

Responsibilities

Principal Contractors/Management:

- Be familiar with bullying policy and investigation procedure
- Remain impartial and treat all cases fairly
- Manage each case in a confidential and timely manner
- Respond to all reported cases
- Ensure prompt referral to support/mediation
- Oversee controls and follow-up as required.

Workers:

Report bullying to Coordinator and/or complete bullying report form.


Ermond Morelli

Director

27/06/2020



Technology Policy

This policy outlines the use of technology and personal use of business mobile phones usage at work. This policy applies to all CBC Facilities Maintenance workers (including, contractors, self-employed persons and volunteers)

Overview

Access to the CBC computer system, including electronic mail and the Internet, is for work-related purposes.

Users must use an electronic signature for all work related emails that is notified by CBC from time to time.

Incidental or occasional use for personal purposes is permitted, however such usage is [reasonable and does not interfere with work (current)] OR [to be confined to outside of work hours].

Users must not use the computer system or its contents for personal gain.

Personal Use of Technology

Users must not burden the system with noticeable system congestion and/or additional costs. Personal emails is to be kept to a minimum in both number and size and are limited to 10KB in size and must not include any attachments. If someone sends you emails larger than this, you may forward them to your personal home email address (marking them as "personal") but you may not circulate them within the office.

Personal information used or stored on the computer system may be accessible by other workers.

Even though CBC permits personal use of the system outside of work hours, CBC reserves the right to restrict or limit personal access to individual workers, or to individual web sites or services.

Users will apply a signature for personal use to all personal email messages, sent either internally or externally.

Users receiving email redirected to them in the absence of another employee will not open or view any emails marked "personal" and will immediately permanently delete all such emails.

Any damage to any IT equipment used outside any of our offices will be investigated to determine whether the equipment has been misused. If investigating personnel finds that the damage is due to misuse CBC will require full reimbursement for repair.

Personal use email signature:

Users Name

(sent in private capacity)

This e-mail is sent in the user's private capacity using the e-mail system of the CBC Group. The CBC Group accepts no responsibility for the content of this e-mail or its attachments.

Responsible use

Users will only use the computer system in a responsible manner, at all times complying with this policy, state and federal laws (including copyright and intellectual property rights), and other relevant policies and procedures as instructed from time to time.

Users will not permit the use of email or internet services to compromise their professional integrity and/or duties, nor the intent, style or quality of the company's communications.

Users must report to management any suspected incidences of software viruses or similar contaminants introduced either via email, email attachments, or downloaded from the internet.

Users will exercise caution in communication personal and confidential or sensitive information when communicating by electronic mail systems. Users acknowledge that the confidentiality or security of electronic mail cannot be guaranteed and should generally be considered as insecure.

Users will bear in mind the immediacy of electronic communication and the risks of hasty or ill-considered messages or responses.

Users will be aware that email can leave an irrevocable written record. Deletion of a message does not necessarily make it irretrievable, as it is possible to recover deleted items from backup media or servers.

Users will not attempt to circumvent, defeat, disable, avoid or render ineffective the computer systems security measures, policies or programs. Such attempt, whether successful or not, is deemed a serious breach of policy.

Users will not use the computer system to participate in conferences, newsgroups, bulletin boards, email list servers, chat rooms, game sites, web-based email sites, or other interactive and/or collaborative electronic discussions forums without prior approval nor use the computer system for non-acceptable use, including to input, access, download, copy, save, view or transmit material which is;

- illegal or fraudulent or part of an unlawful activity;
- slanderous, libelous and/or defamatory;
- offensive, obscene, pornographic, or in bad taste;
- abusive and/or threatening of violence;
- an incitement to break the law;
- harassment based upon sex, race, disability or other protected status;
- anonymous or repetitive messages designed to annoy, abuse or torment;
- pirated or illegal software or data (including music & video);
- likely to or does contain viruses, worms, Trojans or any other malicious content or code;
- or is capable of being a breach of client or firm confidentiality;
- intellectual property of the firm (other than for the benefit of the firm or in the normal course of the firm's business);
- a prohibited use of otherwise in breach of this policy; or
- for personal use other than as permitted elsewhere within this policy.

If a user finds themselves unintentionally connected to a site or receives an email message which falls within the categories specified as prohibited or non-acceptable, you must disconnect from that site or permanently delete the email message immediately, and report the incident by email to management to avoid unreported incidents being viewed as intentional.

All email messages must be appended with an appropriate disclaimer as determined and notified by CBC from time to time.

Mobile Phones

Personal Mobile Phones:

During paid work time, workers are expected to exercise the same discretion in using personal mobile phones, as is expected for the use of any CBC issued mobile phones. Excessive personal calls (including text messaging & internet usage) during the work day, can interfere with employee productivity and be distracting to others. As a reasonable standard CBC encourage all workers to limit personal calls during work time to an average of no more than two or three short-duration calls per day as needed. Workers are expected to make personal calls (including text messaging & internet usage) in non-work time when possible and to ensure that friends and family members are aware of CBC's mobile phone policy. Flexibility will be provided in circumstanced demanding immediate personal phone use, but this immediate need should be communicated to an employee's supervisor.

It is CBC policy that use of personal mobile phones (including text messaging & internet usage) shall be limited during the work day and CBC mobile phones shall be utilised for business purposes only, and in a safe manner.

Personal Use of Provided Mobile Phones:

Where job or business needs demand immediate access to an employee, CBC may issue a CBC-owned and serviced mobile phone to an employee for work-related communications. CBC owned mobile telephones are for official business only. Occasional brief personal use is allowable. If the value of an employee's personal use of a CBC mobile telephone is excessive (including per-minute charges, long distance and/or roaming charges), the employee will be requested to reimburse the company.

Mobile phones shall remain the sole property of CBC and shall be subject to inspection or monitoring (including related records) at any time. Workers in possession of CBC equipment such as mobile phones are expected to protect the equipment from loss, damage or theft. Upon resignation or termination of employment, or at any time upon request, the employee may be asked to produce the mobile phone for return or inspection. Workers unable to present the mobile phone in good working condition within the time period requested may be expected to bear the cost of a replacement.

Supervision and control

CBC reserves the right to designate those categories of users to whom it will provide access to the computer system, electronic communication services/mobile phones and the internet. CBC reserves the right to revoke access privileges at any time without notice or the consent of the User, including in instances where there is substantial reason to believe that violations of this policy or law have taken or may take place.

Users are not permitted to install any software on the computer system nor are users permitted to manipulate, re-engineer or modify in any way existing installed program software.

Users are not permitted to access the system to download or upload any content via floppy disks, CD's, DVD's, USB drives, memory sticks or similar devices without the approval of the System Administrator in each instance.

Users of the computer system acknowledge that authorised CBC personnel can monitor and examine all individual connections and communications. The system is able to maintain usage logs which record all files opened, deleted, accessed or attempted to be accessed by the user, as well as log all electronic communication messages sent and received by the User.

Users acknowledge that any electronic mail or internet account associated with the system and assigned to individuals, practice groups, or particular functions is the property of CBC. Any information originating from or directed to those accounts is also the property of CBC.

Users acknowledge that, in the event of their absence or for operational reasons, CBC reserves the right to re-direct electronic communication addressed to them to an appropriate person.

Surveillance

Given the significant value of the computer system and its contents, to verify compliance with this policy, surveillance activities within the parameters permitted by the Workplace Surveillance Act 2005 will be undertaken as described in this policy.

Intermittent surveillance of computer usage will be undertaken on an ongoing basis.

The system Administrator, or other appointed management personnel, will, on a periodic basis, review computer records to assess compliance with the Computer System Usage policies. The review will include inspection of server records including but not limited to internet access history and email mailboxes.

In addition to the periodic surveillance, the System Administrator may also undertake such surveillance if prompted to do so as a result of a complaint about a user's computer system usage activities or if casual observation indicates that the user may not be complying with the Computer System Usage policy.

Whilst undertaking surveillance the System Administrator or other appointed management personnel will not view any email messages notated as 'Personal' in accordance with the 'Personal Use' policy. However the number and size of personal messages may be noted. Messages with no subject line, or messages not notated as 'personal' may be viewed during the course of surveillance which will not represent a breach of the surveillance obligations by the person undertaking the surveillance.

The System Administrator or other appointed management personnel will not disclose the content of any email messages observed in the surveillance process, whether intentionally or accidentally, unless;

- such messages represent a breach of the Computer System Usage policies;
- such messages indicate illegal activities;
- such messages are required to be produced by authorised law enforcement agencies; or
- disclosure of such messages may be necessary to avert an imminent threat of serious violence to persons or of substantial damage to property.
- covert surveillance of any type will not be undertaken without the appropriate authorisation from a covert surveillance authority.

Social Media

Workers who participate in online communication deemed not to be in the best interest of CBC Facilities Maintenance will be subject to disciplinary action under CBC Facilities Maintenance human resources policy and procedures. The PCBU will remove, or request the worker to permanently remove, any material where there is a breach of this policy.

Social media is defined in this policy as all online media which allow user participation and interaction including:

- Social networking sites e.g. Facebook, MySpace
- Forums and discussion groups e.g. Yahoo!
- Video and photo sharing web sites, e.g. YouTube
- Blogs and blogging platforms e.g. WordPress
- Micro-blogging and activity stream sites e.g. Twitter
- Online encyclopedias and dictionaries e.g. Encyclopedia.com
- Any other web sites that allow individual users or companies to use simple publishing tools.

Workers conducting communications from the workplace, on behalf of the PCBU, as a representative of CBC Facilities Maintenance or as a worker through social media **must not:**

- Use CBC Facilities Maintenance computers, mobile phones or other electronic communications devices for personal use during work hours, unless prior approval is given in writing by their supervisor, including details of private usage provisions
- Access illegal, inappropriate, or offensive material on the Internet via a web browser or other software tool
- Comment in detail on the activities of CBC Facilities Maintenance apart from providing factual information that is on public record, unless workers have authority to do so
- Must not commit CBC Facilities Maintenance to any product, service, action or initiative without appropriate authority
- Must not disclose company specific information unless authorised to do so or unless it is already in the public domain.

Workers conducting communications from the workplace, on behalf of the PCBU, as a representative of CBC Facilities Maintenance or as a worker through social media **must**:

- Read, understand, and comply with this policy
- Have approval from the relevant supervisor to use social media as a representative of CBC Facilities Maintenance
- Ensure all social media activities are in accordance with CBC Facilities Maintenance policies and procedures. These include:
 - Maintaining confidential information as required by CBC Facilities Maintenance and relevant regulatory authorities
 - Dealing appropriately and efficiently with information
 - Delivering service, effectively, fairly, impartially and courteously to customers / clients of CBC Facilities Maintenance
 - Making proper use of CBC Facilities Maintenance resources
 - Behaving with respect and courtesy
 - Behaving without bullying or harassment
 - Being sensitive to the cultural diversity of the general public
 - Taking reasonable steps to avoid any conflict of interest
 - Upholding the reputation and values of CBC Facilities Maintenance
- Notify their supervisor immediately after accessing inappropriate material if information of this nature is accessed without intention (by accident), and in consultation with their supervisor, the worker must take steps to prevent further access to that same material, or material of a similar nature
- Avoid writing or distributing any statement that could bring CBC Facilities Maintenance into disrepute and/or cause damage to the company's reputation
- Be non-political, impartial and professional when using social media and avoid any statements or images that could be interpreted as inappropriate for an CBC Facilities Maintenance worker
- Investigate and be aware of any copyright or intellectual property attached to content they wish to use
- Be aware of laws covering libel, defamation, privacy and the protection of intellectual property
- Cite, notate or otherwise acknowledge sources of content when applicable and when they are known.

Inappropriate use of social media includes, but is not limited to:

- Conducting private business using CBC Facilities Maintenance resources, whether conducted during or after work hours
- Attempting to gain unauthorised access to the computing resources or systems of other organisations
- Disruption to or theft of CBC Facilities Maintenance data, records, products or services
- Using discriminatory, defamatory, abusive or otherwise offensive or objectionable language in content
- Accessing, downloading or transmitting any material deemed to be illegal under (insert your State here) or Australian Commonwealth law
- Accessing, downloading or transmitting any kind of sexually explicit material, violent images or graphic images (such as injured or deceased persons)

- Accessing, downloading or transmitting information on weapons, explosives and other tools of violence or terrorism
- Accessing, downloading or transmitting hate speeches, overt racism, discrimination or vilification of any ethnic group or sexual orientation or religion
- Breaching the privacy of any person
- Using CBC Facilities Maintenance resources for personal political, financial purposes
- Using CBC Facilities Maintenance resources for industrial campaigns.



Ermond Morelli

Director

27/06/2020



Confidentiality & Privacy Policy

You agree to respect the confidentiality and privacy of information and documents to which you have access in the course of or arising from your employment with us or our related entities.

You must not, during your employment or after the termination of your employment, directly or indirectly use or disclose (or attempt to use or disclose) any confidential or private information for any unauthorised purpose, including any benefit to you or any other persons.

You must ensure the secure custody of confidential and private information in your control or possession, and use your best endeavours to prevent the use or disclosure of confidential and private information by any person.

These restrictions do not apply to:

- information that is used or disclosed in the proper course of performing your duties for us;
- information that is used or disclosed with our prior consent;
- information that is required by law to be disclosed; or
- information that is in the public domain, other than through your breach of this agreement

If you are uncertain about whether information is confidential or private information, you must immediately ask your manager. Until you receive an answer, you must treat that information as confidential and private information.

Confidential and private information includes (but is not limited to) our trade secrets, policies, systems and protocols; information about the business and our affairs such as pricing information, marketing or strategic plans, commercial and business plans, financial information and data, and operational information and methods; information about our clients and customers, client lists, customer lists, business cards and diaries, calendars or schedulers; and all other information obtained from us or obtained in the course of your employment, that is by its nature confidential.

You must not make any comments about the company which would be likely to spread to the public or give the impression that you are making an official company comment.

This includes:

- public speaking engagements
- making comments on radio and television
- giving opinions in letters, newspapers, journals or notices



Ermond Morelli

Director

27/06/2020



Sustainability Policy

At CBC, our vision is to deliver a world-class facilities maintenance experience and foster the growth of facilities maintenance for the benefit of our clients. In doing this we are committed to delivering responsible growth that balances social and environmental needs with corporate objectives.

We recognise that a responsible approach can generate value for both our business and our stakeholders and is vital to our long-term success. As such, we are committed to making sustainability central to our business strategy and underpinning everything we do.

Our objectives are to:

- be responsive to our clients and staff needs
- be a good neighbour to the communities in which we operate
- deliver sustainable growth in line with demand for facilities maintenance services
- ensure the safety of employees
- be an employer of choice, attracting and retaining the right people to realise our vision
- integrate sustainability principles into our planning, design, construction, service delivery and procurement processes
- actively respond to climate change
- proactively work to reduce our environmental footprint

In meeting our vision and sustainability objectives we will:

- engage with our stakeholders on an ongoing basis to ensure we continue to focus our attention on managing those sustainability issues that are of most importance
- set meaningful objectives, goals and targets and measure and report our progress against these
- communicate our sustainability performance in a transparent manner to our stakeholders
- identify opportunities to work collaboratively with our stakeholders, in particular our business partners and the community to achieve sustainable outcomes
- ensure our people have the necessary skills and knowledge to embed sustainability principles into business practices
- benchmark our performance against industry standards and practices to identify ways to continuously improve



Ermond Morelli

Director

27/06/2020



Motor Vehicle Policy

The purpose of this policy is to set out specific procedures in relation to the use of motor vehicles and/or fuel cards in relation to use for work related and private purposes. The company provides motor vehicles and fuel cards to employees within the ordinary course of employment where it is deemed to be in the interest of the company. The provision of motor vehicles and/or fuel cards is at the discretion of Management. Motor vehicles and fuel cards shall be used by employees primarily to discharge their employment obligations as directed by the company. Private use of motor vehicles and/or fuel cards by employees will be secondary.

Policy

Approved Drivers

All drivers of CBC vehicles must be approved by Management and must be fully licensed to drive the classification of the vehicle.

People who are not approved by Management or who are unlicensed or who have a learners or provisional licence are not permitted to drive CBC vehicles.

All employees must provide Management with a copy of their current driver's licence.

The responsibility for holding and maintaining a current driver's licence is the responsibility of the approved driver. Should there be a change in status of the driver's licence, the employee must notify their Manager immediately. The employee should not drive the company vehicle whilst having a cancelled licence.

During periods of licence suspension or extended leave the company reserves the right to recall the vehicle and/or company fuel card.

Traffic regulations and bylaws must be observed at all times. CBC vehicles must be driven according to the road conditions and within speed limits at all times.

All approved drivers prior to being issued a CBC vehicle will need to complete a driver's declaration.

CBC vehicles shall not be used under the following circumstances:

- a) For any unlawful purpose
- b) Whilst it is in an unsafe or defective condition
- c) For any purpose in the pursuit of a private commercial nature, i.e. personal business venture
- d) To compete in any race, speed test, car rally, competition, beach or sand dune travel, nor shall the vehicle be used in any manner which may contravene the vehicle manufactures' warranty.

It is the responsibility of any approved driver of a CBC vehicle to satisfy themselves that they are fully aware of the functional operation of the vehicle before they move/drive the vehicle. For their reference, the operator's manual is in the glove compartment.

Care of CBC Vehicles

All vehicles must be locked and secured whilst left unattended at all times.

Smoking is not permitted in any CBC vehicle by any driver or passenger.

The approved driver is expected to keep the inside and outside of the CBC vehicle clean and presentable at all times, at their own expense.

No alterations, additions or modifications are to be made to the vehicle without approval from Management.

CBC vehicles must remain free from defects, including scratches and dents to the body and damage to the upholstery. It is the responsibility of the employee to notify Management of any vehicle defects.

Employees assigned a CBC vehicle are responsible for the basic day to day maintenance in accordance with the vehicle handbook, including, as a minimum:

- Petrol;
- Engine oil;
- Engine cooler in radiator;
- Washer fluids; &
- Tyre air pressure.

Further to this the employee is responsible for ensuring scheduled/log book servicing requirements for the CBC vehicle are maintained. The approval of Management must be obtained before any servicing is carried out.

CBC vehicles must not be driven when they are not roadworthy or in a mechanical condition that is likely to cause damage to the vehicle, or place the driver safety at jeopardy. Employees responsible for vehicles are to report immediately to Management any repairs that need to be carried out. The approval of Management must be obtained before any repairs or maintenance is conducted.

Fuel Cards

Company fuel cards are to be used for the purchase of petrol and oil (between servicing) for the nominated vehicle only.

Where a fuel card is lost or stolen it must be reported to Management as soon as possible so that the company can cancel the fuel card immediately.

Company fuel cards are not to be utilised for long distance personal trips, employees would be responsible for their own petrol and oil in these circumstances.

Unauthorised use of petrol charge cards is considered to be stealing from the company and may result in disciplinary action, including termination.

Vehicle Monitoring System

Some of CBC vehicles are fitted with a VMS as a result contractual obligations (this may also include some employees who receive a paid car allowance). Other CBC vehicles maybe fitted with a VMS to assist with completing project works. Any vehicle fitted with a VMS the driver will be made aware.

The purpose of a VMS system will assist with ease of scheduling works and ensuring that safe operation of CBC vehicles and drivers.

Uncovered Loads

There are heavy penalties for not correctly covering loads in NSW.

Loads must be covered to secure and contain all materials within the vehicle and trailer. Fines apply for uncovered loads.

Insurance

CBC vehicles are insured for loss or accidental damage. Property carried in the vehicle is not insured by the company.

If an employee is found to be operating the vehicle illegally, the insurance policy is voided and the employee will bear sole responsibility for paying for any damage to the CBC vehicle, other vehicles, people or property.

Fines & Accidents

Under no circumstances will CBC be liable to pay any fine or costs incurred by the driver of a CBC vehicle if that person infringes against Road Traffic Regulations in any state or territory of Australia, the Local Laws of any Local Government with respect to parking restrictions, road tolls, or any other regulation that relates to the use of vehicles.

The responsibility for payment of a fine or other costs resides with the offender. It is the responsibility of the employee to nominate the driver of the vehicle at the time and date of the offence.

The driver of the vehicle who has either knowledge of or formal notice of an offence must immediately notify Management.

The employee is responsible for any vehicle that is involved or suspected of being involved in any accident is to notify Management immediately. They must also complete an Incident Notification and Investigation form and provide the completed forms to Management.

Where the employee is involved in accident while operating the vehicle for personal use, the employee will be responsible for a \$300 payment which will contribute to the insurance premium. This payment may necessitate the deduction of monies from wages.

Where the employee is negligent, the employee will be responsible for the full payment of the insurance excess, which may necessitate the deduction of monies from wages. Further to this the employee may be subject to disciplinary action, including termination.

Where the employee is involved in accident while operating the vehicle, the employee will be subject to an instant drug test and alcohol breath test.

Alcohol or Drugs

A CBC vehicle is not to be used by any driver who is affected by alcohol or drugs (including prescription medication which may impair the driver).

The employee will pay for any damage to the CBC vehicle, other vehicles, people or property as a result where the employee is the driver of a CBC vehicle and the employee is found to be affected by alcohol or drugs.

An employee, who is found to have driven under the influence of drugs or alcohol, will be subject to having their position reviewed within CBC, pending investigation. disciplinary action, which may include termination.



Ermond Morelli

Director

27/06/2020



Asset Management Policy

This policy seeks to outline the guidelines and practices that govern decisions on asset management at CBC Facilities Maintenance Pty Ltd to ensure CBC accomplishes its mission of providing high-quality products in a sustainable and safe environment.

This asset management policy applies to all assets owned by CBC. This policy applies to all employees, contractors and consultants at CBC. Where operations are supported by these assets, we will work collaboratively with the asset owners and promote the principles outlined in this policy.

In managing the assets belonging to CBC we are committed to:

- Management of the integrity of the assets by application of a cost-effective long-term maintenance strategy supported by an asset condition and performance prediction model;
- Development and implementation of a management systems sufficient to demonstrate that the Assets are being managed within the defined performance criteria;
- Identification, programming, prioritisation and delivery of works to achieve the specified performance criteria;
- Maintaining, rehabilitation and renewal of the Assets;
- Management of risks (real or potential) across the lifecycle of the Assets, including the potential impacts from critical failure;
- the criticality of assets to successful outcomes or Level of Service requirements;
- Quality level of service;
- Meeting contractual requirements;
- Setting objectives aligning with client and other stakeholders' requirements;
- Providing a framework for the continual improvement of the asset management system.

The Group Facilities Manager has been appointed as the Management Representative for the purposes of the Asset Management System. The Management Representative has the full support to establish, implement and maintain the asset management system in accordance with this policy, ISO 55001:2014 and other applicable regulations, standards and guidance.



Ermond Morelli

Director

18/06/2020



Conflict of Interest Policy

CBC's policy on conflicts of interest dictates that all staff and subcontractors are to declare all potential, perceived and actual conflicts of interest, which must be recorded within the appropriate conflict of interest register.

The following strategy is applied to manage and prevent conflicts of interest;

Employees should avoid any conflict arising between their personal interests (or the interests of any other related person or body) and their duties to the organisation, and, must not take advantage of their position in the organisation to gain, directly or indirectly, a personal benefit, or a benefit for any associated person.

The personal interests of employees, and those of associated persons, must not be allowed to take precedence over those of the organisation generally.

Employees should seek to avoid conflicts of interest wherever possible. Full and prior disclosure of any conflict, or potential conflict, or the appearance of potential conflict, must be made to the organisation. Once the conflict has been declared to the organisation, the organisation must decide whether the employee should:

Restrict	Restrictions are imposed to reduce involvement in the matter
Recruit	Recruitment of a disinterested third party to oversee part or all of the matter
Remove	Complete removal of personnel from the matter causing conflict
Relinquish	Relinquishment of interests that are creating conflicts



Ermond Morelli

Director

18/06/2020



Policy brief & purpose

Our Employee Code of Conduct company policy outlines our expectations regarding employees' behaviour towards their colleagues, supervisors and overall organization. We promote freedom of expression and open communication. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment.

Scope

This policy applies to all our employees regardless of employment agreement or rank.

Policy elements

What are the components of an Employee Code of Conduct Policy?

Company employees are bound by their contract to follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below:

Compliance with law

All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

Respect in the workplace

All employees should respect their colleagues. We won't allow any kind of discriminatory behaviour, harassment or victimization. Employees should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal.

Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care.

Employees:

- Shouldn't misuse company equipment or use it frivolously.
- Should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (information, reports etc.) Employees should use them only to complete their job duties

Employees should protect company facilities and other material property (e.g. company cars) from damage and vandalism, whenever possible.

Professionalism

All employees must show integrity and professionalism in the workplace:

Personal appearance

All employees must follow our dress code and personal appearance guidelines.

Corruption

We discourage employees from accepting gifts from clients or partners. We prohibit briberies for the benefit of any external or internal party.

Job duties and authority

All employees should fulfill their job duties with integrity and respect toward customers, stakeholders and the community. Supervisors and managers mustn't abuse their authority. We expect them to

Employee Code of Conduct Policy

delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

We encourage mentoring throughout our company.

Absenteeism and tardiness

Employees should follow their schedules. We can make exceptions for occasions that prevent employees from following standard working hours or days. But, generally, we expect employees to be punctual when coming to and leaving from work.

Conflict of interest

We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Communication

All employees must be open for communication with their colleagues, supervisors or team members.

Benefits

We expect employees to not abuse their employment benefits. This can refer to time off, insurance, facilities, subscriptions or other benefits our company offers.

Policies

All employees should read and follow our company policies. If they have any questions, they should ask their managers or Human Resources (HR) department.

Disciplinary actions

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- Demotion.
- Reprimand.
- Suspension or termination for more serious offenses.
- Detraction of benefits for a definite or indefinite time.

We may take legal action in cases of corruption, theft, embezzlement or other unlawful behavior.



Ermond Morelli

Director

27/06/2020



This document is based on the Fair Work Act 2009 and National Employment Standards

Advising of Pregnancy

- CBC encourages employees to inform their manager of their pregnancy as soon as possible. However, we respect that an employee may not wish to advise us of her pregnancy earlier than the minimum notice period.
- We also respect an employee's wishes regarding when it is appropriate to tell colleagues about the pregnancy and will not make announcements until agreement is given.
- Where it is necessary to make workplace adjustments due to the pregnancy the employee recognises that at this time it will be necessary to advise other staff. This will be handled sensitively.

Harassment while Pregnant

- CBC is committed to ensuring the safety employees and considers harassment, bullying and discrimination to be unacceptable behaviour in all circumstances including due to pregnancy or pregnancy related issues.

Safety at Work

- CBC understands pregnancy to be a healthy and normal process but recognises that women have different experiences.
- When an employee notifies her manager that she is pregnant, the manager will ask the employee to let them know if they experience any changes to their work capacity during the pregnancy. The employee and her manager will then discuss what is needed to keep the employee safe at work and adjustments will be made accordingly where possible.
- Options to reduce hours, change of duties, light duties, rotated tasks, provision of a chair and provision of additional breaks are common ways to ensure safety at work, and will be considered on a case-by-case basis.

Transfer to a safe job

- If it is not safe (due to illness, risks or hazards) for a pregnant employee to continue in her usual position, she can be temporarily transferred to a 'safe job' with no change to terms and conditions.
The employee needs to provide CBC with reasonable evidence that she is unfit for her normal work but is fit for the planned alternative role / duties. CBC may insist on a medical certificate.
- If CBC can't transfer the employee to a safe job, she may take (or be required by CBC to take) Personal Leave for the time stated in the medical certificate or until return from Parental Leave. The leave will be paid where that employee has sufficient leave balances.
- An employee may be required to commence unpaid Parental leave (instead of paid Personal leave) if she does not provide a medical certificate within seven days or if the medical certificate states she is not fit for any work.

Working until birth

- A pregnant employee may work until the expected date of birth of her child.
- If she wishes to continue working in the last six weeks of her pregnancy, she may be requested to provide a medical certificate within seven days confirming she is fit to work.
- If the medical certificate indicates the employee is not fit for work, she may be required to start parental leave or take a period of unpaid leave as soon as practicable.

Return to work

- The employee will advise of their planned return to work date. Where no advice is received this will be assumed to be 12 months.
- An employee must provide four weeks' notice if they want to extend their leave beyond the return date that was initially advised (but within the 12 months); or to return to work earlier than originally advised.
- If the employee has agreed to contact during leave, then 8 weeks prior to the end of the leave period, the manager should confirm the employee's intention to return on the agreed date. The employee also may want to discuss any requests for flexible work arrangements at this time.
- The employee on parental leave has the right to return to the job they held prior to going on leave.
- If an employee was placed in a safe work position prior to leave, the employee is entitled to return to the position they held immediately before the safe work position.

Flexible working arrangements

- Examples of flexible working arrangements include changes to:
 - Hours of work (eg. Returning part time, changes to start and finish times.)
 - Patterns of work (eg. Split shifts or job sharing.)
 - Locations of work (eg. Working from home.)
- An employee should submit any flexible working requests in writing to your manager a minimum of 8 weeks before their return date.
- CBC will provide a written response within 21 days which will outline whether the request is approved or refused.
- CBC can refuse a request on reasonable business grounds.

Redundant Roles

- If at any time CBC recognises that a pre-parental leave position may no longer exist, CBC will follow its redeployment and redundancy procedures.
- Employees affected by potential redundancies will be advised and consulted about the options, including when they are on parental leave.
- Consultations are aimed at determining if suitable alternative positions are available or whether redundancy may be applicable.
- Where alternative roles exist the employee will be given the position that is nearest in status and role to the position they held prior to going on leave. Remuneration levels will be maintained.
- Redundancy does not apply if the role held prior to parental leave is still to be undertaken by another staff member.

Breastfeeding at work

- CBC aims to understand and support mothers in the workplace, including accommodating breastfeeding as much as possible e.g. providing a private space.
- An employee should discuss her needs with her manager and CBC will endeavour to make a private space available or other arrangement made by agreement. Depending on the employee's duties this may include cover while she is away from her work environment.

Temporary Relief staff or transfers

- Parental leave positions may be filled during the absence by either: internal staff transfers where the staff agree; hiring a fixed contract employee; or by absorbing the work and hours across other staff eg part time staff working extra hours by agreement.
- An employee placed in the Parental Leave role must be advised in writing before accepting the role / transfer that it is temporary and that with 4 weeks notice the employee may request an early return to work. This means they would return to their previous role or their employment terminated if applicable.
- An employee temporarily filling a Parental Leave role will not automatically be given the role if the employee resigns or accepts an alternative position. Standard company recruitment actions must occur.

Notice requirements when taking Parental Leave

An employee is not entitled to take unpaid parental leave unless they:

- Inform CBC of their intention to take unpaid parental leave by giving at least 10 weeks written notice (unless it is not possible to do so)
- Specify the intended start and end dates of the leave.
- At least four weeks before the intended start of leave date: Confirm the start and end dates or advise CBC of any changes to the dates.



Ermond Morelli

Director

27/06/2020



Modern Slavery and Ethical Purchasing Policy

CBC Facilities Maintenance recognises the importance of protecting human rights and is committed to protecting the rights of all people including its employees, the communities in which the Company operate, those who may be impacted by its activities, its customers and those within its supply chains. This document applies to all CBC employees and sub-contractors and must be adhered to at all time.

CBC's management of modern slavery risks fall within its overall approach to protecting human rights. The foundation documents for the human right protection are the Company's Code of Conduct and Equal Opportunities and Diversity Policy. These documents outline CBC's approach to establishing the essential standards of personal and corporate conduct and the behaviour expected of everyone who works for or with CBC including directors, employees, contractors and suppliers.

Our commitment is to respect and support human rights by:

- Applying with applicable legislation that supports human rights wherever we operate.
- Adhering to the 12 anti-slavery principles outlined below:

Forced or involuntary labour	Contracts of employment
Workplace equality	Freedom of movement and personal freedom
Recruitment fees	Health and Safety
Wages and Benefits	Grievance and Procedure
Document retention	Humane treatment
Working Hours	Private employment and labour recruiters

- Providing a fair, safe and healthy working environment for our employees that is free from unlawful discrimination, harassment, bullying or victimisation.
- Acting ethically and with integrity and transparency in all of its business dealings
- Establishing processes ensuring modern slavery and human trafficking are eliminated within our operations
- CBC will undertake education and awareness for all personnel who have the capacity to undertake purchasing
- CBC will monitor compliance against CBC Code of Practice and relevant legislation
- Not tolerating or supporting use of child labour, forced or compulsory labour in our operations.
- Being an inclusive employer, promoting and valuing diversity within our workforce, among our customers, suppliers and in the communities we operate.

What we expect of all employees, contractors or anyone working on behalf of CBC:

- Consider the human rights implications of their actions and decisions
- Report any human rights concerns and complaints to Human resources department



Ermond Morelli

Director

27/06/2020



Whistleblower Policy

CBC Facilities Maintenance is committed to upholding the highest standards of conduct and ethical behaviour in all its business and professional dealings.

Purpose

The objective of this policy is to encourage the reporting of any instances of suspected unethical, illegal, fraudulent or undesirable conduct involving CBC businesses and to provide protection and measures for those who make a report that they may do so with confidence that they will be protected and supported.

Policy Application

This policy applies to all Directors and personnel including, managers, staff, contractors, consultants and it extends to clients or suppliers of CBC Facilities Maintenance.

Policy

CBC is committed to supporting a culture of honest and ethical behaviour, corporate compliance and good corporate governance.

A report can be made under this policy if there are reasonable grounds to suspect that a CBC director, officer, employee, contractor, supplier, tenderer or other person who has business dealings with CBC has engaged in improper conduct (Including but not limited to those listed at appendix 2).

CBC encourages the reporting of any instances of suspected improper conduct involving CBC and provides protections and measures so that those persons who make a report may do so confidentially and without fear of intimidation, disadvantage, or reprisal.

Excluded Disclosures – A personal work-related grievance is excluded from the meaning of a disclosure. Such matters are to be dealt with separately in accordance with CBC policies.

If the substance of any improper conduct means a Disclosure may not be protected by the Law, CBC reserves its right to investigate any Disclosure in any event, depending on the specific circumstances.

Reporting a Disclosure

Internally: (Current or former Directors, employees or contractors)
Internal Whistleblowers are encouraged to report concerns to their supervisor or supervisors' manager to seek an immediate response. Where the internal Whistleblower believes this is not appropriate, then an alternative reporting mechanism is available.

Externally: (Clients & suppliers that have a relationship with CBC)
External Whistleblowers who are reluctant to report to their direct line manager with concerns of retaliation can report their concerns to a higher level of management than the person in CBC that they ordinarily deal with. Where the external Whistleblower believes this is not appropriate, then an alternative reporting mechanism is available.

Alternative Reporting:

Whistleblowers can use alternative reporting when it is:

- Considered inappropriate to the circumstances to use the normal channels
- They have notified their direct manager, but it was not dealt with.
- They are concerned about possible retaliation.

In any of these circumstances, a Whistleblower may provide the report of wrongdoing directly to:

- Senior Management.
- A person or entity who is eligible to receive the disclosure under the Corporations Act 2001. (as listed at appendix 1).

Whistleblower Policy

While you must make your disclosure to any of the people listed, you can raise your concerns anonymously. Please note anonymous reports are accepted but they may have significant limitations that may inhibit a proper and appropriate investigation.

If making a Disclosure to any of the above recipients causes any concern, you can contact the HR Manager for further guidance.

A person must have reasonable grounds to make the disclosure as soon as possible, and as detailed as possible, providing dates, locations, full names, and any relevant documents. All disclosures must be made in writing and cannot be made verbally, all information provided will be treated confidentially and sensitively.

When a person makes a disclosure:

- Their identity must remain confidential and the identity (or any information which would be likely to identify the person) will only be shared if they give their consent to share that information or the disclosure is allowed or required by law (for example, disclosure to a lawyer to get legal advice relating to the law on whistleblowing).
- They will be protected from reprisal, discrimination, harassment, or victimisation for making the disclosure.
- An independent internal inquiry or investigation will be conducted.
- Issues identified from the inquiry/investigation will be resolved and/or rectified.
- Any retaliation for having made the disclosure will be treated as a serious wrongdoing under this policy.

Managing a Disclosure

CBC, upon receiving a Disclosure, will assess a range of factors at the earliest opportunity to include:

- The seriousness, complexity and urgency of the Improper Conduct.
- The need for discretion, privacy obligations or confidentiality.
- Whether the police or another external regulator needs to be advised of the improper conduct.
- Whether CBC will hire a private investigator to conduct further inquiries regarding the factual background to any improper conduct.

If improper conduct is found to be established, CBC will decide whether any disciplinary action, where appropriate, needs to be taken against any current employee.

CBC may be unable to inform the person who made the disclosure as to what further steps or outcomes may arise following the making of the disclosure. This might be for any number of reasons including preserving the confidentiality, privacy and identity of others, and not inadvertently alerting anybody to a possible investigation.

Protection and Confidentiality

This policy does not prevent any person from seeking their own independent legal advice at any time whether prior to, upon or after making a Disclosure.

CBC cannot recommend or advise who a person may wish to receive legal advice from.

Whistleblower protections under the Corporations Act

The law accords a person who has made a disclosure certain protection:

- Immunity from any civil, criminal, or administrative legal action (including disciplinary action) for making a disclosure.
- A disclosure may be inadmissible in certain legal proceedings.
- Protection from anyone who causes or threatens to cause detriment in the belief or suspicion that a disclosure has been made or may have been made or propose to or could be made.

Whistleblower Policy

- Protection from the disclosure of their identity or information that may identify the person who has made the disclosure other than in limited circumstances permitted by the law.

This is not an exhaustive statement of the law. The law may change from time to time without prior notice.

Not all disclosures or serious wrongdoing are protected by law. A brief summary of legal protection is at Appendix 1.

In respect of current employees who make a disclosure CBC will:

- Not disclose a current employee's identity to any other person or organisation other than as permitted or required by law.
- Protect a current employee from any form of victimisation, harassment or retaliation in the workplace arising from making the disclosure
- Collect, use, store transfer a current employee's personal information in accordance with applicable privacy legislation.

Appendix 1 – Legal Protection

Part 9. 4AAA of the Corporations Act 2001 (as amended)	
Essential Element	Description
Reportable conduct	A report is made about serious breach of the corporation's laws or other reportable conduct such as information concerning misconduct or an improper situation or circumstances by the company or by an officer or employee of the company.
Reasonable grounds for suspecting	The person making the report has reasonable grounds for suspecting the reportable conduct
Person making the disclosure	The person is or has been: <ul style="list-style-type: none"> • An employee of CBC. • An officer of CBC. • A supplier (including their employees) who provides or has provided services or goods to CBC. • An associate of CBC. • A relative of an individual referred to any of the above.
Person receiving the disclosure	The person receiving the report one of either: <ul style="list-style-type: none"> • Senior Management of CBC. • An auditor or a member of the audit team. • A lawyer. • ASIC or APRA.

Whistleblower Policy

Appendix 2

Definitions	
Whistleblowing	A disclosure by or for a witness of actual or suspected wrongdoing.
Whistleblower	A person who reports wrongdoing in accordance with this policy.
Wrongdoing/Improper conduct	Conduct that includes but is not limited to: <ul style="list-style-type: none">• Breaches legislation, regulations or local government by-laws or is otherwise illegal (including whistleblower laws, corporations' law, theft, drug sale/use, violence or threatened violence or criminal damage against property.• Is an offence against any other law of the Commonwealth that is punishable by imprisonment for a period of 12 months or more.• Is corrupt or is an abuse of public interest or position as a public official• Is dishonest or fraudulent.• Perverts the course of justice.• Unreasonably endangers health and safety or the environment.• Is maladministration (e.g. Unjust, based on improper motives, is unreasonable, oppressive or negligent)• Is serious or substantial waste (including public money or public property).• Is gross mismanagement or repeated breaches of administrative procedures.• Has financial or non-financial loss detrimental to the interests of CBC.• Is an unethical breach of the code of conduct.



Ermond Morelli

Director

16/09/2020

Flexible Work Practices Policy

Flexible Work Practices is one of the methods that CBC Facilities Maintenance (CBC) uses to assist its workers, where possible, to have a balanced work life environment. An employee may need to re-arrange their working day(s)/hours to accommodate personal needs.

CBC is committed to providing flexible work practices that assist employees to better manage changes of their work and/or personal lives. CBC's Flexible Work Practices Policy covers all CBC employees.

The purpose of this policy is to set out the guidelines and requirements for an employee and CBC, to consider any reasonable request by an employee to re-arrange their work practices.

Managers and employees are encouraged to use flexible work practices that deliver benefits to the employee and CBC.

Flexible work can include, but not limited to the following:

- Part-time work
- Parental leave beyond stator requirements
- Compressed working weeks/ hours
- Job sharing
- Flexible career management

There are various benefits for both employee and CBC which may be evident from the implementation of flexible work practices, some of these benefits include:

- The ability for workers to participate in the workforce
- Improved work-life balance
- Greater opportunities for success at work
- Improved productivity
- Ability to attract quality employees
- Retention of high performing and experienced employees
- Improved health and wellbeing
- Greater workforce diversity

The implementation of flexible work practices can involve changes to work patterns that:

- Enable the employee to achieve a manageable balance between their work and personal responsibilities
- Achieve a more efficient and effective use of CBC's overall resources
- Improve the delivery of services

Flexible arrangements can be temporary or permanent. The suitability of flexible work practices will depend on:

- The employee's particular needs/circumstances
- The employment conditions
- Business requirements

Where a flexible practice is impacted by an award or other relevant legislation the, Human Resources Manager must be consulted before and during the development of a flexible work arrangement.

An employee can initiate discussions regarding a flexible working arrangement. Participation in the arrangement must be based on the genuine and mutual agreement of all relevant parties.

The request for flexible arrangements must then be provided to the Manager in writing. The Manager will respond in writing to the employee's request within 21 days.

The Manager must ensure the flexible arrangement not only meets the needs of the employee, but also CBC.

The Manager must ensure that appropriate advice is obtained from the Human Resources Manager before rejecting a flexible work arrangement, particularly where allegations of unlawful discrimination

Flexible Work Practices Policy

are possible. The Manager and employee must document and sign the specific conditions of the agreed flexible working arrangement before implementation.

Delegation

CBC Senior Management approval must be sought to make the following arrangements:

- Convert a permanent full-time position to permanent part-time
- Approves part-time arrangements on a permanent or temporary basis
- Job share arrangements
- Implementation of flexible work arrangement practices

Changes to Policies

CBC may change or add to this policy from time to time in its sole and absolute discretion.



Ermond Morelli
Director

16/09/2020

