
POLICY MANUAL

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 1
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Issue Date: 4.10.19	Revision Date: 1.10.20	

TABLE OF CONTENTS

CODE OF CONDUCT	3
ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY	6
VEHICLE	8
EMPLOYER PROPERTY	10
SOCIAL MEDIA	12
DRESS CODE	16
CONTRACTOR MANAGEMENT	18
PERSONAL & COMPANY MOBILE PHONE USE	19
INTERNET & EMAIL USE	20
PERSONAL GRIEVANCE	21
EMPLOYEE DISCIPLINARY	25
LEGISLATIVE CHANGES	26
WHS MANAGEMENT SYSTEMS REVIEW	27
OBJECTIVES & TARGETS	28
WORKPLACE BULLYING	29
PRIVACY – COMPANY	36
PRIVACY – WORKER	37
RECORDS & DOCUMENT MANAGEMENT	38
SMOKE FREE WORKPLACE	39
SUN SAFETY	40
FRAUD & CORRUPTION CONTROL	41
SOCIAL ACCOUNTABILITY	49
LEAVE POLICY	50
 WORKER AGREEMENT	 55

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 2
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

CODE OF CONDUCT POLICY

Code of Conduct

The Code of Conduct ('Code') relates to GSI Cleaning Services Pty Ltd ('GSI') and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct, the Contract of Employment or Contract for Services.

Scope

The Code applies to all employees, agents and contractors, sub-contractors (including temporary contractors) of GSI, collectively referred to as 'workplace participants'.

The Code does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for services.

Purpose

GSI recognises the importance of a work environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from workplace participants in their dealings with customers, suppliers, clients, co-workers, management and the general public.

GSI expects all workplace participants to observe the standards set out in this Code. Compliance with this Code is expected and non-compliance may result in disciplinary action up to and including the termination of employment or contract for services.

The Code requirements

All workplace participants are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment or engagement with GSI. This Code provides an overview of GSI's fundamental business values. It is by no means exhaustive, but summarises some of GSI's most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all workplace participants.

As representatives of GSI, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the workplace participant can be perceived as representing GSI:

- a) Comply with all laws, policies, procedures, rules, regulations and contracts.
- b) Comply with all lawful and reasonable directions from GSI.
- c) Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public.
- d) Display the appropriate image of professionalism at the workplace. This may include wearing the required uniform, safety equipment or work clothes, and if a workplace participant wears their own clothes, ensuring their appearance is neat and tidy.
- e) Treat customers, clients, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- f) Promptly report any violations of law, ethical principles, policies and this Code.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 3
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- g) Maintain punctuality. If a workplace participant is late or cannot report for work, please telephone and let the supervisor know as soon as possible.
- h) Do not use work time for private gain. If a workplace participant is required to leave the work premises for personal reasons they should advise their Manager well in advance.
- i) GSI has a legitimate interest in the private activities of workplace participants where such activities may bring disrepute upon GSI in its relationships with customers, clients, suppliers, and the general public at large and may possibly call the workplace participant's fitness for continued employment or to provide services into question.
- j) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- k) Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by GSI in the interests of work health and safety.
- l) Be truthful in all dealings with persons encountered at the workplace. Workplace participants must not make false or misleading declarations during the performance of their duties or when providing services on behalf of GSI. A declaration can be considered to be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
- m) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- n) Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of GSI.
- o) Workplace participants must not abuse the advantages of their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or GSI's reputation.
- p) Respect GSI's ownership of all of its property including but not limited to funds, equipment, supplies, books, records and confidential information (however described).
- q) Maintain during their employment or engagement with GSI and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with GSI.
- r) While employed at GSI, not accept any employment with another organisation that is a supplier or competitor of GSI, or any other employment that is in conflict with your position at GSI.
- s) Not make any unauthorised statements to the media about GSI's business (requests for media statements should be referred to the Managing Director).
- t) Do not fight in the workplace.
- u) Do not use inappropriate language in the workplace.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 4
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- v) Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (eg if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace participant is taking prescription medication, they must inform their manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- w) Do not smoke during working hours unless it is during prescribed breaks and within designated areas.

Issues for managers and supervisors

Managers and supervisors should:

- a) Promote a team spirit.
- b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
- c) Avoid bias in decision making.
- d) Ensure compliance with GSI's procedures when carrying out counselling and discipline.
- e) Exercise objectivity when administering rewards or discipline.
- f) Not condone, permit, or fail to report any breaches of the Code as outlined above by workplace participants under their supervision.

Breaches of this code

A breach of this Code may lead to disciplinary action including, but not limited to, termination of employment or services.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 5
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

ANTI-DISCRIMINATION & EQUAL EMPLOYMENT OPPORTUNITY POLICY

This Code applies to all employees, agents and sub-contractors (including temporary contractors) of GSI Cleaning Services Pty Ltd ('GSI' Workers).

This policy may be changed from time to time. The policy does not form part of any contract.

Discrimination

As a general principle we should treat everyone with fairness, dignity and respect.

You are required to conduct yourself in a way that is not harassing or discriminatory to others. What this means is, you should not harass or otherwise treat someone differently or less favourably because they:

- a) come from a different background, including their race, skin colour, nationality, descent, ethnic, ethno-religious or national origin;
- b) have different religious beliefs, affiliations, convictions or activities;
- c) are male, female or otherwise do or do not identify with a particular gender or combination of genders;
- d) are married or not married or have a particular relationship status;
- e) are or are not pregnant or might be pregnant;
- f) are or are not homosexual, transsexual, bisexual or otherwise identify with a particular sexual preference/orientation;
- g) have carers' responsibilities, family responsibilities, carer or parental status or are childless;
- h) have any disability/impairment, including physical, mental and intellectual disability;
- i) breastfeed;
- j) are or are not a particular age;
- k) have or do not have particular physical features;
- l) are from a particular profession, trade, occupation or calling;
- m) have, hold or undertake particular political beliefs, opinions, affiliations, convictions or activities;
- n) are or are not a member of a trade union;
- o) have the right to take or have taken action that is legitimately associated with their trade union membership;
- p) have particular workplace rights or entitlements, including the right to make a complaint or inquiry in relation to their employment;
- q) have a medical record that is not relevant to their employment;
- r) have a criminal record that is not relevant to their employment (including spent convictions);
- s) have or do not have human immunodeficiency virus (HIV) and/or acquired immune deficiency syndrome (AIDS);

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 6
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- t) have the need to take leave for the purposes of Defence services; or
- u) past or present association (i.e. association with a Worker who has one or more of the attributes for which discrimination is prohibited).

Sexual Harassment

As a general principle we should assume that any behaviour at work (or in connection with work) that is of a sexual nature is unlikely to be conduct that is acceptable or welcome.

You are required to conduct yourself in a way that avoids conduct of a sexual nature.

Examples of sexual harassment include, but are not limited to:

- a) physical contact such as pinching, touching, grabbing, kissing or hugging;
- b) staring or leering at a Worker or at parts of their body;
- c) sexual jokes, comments or conversations about sexual matters;
- d) requests for sex or 'sexual favours';
- e) persistent requests to go out, where they are refused;
- f) displays of offensive material such as posters, screen savers, internet material etc;
- g) accessing or downloading sexually explicit material from the internet;
- h) suggestive comments about a Worker's body or appearance; or
- i) sending rude or offensive emails, attachments or text messages.

Rights and Responsibilities

Workers should be aware that they can be held legally responsible for their unlawful conduct.

Workers who aid, abet or encourage other Workers to behave in a manner contrary to the law, can also be legally liable.

Failing to Comply with this Policy

Outcomes for failing to follow this policy include counselling, warnings and in very serious cases, dismissal/termination.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 7
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

VEHICLE POLICY

Purpose

This Policy outlines the conditions and obligations of GSI Cleaning Services Pty Ltd's ('GSI') employees use of vehicles provided by GSI.

This Policy, where relevant, operates in conjunction with an employee's contract of employment.

Scope

This Policy applies to all workplace participants including employees and contractors who use GSI property. It does not form part of any employee's contract of employment or a contractor's contract for services.

Responsibility for expenses

If GSI provides an employee with a motor vehicle, the employee is entitled to use it for work-related purposes. Reasonable personal use is also permissible in accordance with GSI's instructions from time to time, and subject to the restrictions specified in this Policy.

Employees will be provided with a fuel card for exclusive use for the allocated GSI vehicle. If excessive fuel consumption charges appear on the statement for the vehicle, GSI may investigate and the employee may be required to reimburse GSI for part or all of the costs. Employees are required to retain all invoices for fuel used for the vehicle and provide the invoices to Director on a Fortnightly basis.

GSI will pay all registration, taxes, insurance premiums, running costs, maintenance, and repair expenses associated with the running of the vehicle.

Ownership of vehicle

At all times, the vehicle remains the property of GSI.

Maintaining GSI's vehicle

An employee who is provided with a vehicle must:

- a) take good care of the vehicle;
- b) ensure vehicles are used and maintained in accordance with the manufacturer's requirements and specifications. The owner's manual for each vehicle is stored in the vehicle's glove box and drivers are encouraged to familiarise themselves with the features and correct operation of each vehicle by reviewing the contents of these manuals;
- c) if required by GSI, ensure that it is properly and responsibly maintained and serviced, particularly in accordance with warranty requirements;
- d) ensure that the provisions of any insurance policy relating to the vehicle are observed;
- e) not allow the vehicle to be driven by anyone other than the employee. Written permission must be obtained from GSI for any other person to use the vehicle;
- f) not fit any accessories to the vehicle without prior written approval from GSI;
- g) pay all parking and traffic infringement penalties relating to use of the vehicle incurred by the employee and provide timely nominations to the appropriate authority for parking and traffic infringement penalties not incurred by the employee;

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 8
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- h) ensure that the vehicle is securely locked when left unattended and that any alarm system fitted to the vehicle is turned on;
- i) ensure that the vehicle is available for use by other employees when required;
- j) drive and use the vehicle only for the purpose for which it is intended;
- k) ensure that the vehicle is properly garaged when not in use;
- l) when required by law, immediately report any accidents involving the vehicle to the police;
- m) maintain a logbook as provided by GSI for all use relating to the vehicle;
- n) immediately inform GSI of any faults or damage to the vehicle; and
- o) keep the vehicle clean and in good order.

Use of vehicle while on leave

If the employee is provided with the vehicle while on authorised leave, GSI may, at its absolute discretion, allow the employee to use the vehicle subject to any conditions it may impose from time to time. For example, GSI may require the employee to refuel the vehicle at the employee's own expense whilst on authorised leave.

Safety

The employee's obligations with respect to safely using GSI's vehicle include:

- a) obeying all relevant road rules and legislation;
- b) not driving the vehicle if the employee is taking any medication that may adversely affect the employee's ability to drive or where the employee is intoxicated through alcohol consumption or illegal drug use; and
- c) ensuring that the first aid kit provided with the vehicle is kept fully stocked and that items in that kit which have a 'used by' date are replaced after that date.

If an employee is involved in any accident as a result of medications use, intoxication, unlawful drug taking, negligence or recklessness, the employee will be responsible for paying any excess on the insurance and any other amount not covered by the insurance.

Licence

Employees must maintain a current driver's licence. An employee must notify GSI immediately if their licence is suspended or cancelled. If it is a requirement of an employee's employment to drive a motor vehicle, the suspension or cancellation of the employee's licence will end the employment.

Return of vehicle

The employee must return the vehicle when the employment is terminated, or at any other time as GSI may direct.

GSI considers the provision of a motor vehicle as a significant privilege. Accordingly, GSI reserves the right to withdraw use of the motor vehicle for any employee who is in breach of this Policy. Such breach may also result in other disciplinary action, including, but not limited to, termination of employment.

Additionally, GSI may inspect the motor vehicle at any time without notice.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 9
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

EMPLOYER PROPERTY POLICY

Purpose

The purpose of this Employer Property Policy (Policy) is to outline the conditions under which property owned by GSI Cleaning Services Pty Ltd ('GSI') is provided to employees. The Policy outlines the responsibilities of employees in possession of GSI's property and the expectations of GSI with respect to the use of its property by employees.

Application of the Policy

This Policy applies to all workplace participants including employees and contractors who use GSI property. It does not form part of any employee's contract of employment or a contractor's contract for services.

Definitions

'Employer property' includes all forms of property of GSI including tangible property (such as tools and equipment), and intangible property (such as intellectual property).

Obligations of employees

To the extent that the obligation is relevant to the type of GSI property being used, each employee must:

- a) use GSI's property only for the purpose for which it was designed;
- b) take good care of GSI's property and ensure it is properly maintained and serviced as directed;
- c) ensure that GSI's property is used in accordance with any relevant operating instructions or procedures;
- d) refrain from modifying GSI's property without prior written approval from GSI;
- e) obtain prior written permission from GSI if the employee wishes to use GSI's property for non-work purposes (eg personal use);
- f) not remove employer property from GSI's premises or designated storage places without the prior permission of the relevant manager or supervisor;
- g) not deliberately damage GSI's property; and
- h) not place GSI's property in circumstances where it could be stolen or damaged.

Breach of the Policy

Any breach of the obligations expressed in this Policy may result in disciplinary action up to and including termination of employment, or termination of a contract for services.

Return of property

On termination of employment (including by resignation), or as otherwise directed at any time, an employee must return all of GSI's property immediately.

Such property must be returned in good working order and with all company information contained on such property intact.

Damage to property

If any damage occurs to any property owned by GSI as a result of:

- a) an employee's serious and wilful misconduct;
- b) criminal activity;
- c) a breach of the obligations outlined in this Policy;

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 10
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- d) the employee using the property for a non work related purpose without the consent of GSI; or
- e) circumstances not arising in the course of, or in connection with, the employees employment,

GSI may require the employee to reimburse GSI to the value of any loss or damage suffered by GSI or a third party which has been caused by the employee. This includes the retrieval of company information which has been deleted by the employee on company property.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 11
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

SOCIAL MEDIA POLICY

Social Media Policy

The Social Media Policy ('Policy') relates to GSI Cleaning Services Pty Ltd ('GSI') and, where relevant, operates in conjunction with the Internet, Email and Computer Use Policy and the Contract of Employment or contract for service.

Scope

The Policy relates to all full-time, part-time and casual employees of GSI ('GSI Employees'), as well as contractors, temporaries and subcontractors working for or on behalf of either a company or any associated companies in the GSI workplace ('GSI Contractors').

The Policy also applies to GSI Employees and GSI Contractors' participation in social media inside or outside of any GSI workplace and includes use of a Contractor's or an Employee's own device.

The Policy does not form part of any contract of employment with GSI. Nor does it form part of any contract for service with GSI.

Definitions

In this Policy:

- a) **'Blogging'** means the act of using web log or 'blog'. A blog is a frequently updated website featuring diary-style commentary, audio-visual material and links to articles on other websites.
- b) **'Confidential Information'** includes but is not limited to trade secrets of GSI; non-public information about the organisation and affairs of GSI such as: pricing information such as internal cost and pricing rates, production scheduling software, special supply information; marketing or strategy plans; exclusive supply agreements or arrangements; commercial and business plans; commission structures; contractual arrangements with third parties; tender policies and arrangements; financial information and data; sales and training materials; technical data; schematics; proposals and intentions; designs; policies and procedures documents; concepts not reduced to material form; information which is personal information for the purposes of privacy law; and all other information obtained from GSI or obtained in the course of working or providing services to GSI that is by its nature confidential.
- c) **'Computer'** includes all laptop computers and desk top computers.
- d) **'Hand Held Device'** includes all such devices which are used by GSI Employees and GSI Contractors, inside and outside working hours, in the workplace of GSI (or a related corporation of GSI) or at any other place. Such devices include, but are not limited to, mobile phones, Blackberrys, Palm Pilots, PDAs, iPhones, tablets, iPads, other handheld electronic devices, smart phones and similar products, and any other device used to access social networking sites or a social media platform.
- e) **'Intellectual Property'** means all forms of intellectual property rights throughout the world including copyright, patent, design, trade mark, trade name, and all Confidential Information and including know-how and trade secrets.
- f) **'Person'** includes any natural person, company, partnership, association, trust, business, or other organisation or entity of any description and a person's legal personal representative(s), successors, assigns or substitutes.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 12
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- g) **‘Social Networking Site’** and **‘Social Media Platform’** includes but is not limited to Facebook, My Space, Bebo, Friendster, Flickr, LinkedIn, XING, Blogger, WordPress, You Tube, Twitter, Yahoo Groups, Google Groups Whirlpool, Instant Messaging Services, Message Board, Podcasts, ‘Wikis’ (e.g. Wikipedia) and other similar sites.

Representing GSI in social media

In consideration of the type of business of GSI, any comments about or in connection with GSI made in a social media platform must be factual and consistent information with GSI's goals and objectives. This means protecting commercially sensitive information in accordance a GSI Employee's contract of employment and a GSI Contractor's contract for service.

All GSI Employees and GSI Contractors are restricted from making comments on behalf of GSI or using GSI's branding, (including the corporate logo, internal logo and registered trademarks), in any Social media platform unless otherwise authorised.

Only the following GSI representatives are authorised to speak on behalf of GSI on Social media platforms:

- Managing Director

GSI recognises that circumstances may arise in which GSI Employees and GSI Contractors make mention of GSI in social media.

Unless authorised by GSI, any comments made by GSI Employees and GSI Contractors must contain a disclaimer that they are not representing GSI and do not have authority to speak on behalf of GSI, and the views of the GSI Employee/GSI Contractor do not represent the views of GSI.

Acknowledgement

All GSI Employees and GSI Contractors acknowledge that:

- a) they are not to make comments which might reflect negatively on GSI's reputation or make deliberately false or misleading claims about GSI, or its products or services. Any recognised inaccurate comments must have all reasonable efforts made by the GSI Employee or GSI Contractor to correct the statement;
- b) they must not disclose confidential or commercially sensitive information about GSI including GSI's Confidential Information or Intellectual Property. This obligation continues after the employment or engagement ceases;
- c) they must not endorse or cite any client, partner or supplier of GSI without the explicit prior permission of the Greg Stadler;
- d) they must observe the relevant privacy, defamation and copyright laws; and
- e) they must comply with relevant discrimination laws and GSI policies that relate to discrimination and harassment.

Material posted by others

Inappropriate or disparaging content and information stored or posted by others (including non-employees) in the social media environment may also damage GSI's reputation.

If you become aware of any such material which may damage GSI or its reputation, you must immediately notify your manager and Greg Stadler on 0419 662 888.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 13
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Blogging facility social network site

The website of GSI includes Blogging and social networking facilities that only authorised GSI Employees and GSI Contractors may use.

Authorised GSI Employees and GSI Contractors are only permitted to contribute to blogs and social network entries on GSI's website in order to share information and knowledge, obtain constructive feedback, interact directly with clients, collaborate over projects and solve problems, promote GSI's organisation, and raise GSI's profile.

Standards in relation to blogs and sites operated by GSI

GSI Employees and GSI Contractors must not engage in prohibited conduct. Further:

- a) Only GSI Employees and GSI Contractors who are authorised by Greg Stadler are permitted to publish a blog or social network entry on any sites operated by GSI, and the content of any such blog or entry must first be approved by Greg Stadler before publishing.
- b) GSI Employees and GSI Contractors **must** list their name and job title and add the following disclaimer: *'The opinions expressed here are the personal opinions of the writer. Content published here does not necessarily represent the views and opinions of GSI Cleaning Services Pty Ltd.'*
- c) GSI Employees and GSI Contractors may participate in the GSI-related public communications during normal work time. However, if doing so interferes with any of the GSI Employees/GSI Contractors' normal work responsibilities, GSI reserves the right to withdraw the GSI Employees/GSI Contractors' access to the communication facilities.
- d) GSI Employees/GSI Contractors will be personally legally responsible for any content they publish and need to be aware of applicable laws.

If GSI Employees/GSI Contractors subsequently discovers a mistake in their blog or social networking entry, they are required to immediately inform Greg Stadler and then take steps authorised by Greg Stadler to correct the mistake. All alterations should indicate the date on which the alteration was made.

External social media platforms

When using external Social Media Platforms, including, but not limited to, social networks and Blogging sites, GSI Employees and GSI Contractors should not disparage or make adverse comments about GSI, any GSI Employee or any GSI Contractor. This includes where such comments are made whilst a GSI Employee or GSI Contractor is contributing to a Social Media Platform using a GSI computer and internet resources and similarly whilst using a non-GSI computer or hand held device.

GSI Employees and GSI Contractors should be aware that, in accordance with the Internet, Email and Computer Use Policy, internet usage is continuously logged and archived by GSI for monitoring purposes on an ongoing basis.

If it comes to GSI's attention that a GSI Employee or GSI Contractor has made inappropriate and/or unauthorised comments about GSI or a GSI Employee or GSI Contractor, GSI may choose to take action against such person as outlined in the Policy. Action will not be limited to contributions made on a Social Media Platform made whilst using GSI computer and internet resources but may include action taken as a consequence of inappropriate and/or unauthorised contributions made about GSI, a GSI Employee or GSI Contractor via a non-GSI computer or Hand Held Device.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 14
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

GSI employees' and GSI contractors' responsibilities

GSI Employees and GSI Contractors are personally responsible to report any inaccurate, misleading or deceptive information they encounter about GSI and its products and services to the Greg Stadler.

Warning

Apart from the potentially adverse effects a blog or social networking entry may have on GSI, inappropriate blogs on internal or external sites can also have adverse consequences for a GSI Employee or GSI Contractors in terms of future career prospects, as the material remains widely and permanently accessible to other site users.

GSI may use and disclose an Employee's or Contractor's social media posts where that use or disclosure is:

- a) for a purpose related to the employment of any employee or related to GSI's business activities; or
- b) use or disclosure to a law enforcement agency in connection with an offence; or
- c) use or disclosure in connection with legal proceedings; or
- d) use or disclosure reasonably believed to be necessary to avert an imminent threat of serious violence to any person or substantial damage to property.

While users are permitted to use GSI's computer network for limited and reasonable personal use, Employees and Contractors must be mindful that any information (personal or other) they disclose while using GSI's computer network may be used and/or disclosed as provided for in clause 0 above. An Employee or Contractor is taken to have consented to the use and disclosure of any information (personal or otherwise) that is disclosed during personal use of GSI's computer network.

Consequences of breaching the Social Media Policy

Any breach of the Policy may result in disciplinary action, including, but not limited to, issue of a warning, demotion, suspension or termination of employment (or, for GSI Contractors, the termination or non-renewal of their contract for service).

GSI contact

Any questions about this Policy should be directed to Greg Stadler 0419 662 888.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 15
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

DRESS CODE POLICY

Purpose

The purpose of this Dress Code Policy (Policy) is to describe the standard of dress and presentation expected by GSI Cleaning Services ('GSI') in the workplace.

GSI requires that all staff wear a standard of dress appropriate to the circumstances and environment in which work is performed. Importantly, attire should be neither offensive nor likely to give rise to health and safety risks in the workplace.

Application of the Policy

This Policy applies to employees and contractors (including temporary contractors) of GSI, collectively referred to in this Policy as 'workplace participants'. This Policy does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for service.

Health and safety

GSI is required to remove any reasonably foreseeable risk to workplace health and safety. If GSI considers that a particular item of clothing or jewellery constitutes a foreseeable hazard having the potential to harm health or safety, GSI may take whatever action it considers necessary to satisfactorily address the situation.

Action may include directing the workplace participant to remove the particular item of clothing or jewellery whilst in the workplace. If it is not practicable to remove the particular item, GSI may direct the workplace participant to leave the workplace. A workplace participant is required to comply with any such direction.

Acceptable attire

Acceptable attire at GSI is as follows:

- Compulsory GSI high-visibility vest (or GSI shirt if provided)
- Collared polo-shirt (long or short sleeve)
- Trousers
- Shorts (knee length or longer)
- Safety shoes suitable for wet and dry floors

Costume and garments worn to comply with religious or cultural requirements are acceptable as long as they do not pose **a foreseeable hazard having the potential to harm health or safety**. If a workplace participant is uncertain as to whether an item of clothing poses a foreseeable hazard, the workplace participant should ask his/her manager or supervisor for clarification.

Unacceptable attire

The following is a guide to attire that is unacceptable in the workplace. It is not an exhaustive list. A workplace participant that presents for work wearing unacceptable attire may be directed to go home and change before being permitted to resume work.

- Sleeveless shirts, Singlets or torn clothing
- Short short, tracksuits or gym attire
- Clothing that reveals midriff (including backless or halter neck tops)
- Any form of sandals, thongs, open toed or dilapidated footwear
- Any clothing displaying discriminatory or offensive messages

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 16
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Jewellery & Tattoos

Any item of jewellery that constitutes a foreseeable hazard having the potential to harm health or safety must not be worn in the workplace. In particular, rings and chains or any other hanging pieces that may have the potential to become entangled in machinery or equipment and therefore pose a risk to health and safety.

Tattoos of an offensive nature must be covered.

Hair

Hair should be worn in a neat and tidy fashion. If directed to do so by GSI, a workplace participant must tie back long hair in either a hair net or another similar device.

Uniform

Any staff member or Contractor supplied with a uniform is required to wear it while on duty and to take responsibility for its maintenance.

Personal Hygiene

GSI expects professional personal presentation in dress attire as well as personal hygiene. All work participants are required to attend work in a clean and hygienic manner. This includes:

- Daily showering/bathing
- Dental hygiene
- Grooming (hair brushed, men shaved if not wearing beard)
- Wearing clean clothes at the beginning of each shift
- Wearing deodorant
- Washing hands regularly (keeping nails short)

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 17
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

CONTRACTOR MANAGEMENT

All contractors, sub-contractors and employees of contractors, engaged to perform work on GSI Cleaning Services Pty Ltd ('GSI') premises or other nominated locations, are required to comply with relevant Legislation, Standards, Codes of Practice, GSI's policies, health and safety policies, procedures and programs and to maintain current public liability and workers compensation insurance.

Objective

To incorporate WHS requirements into every stage of contractor selection, approval, work processes and completion.

Policy

GSI will allocate responsibilities as follows:

- GSI Contract Managers:
 - Review WHS considerations for job
 - Review contract to ensure WHS requirements are met, including any additional controls
- GSI Site Management:
 - Induction for contractors
 - Permits to work
 - Licenses, competencies
 - Safe Work Method Statements
 - Hazard identification, risk assessments and risk controls
 - Supervision
- Contractor:
 - Evidence of WHS management system in place
 - Evidence of licenses, training and competency to perform work
 - Development and implementation of Safe Work Method Statements and hazard identification, risk assessments and risk controls
 - Compliance with above
 - Compliance with WHS legislation, site rules and participate in government inspections where required
 - Participate in site WHS/toolbox meetings and site consultative arrangements

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 18
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

PERSONAL & COMPANY MOBILE PHONE USE POLICY

Purpose of the Policy

The purpose of this Personal and Company Mobile Phone Use Policy (Policy) is to enable appropriate mobile phone/device usage while minimising distractions, accidents and frustrations that improper mobile phone use can cause in the workplace.

GSI requires that all staff comply with these expectations during working hours.

Application of the Policy

This Policy applies to employees and contractors (including temporary contractors) of GSI, collectively referred to in this Policy as 'workplace participants'. This Policy does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for service.

Health and safety

The use of mobile phones and devices in certain parts of the workplace, and in vehicles, can create unsafe situations for workplace participants and others.

GSI is required to remove any reasonably foreseeable risk to workplace health and safety. If GSI considers that particular mobile phone usage constitutes a foreseeable hazard having the potential to harm health or safety, GSI may take whatever action it considers necessary to satisfactorily address the situation.

Action may include directing the workplace participant to immediately cease using their mobile phone or device whilst in the workplace. If it is not practicable, GSI may direct the workplace participant to leave the workplace. A workplace participant is required to comply with any such direction.

Acceptable Usage

Acceptable mobile phone/device usage at GSI is as follows (firstly ceasing the work task and be located in an appropriate location):

- When accessing GSI Apps as requested;
- When communicating with GSI and GSI Clients;
- In the event of a personal/family/medical emergency.

Unacceptable Usage

The following is a guide to unacceptable personal mobile phone use in the workplace as these examples could pose a security or safety risk or distract from the work task. It is not an exhaustive list:

- Never use a mobile phone while driving
- Never use a mobile phone/device while operating equipment
- Do not play music/podcasts etc including via headphones/ear pieces while in the workplace
- Do not use mobile phone/device for personal calls, surfing of the internet or gaming during work hours
- Do not use mobile phone/device during Client meetings
- Do not use mobile phone/device to record confidential information

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 19
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

INTERNET AND E-MAIL USAGE POLICY

Aim

GSI Cleaning Services Pty Ltd ('GSI') relies on Internet and Electronic Mail (Email) to increase our efficiency and enhance communication. Workers are requested to use good judgement and integrity when using the services provided by GSI. Abuse of the Internet and Email system can lead to threats to company security, privacy of staff and legal liabilities.

Objective

To prevent misuse or abuse of Internet and Email services and provide a workplace free of harassment and violation of Equal Opportunity legislation.

Policy

This policy is to be implemented in conjunction with Anti-discrimination and Harassment, and Code of Conduct Policies at GSI.

Administrators have access to everything on the computer network, even when passwords are used. All emails, sent and received, remain the property of GSI.

The following activities are prohibited when using Internet and Email services provided by GSI:

- Promoting personal, business and commercial gain not related to GSI
- Sending/receiving or accessing illegal or offensive materials (including pornography, profanity, violent, or other materials that constitute harassment under the Human Rights and Equal Opportunity Commission)
- Any materials that violate copyright laws
- Anything that interferes with ability of others to perform their work duties
- Sending/uploading sensitive information under Freedom of Information Act
- Chain letters, anonymous messages (threatening or otherwise)
- Downloading files without the express permission of Management/IT

If a worker receives prohibited materials, they must:

- Inform Management
- Reply to sender to inform them of the breach of company policy and ask that no further such material is to be sent

GSI monitors Internet and Email activities on an ongoing basis. Evidence of misuse will be recorded and reported to Management.

Any worker who does not comply with this policy will be subject to disciplinary action and possible termination of employment.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 20
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

PERSONAL GRIEVANCE POLICY

Purpose of Policy

The procedures outlined in this Personal Grievance Policy ('Policy') aim to achieve consistent treatment in the handling of personal grievances in the workplace and provide a procedure to follow in the event a personal grievance arises.

Application of the Policy

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

This Policy does not apply to grievances related to discrimination, harassment or bullying. If such a grievance arises, refer to the Anti-Discrimination Policy and Workplace Bullying Policy, which outlines a specific complaints procedure to deal with those grievances.

GSI may at its sole discretion, on a case by case basis, alter the manner in which the process outlined in this Policy is conducted to ensure it suits the particular grievance.

What is a grievance?

A grievance is any type of problem, concern or complaint related to an employee's work or the work environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on an employee, which the employee believes is unfair or unjustified.

A grievance can relate to almost any aspect of employment, for example:

- a) safety in the workplace;
- b) staff development or training;
- c) leave allocation;
- d) supervision;
- e) rosters or hours of work;
- f) performance appraisal;
- g) transfer or promotion; or
- h) wage or salary levels.

Dealing with personal grievances

GSI recognises that an employee may not perform to the best of their ability if they feel they are being treated unfairly or are feeling aggrieved. Accordingly, GSI will endeavour to provide a fair and just working environment, by aiming to ensure that employees have access to processes for the resolution of genuine personal grievances related to the workplace.

As such, GSI will use its reasonable endeavours to:

- a) encourage staff to come forward with personal grievances;
- b) deal with personal grievances in a supportive way, without victimisation or intimidation of any person connected with the grievance;
- c) encourage fairness, impartiality and the resolution of personal grievances as reasonably promptly and as close as possible to the source of the grievance; and
- d) have managers and supervisors seek to prevent and resolve personal grievances.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 21
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Where a personal grievance arises, GSI will endeavour, if appropriate, to resolve the dispute in line with the following procedure. The below procedure is intended as a guide only. In every case, GSI will determine the actual procedure to be adopted at its discretion and in consideration of the circumstances as a whole. As such, GSI may skip certain steps where this is appropriate.

Summary of GSI's personal grievance procedure

Preliminary steps	<p>Attempt to resolve the grievance yourself</p> <p>If the employee feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the grievance. The employee may discover that the other person was not aware of their grievance and the matter may be able to be resolved directly.</p> <p>Report the grievance to management</p> <p>If the employee does not feel comfortable talking to the person(s) involved, or they have attempted to and it was ineffective in resolving the grievance, or if there is no other person involved in the grievance, the employee should report the grievance to a GSI Contact Person. The Contact Persons include:</p> <ul style="list-style-type: none"> • Managing Director • Director • HR Consultant <p>After reporting a personal grievance, the Contact Person will use reasonable endeavours to conduct an initial meeting with the employee to:</p> <ul style="list-style-type: none"> • obtain information about the employee's personal grievance and what they consider will resolve it; • explain how the personal grievance procedure works; • decide if they are the appropriate person to handle the grievance. This includes considering whether they have the necessary authority and can deal with the grievance in an impartial manner. If the Contact Person feels they cannot effectively handle the employee's personal grievance they will refer the matter to another more appropriate supervisor. <p>Where it is not practical to conduct such a meeting, the Contact Person may carry out these steps by telephone or written correspondence.</p> <p>Once the employee has reported the matter to a Contact Person, that person may commence one of the procedures outlined below that is regarded as suitable for dealing with the grievance.</p>
Step 1	<p>Informal procedure</p> <p>The informal procedure involves a range of informal actions to resolve the grievance. Such actions will depend on the</p>

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 22
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

	<p>individual circumstances of the grievance.</p> <p>Possible actions include, but are not limited to:</p> <ul style="list-style-type: none"> the Contact Person discussing the issue with the person against whom the complaint is made; and/or the Contact Person facilitating a meeting between the parties in an attempt to resolve the issue and move forward. <p>Many personal grievances are able to be resolved through the informal procedure. However, in circumstances where the Contact Person considers the informal procedure is not appropriate, and the grievance is sufficiently serious, the grievance may be escalated to the formal procedure.</p>
Step 2	<p>Formal procedure – Investigation</p> <ul style="list-style-type: none"> If the grievance is not able to be resolved through the informal procedure or the informal procedure is not appropriate, the formal procedure may be commenced. The formal procedure involves a formal investigation of the grievance and a decision about appropriate actions and outcomes. The investigation generally involves collecting information about the grievance and then making a finding based on the available information. Once a finding is made, the Contact Person or an external investigator will make recommendations about the grievance.

Other procedural issues

Work to Continue

Work will continue as normal while a personal grievance is being dealt with under this Policy. All persons affected by the grievance are expected to co-operate with GSI to ensure the efficient and fair resolution of the grievance.

Victimisation

Disciplinary action will be taken against any person who victimises or retaliates against a person who has lodged or is involved in a personal grievance issue under this Policy. Such action may include termination of employment.

Confidentiality

The Contact Person(s) will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other employees or workplace participants in order to determine what happened so as to afford fairness to those against whom the complaint has been made, and to resolve the grievance.

All employees and workplace participants involved in the grievance must also maintain confidentiality, including the employee who lodges the complaint. The complainant may discuss the grievance with a designated support person or representative (who is not an employee employed or engaged by GSI). However, the support person or representative must also maintain confidentiality.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 23
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

If a person breaches confidentiality they may be subject to disciplinary action. Such action may include termination of employment.

Documentation

Where considered appropriate by GSI, agreed resolutions of personal grievances arising from the informal procedure may be recorded and signed by all parties. Generally, it will not be necessary to put records of a personal grievance on an employee's personnel file, unless there is some disciplinary action taken as a result of the grievance. A record of any disciplinary action that is taken arising from a formal investigation will be placed on the personnel file of any person who is disciplined.

Access to support

The employee can seek advice from their manager, supervisor or a support person at any stage during the grievance process. The employee can bring a support person to a grievance meeting if so desired.

Possible Outcomes

GSI will in its sole discretion determine whether any outcomes (disciplinary or otherwise) are appropriate. The outcomes will depend on the nature of the grievance and the procedure followed to address the grievance.

Where an investigation results in a finding that a person has engaged conduct in breach of a GSI Policy, that person may be disciplined. The type and severity of disciplinary action will depend on the nature of the grievance and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected person(s) and GSI.

GSI may take a range of other non-disciplinary outcomes to resolve a grievance. Examples include, but are not limited to:

- e) training to assist in addressing the problems underpinning the grievance;
- f) monitoring to ensure that there are no further problems;
- g) implementing a new policy;
- h) requiring an apology or an undertaking that certain behaviour stop; and/or
- i) changing work arrangements.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 24
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

EMPLOYEE DISCIPLINARY POLICY

This policy may be used as guidance for the way the GSI Cleaning Services Pty Ltd ('GSI') can discipline an employee.

The policy may be changed from time to time. The policy does not form part of any employment contract.

When this Policy will Apply

You could face disciplinary action if you are found to have:

- a) failed to perform your job to the expected standard;
- j) engaged in unacceptable or inappropriate behaviour; and/or
- k) engaged in wilful or serious misconduct.

The Process

GSI will determine on a case by case basis as to the suitable process but will do its best to make sure you are treated fairly.

A process may include:

- a) an investigation; and/or
- b) a requirement for you to remain away from work (on pay) while an investigation or process is ongoing.

Disciplinary Action

Prior disciplinary action may be taken into account.

Examples of disciplinary action which may be taken by GSI include, but are not limited to, the following:

- a) corrective training;
- b) counselling;
- c) verbal warning;
- d) written warning;
- e) demotion; and
- f) dismissal, including summary dismissal in circumstances of serious or wilful misconduct.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 25
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

LEGISLATIVE CHANGE POLICY

Objective

GSI Cleaning Services Pty Ltd ('GSI') will proactively seek out advice, education and industrial knowledge to foster continual improvement in systems and updates of relevant legislation.

Policy

GSI will endeavour to manage legislative change by:

- Assigning responsibilities for researching legislative changes with State and Federal Authorities
- Participate in learning opportunities such as information sessions provided by Industry Stakeholder Groups, Unions, and relevant Authorities
- Seek advice from suitably qualified persons where required (such as Occupational Consultants)
- Attending conferences, trade shows etc where possible
- Ensuring refresher training is undertaken where required
- Liaising with local Authorities as required

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 26
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

WHS MANAGEMENT SYSTEMS REVIEW POLICY

GSI Cleaning Services Pty Ltd ('GSI') recognizes the importance of reviewing the adequacy and effectiveness of the WHS Management System and objectives to identify opportunities for improvement.

Objective

Establish a Management Committee to review the WHS Management System and identify areas for improvement.

Policy

Management meetings will be held at regular intervals and will include the following agenda items:

- Review of internal and external audit results, inspection and other compliance programs
- Evaluation of legal compliance issues
- Results of participation and consultation from all levels - management, workers and contractors
- Performance evaluation of the WHS management system and objectives
- Status of incident reports, investigations, corrective and preventive actions
- Communication from interested parties, complaints - action taken status and suggestions
- Management of change
- Corrective Actions, Accountability and Timeframes
- Follow-up on previous management reviews

Meeting intervals/timeframes will be determined on a risk basis.

Meeting minutes will be recorded and results of these will be provided to Senior Management/ Directors/ Board Members.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 27
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

OBJECTIVES AND TARGETS POLICY

GSI Cleaning Services Pty Ltd ('GSI') is dedicated to providing a workplace that is free of injury and illness and promotes a culture of safety first. GSI is committed to making WHS an integral part of decision making in all operations.

GSI will measure objectives based on the following:

- Reduction in Lost Time Injury rate annually
- Reduction in Lost Time Injury – average days lost
- Inspections/audits completed within specified timeframes
- Corrective Actions completed within specified timeframes
- Legislative Requirements met
- Emergency Management Plan practices undertaken within specified timeframes
- Employee satisfaction survey
- Review of consultative arrangements

Performance targets will be set specific to the workplace and incorporated into Position Descriptions and Performance Evaluation for individuals and organisation.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 28
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

WORKPLACE BULLYING POLICY

Purpose

GSI Cleaning Services Pty Ltd ('GSI') aims to provide a safe and healthy work environment, so far as is reasonably practicable, in which all workers are treated fairly, with dignity and respect. Bullying is a risk to the health and safety in the workplace, and will not be tolerated by GSI.

This Policy outlines the GSI's commitment to a safe workplace and is aimed at ensuring, so far as it reasonably can, that employees are not subjected to any form of bullying while at work. It also details the legal responsibilities of GSI and workplace participants in relation to preventing bullying in the workplace.

Scope

This Policy covers all employees of GSI (whether full-time, part-time or casual) and all persons performing work at the direction of, in connection with, or on behalf of GSI (for example contractors, subcontractors, agents, consultants, and temporary staff) (collectively 'workplace participants').

This Policy extends to all functions and places that are work related, for example, work lunches, conferences, Christmas parties and client functions. This Policy does not form part of any employee's contract of employment. Nor does it form part of any contract for service.

Legal responsibilities

Everyone at the workplace has a legal responsibility to prevent bullying from occurring.

Under relevant health and safety legislation (the 'WHS Legislation') GSI has the primary duty to eliminate or minimise, as far as reasonable practicable, the risks to health and safety in the workplace. This duty includes the implementation of strategies to prevent workplace bullying. This policy will assist GSI in complying with its legal responsibilities.

Workplace participants are also required under the WHS Legislation to take reasonable care for their own health and safety, as well as that of others at GSI's workplace. All workplace participants must also comply with any reasonable instruction given by GSI.

What is workplace bullying?

Workplace bullying is repeated, unreasonable behaviour by an individual or group of individuals, directed towards a worker or a group of workers that creates a risk to health and safety. It includes both physical and psychological risks and abuse.

'Repeated behaviour' refers to the persistent nature of behaviour and can refer to a range or pattern of behaviours over a period of time (for example, verbal abuse, unreasonable criticism, isolation and subsequently being denied opportunities — i.e. a pattern is being established from a series of events).

'Unreasonable behaviour' means behaviour that a reasonable person, having regard to all the circumstances, would view as unreasonable in the circumstances and may result in that employee feeling victimised, humiliated, undermined or threatened by that behaviour, regardless of what the intention of the behaviour is.

Examples of workplace bullying

Bullying behaviours can take many different forms, from the obvious (direct) to the more subtle (indirect). The following are some examples of both direct and indirect bullying.

Direct bullying:

- a) abusive, insulting or offensive language or comments
- b) spreading misinformation or malicious rumours

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 29
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- c) behaviour or language that frightens, humiliates, belittles or degrades, including over criticising, or criticism that is delivered with yelling or screaming
- d) displaying offensive material
- e) inappropriate comments about a person's appearance, lifestyle, family, sexual preferences or any personal or private matter
- f) teasing or regularly making someone the focus of pranks or practical jokes
- g) interfering with a person's personal property or work equipment, or
- h) harmful or offensive initiation practices.

Indirect bullying:

- a) unreasonably overloading a person with work, or not providing enough work
- b) setting timeframes that are difficult to achieve, or constantly changing them
- c) setting tasks that are unreasonably below, or above, a person's skill level
- d) deliberately excluding or isolating a person from normal work activities
- e) withholding information that is necessary for effective performance of the person's job
- f) deliberately denying access to resources or workplace benefit and entitlements, for example training, leave etc.
- g) deliberately changing work arrangements, such as rosters and leave, to inconvenience a particular worker or workers

The above examples do not represent a complete list of bullying behaviours. They are indicative of the type of behaviours which may constitute bullying and therefore are unacceptable to GSI.

A single incident of unreasonable behaviour does not usually constitute bullying. However, it should not be ignored as it may have the potential to escalate into bullying behaviour.

A person's intention is irrelevant when determining if bullying has occurred. Bullying can occur unintentionally, where actions which are not intended to victimise, humiliate, undermine or threaten a person actually have that effect.

Bullying in the workplace is harmful not only to the target of the behaviour but damages GSI's culture and reputation. It is unacceptable and will not be tolerated.

What does not constitute workplace bullying?

Managing workplace participants does not constitute bullying, if it is done in a reasonable manner. Managers have the right, and are obliged to, manage workplace participants. This includes directing the way in which work is performed, undertaking performance reviews and providing feedback (even if negative) and disciplining and counselling staff. Examples of reasonable management practices include:

- a) setting reasonable performance goals, standards and deadlines in consultation with workers and after considering their respective skills and experience
- b) allocating work fairly
- c) rostering and allocating working hours in a fair and reasonable manner
- d) transferring a workplace participant for legitimate and explained operational reasons

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 30
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- e) deciding not to select a workplace participant for promotion, following a fair and documented process
- f) informing a workplace participant about unsatisfactory work performance in a constructive way and in accordance with any workplace policies or agreements
- g) informing a workplace participant about inappropriate behaviour in an objective and confidential way
- h) implementing organisational changes or restructuring, and
- i) conducting performance management processes.

What steps will GSI take to prevent workplace bullying?

GSI will take all reasonable steps to prevent bullying through a risk management process. This process includes, but is not limited to:

- a) identification of bullying risk factors — these are issues and situations which could contribute to bullying such as the way in which staff are managed, or organisational changes such as redundancies (refer to the common risk factors set out below);
- b) assessment of the likelihood of bullying occurring from the risk factors identified and their potential impact on the workplace participants or workplace;
- c) eliminating the risks, as far as reasonably practicable, or controlling, or minimising, them as far as reasonably practicable;
- d) reviewing the effectiveness of the control methods put in place and the process generally; and
- e) informing and training workplace participants about bullying, how to deal with it and its impact on the workplace.

GSI will use the Workplace Bullying Assessment Checklist to facilitate the risk management process. This checklist has been developed to assist GSI to identify, assess and eliminate bullying in the workplace, taking into account the common risk factors (refer below).

What are some of the common risk factors which may lead to bullying?

Bullying can result from a number of different factors in a workplace, from the general culture to poor management skills. Some risk factors which make bullying more likely to occur are:

- a) organisational change — i.e. significant change in the workplace that may lead to job insecurity for example, restructure and redundancy, introduction of technology, change in management.
- b) the culture — GSI's values, views and beliefs can either expressly or implicitly encourage bullying behaviours, for example, when a company promotes aggressive behaviour as a means of ensuring its workers are performing their roles, or adopts a culture in which it is acceptable to ignore such behaviours.
- c) negative leadership styles — such as strict, autocratic management styles, which do not allow for flexibility or involvement by employees; or passive, 'laissez-faire' management styles which are characterised by a tendency to avoid decisions, inadequate supervision and little guidance to workers.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 31
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- d) inappropriate systems of work — this includes excessive workloads, unreasonable timeframes, uncertainty about roles and how they should be performed, and lack of support.
- e) poor work relationships — this can be characterised by poor communication between workplace participants and management, or negative relationships with supervisors or colleagues, excessive criticism by manager and the exclusion or isolation of workers.
- f) workforce characteristics – groups of workplace participants may be at a higher risk of bullying because of certain characteristics: for example, young workers, new workers, apprentices, injured workers, workers in a minority group because of their race, disability, religion, gender or sexual preference.

GSI will consider these factors when undertaking its risk management process.

Complaint procedure

If a workplace participant feels that they have been bullied, they should not ignore it.

GSI has a complaint procedure for dealing with bullying (set out below). The complaint procedure has numerous options available to suit the particular circumstances of each individual situation. The procedure should be referred to and followed.

Any bullying issue should be brought to GSI's attention as soon as possible. There are a number of options available to workplace participants.

- l) Confront the issue
 - (i) If a workplace participant feels comfortable doing so, they should address the issue with the person concerned. A workplace participant should identify the bullying behaviour, explain that the behaviour is unwelcome and offensive and ask that it stop.
 - (ii) This is not a compulsory step. If a workplace participant does not feel comfortable confronting the person, or the workplace participant confronts the person and the behaviour continues, the worker should report the issue to their manager. If the manager is the alleged perpetrator, then the matter should be reported to a senior manager, or to Director.
 - (iii) If at any time, a workplace participant is unsure about how to handle a situation they should contact Director for support and guidance.
- m) Report the issue
 - (i) There are two complaint procedures that can be used to resolve bullying complaints: informal and formal (detailed further below). The type of complaint procedure used depends on the nature of the complaint that is made. The aim is to ensure that workplace participants are able to return to a productive and harmonious working relationship as soon as possible.
- n) Informal complaint procedure
 - (i) Under the informal complaint procedure there are a broad range of options for addressing the complaint. The procedure used to address the issue will depend on the individual circumstances of the case. The manager or Director will determine which process to follow. The possible options include, but are not limited to, the manager or Director:

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 32
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- discussing the issue with the person against whom the complaint is made; and/or
 - facilitating a meeting between the parties in an attempt to resolve the issue and move forward.
- (ii) The informal complaint procedure is more suited to less serious allegations that if founded, may not warrant disciplinary action being taken.
- o) Formal complaint procedure
 - (i) The formal complaint procedure involves the workplace participant making a written complaint and a formal investigation of that complaint. It is appropriate for more serious allegations, or if senior management are involved. Formal investigations may be conducted by GSI or by an external investigator appointed by GSI.
 - (ii) An investigation generally involves collecting information about the complaint and then making a finding based on the available information as to whether or not the alleged behaviour occurred. Once a finding is made, GSI or the external investigator will make recommendations about what actions should be taken to resolve the complaint and any appropriate disciplinary action.
 - (iii) If Company considers it appropriate for the safe and efficient conduct of an investigation, workers may be required not to report for work during the period of an investigation. GSI may also provide alternative duties or work during the investigation period. Generally, workplace participants will be paid their normal pay during any such period.

Dealing with bullying complaints

In handling bullying complaints, GSI will adopt the following principles:

- a) Take all complaints seriously.
- b) Act promptly to investigate the matter.
- c) Will not victimise any person who makes a complaint, any person accused of bullying, or any witnesses and will direct other workplace participants not to victimise any person involved in a complaint.
- d) Support all parties.
- e) Be impartial.
- f) Communicate the investigation or complaint process to all parties involved, including estimating length of time for resolution.
- g) Maintain confidentiality GSI will endeavour to maintain confidentiality as far as possible. However, it may be necessary to speak with other workers in order to determine what happened, to legal representatives or GSI's senior managers. It will also be necessary to speak to those against whom the complaint has been made in order to afford fairness. All workplace participants involved in the complaint must also maintain confidentiality, including the workplace participant who lodges the complaint. Spreading rumours or gossip may expose the workplace participant responsible to a defamation claim.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 33
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- h) Act appropriately — if a complaint is made and it appears that bullying has occurred, GSI will endeavour to take appropriate action in relation to the complaint.
- i) Keep records — documentation is essential. A record of all meetings and interviews stating who was present and agreed outcomes should always be maintained.

Possible outcomes

The possible outcomes of an investigation will depend on the nature of the complaint. Where an investigation results in a finding that a person has engaged in bullying behaviour, that person will be disciplined. The type and severity of disciplinary action will depend on the nature of the complaint and other relevant factors. Where the investigation results in a finding that the person complained against has engaged in serious misconduct, this may result in instant dismissal. Any disciplinary action is a confidential matter between the affected workplace participant and GSI.

GSI may take a range of disciplinary action. Examples include, but are not limited to:

- a) providing training to assist in addressing the problems underpinning the complaint;
- b) monitoring to ensure that there are no further problems;
- c) implementing a new policy;
- d) mentoring and support from senior management;
- e) requiring an apology or an undertaking that certain behaviour stop;
- f) changing work arrangements;
- g) transferring to another work area;
- h) issuing a written warning (this can be a first or final warning depending on the circumstances);
- i) dismissal.

Management's role

Managers and supervisors have a key role in the prevention of workplace bullying.

Managers and supervisors must:

- a) ensure that they do not bully workplace participants, clients or customers
- b) ensure that they do not aid, abet or encourage other persons to engage in bullying behaviour
- c) ensure all workplace participants who report to them are aware and understand this policy and their responsibility to comply with it
- d) ensure that all workplace participants who report to them understand that any bullying in any form is unacceptable and will not be tolerated by GSI
- e) act promptly and appropriately if they observe bullying behaviours
- f) ensure that all workplace participants who report to them understand that they should report any bullying behaviour
- g) ensure all workplace participants who report to them are aware and understand the complaint procedures

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 34
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- h) act promptly if a complaint is made. If this is not possible, or is inappropriate, inform the Director as soon as possible.

Workplace participant's role

All workplace participants must:

- a) understand and comply with this Policy
- b) sign the workplace participant acknowledgement to this policy
- c) ensure they do not engage in any conduct which may constitute bullying towards other workplace participants, customers/clients or others with whom they come into contact through work
- d) ensure they do not aid, abet or encourage other persons to engage in bullying behaviour
- e) follow GSI's complaint procedure if they experience bullying
- f) report any bullying they see occurring to others in the workplace in accordance with this policy
- g) maintain confidentiality if they are involved in the incident which has been reported.

Breach of this Policy

GSI takes very seriously its commitment to provide, so far as is reasonably practicable, a safe and healthy work environment, free from bullying. All workplace participants are required to comply with this policy.

If an employee breaches this policy, they may be subject to disciplinary action. In serious cases this may include termination of employment. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with GSI terminated or not renewed.

If a person makes a false complaint, or a complaint in bad faith (e.g. making up a complaint to get someone else in trouble, or making a complaint where there is no foundation for the complaint), that person may be disciplined and may be exposed to a defamation claim.

More information

If a workplace participant is unsure about any matter covered by this policy, or requires more information about workplace bullying they should seek the assistance of their manager, or of Director. They may also wish to seek external advice from the relevant regulatory authority, such as WorkCover/WorkSafe/SafeWork.

Review

This procedure will be reviewed annually during GSI's WHS Audit Program, through consultation with employees and health and safety representatives, or when legislative requirements change, or in the event of a serious occurrence involving bullying.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 35
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

PRIVACY POLICY - COMPANY

Aim

GSI Cleaning Services Pty Ltd ('GSI') is committed to the protection of personal privacy. Our commitment to privacy is demonstrated by our adhering to the 10 National Privacy Principles as outlined in the Privacy Act.

The personal information we collect is for the administration of providing you with our goods and services and to enhance and develop our relationship with you. The information we collect typically consists of contact details and job title or position.

Policy

GSI will collect only information that is relevant and necessary and will collect the information in an unobtrusive manner. The information will not be used for any purpose other than that for which it was collected. From time to time we may need to disclose your information to service providers, agents, contractors and strategic partners to help us provide and market our services to you. If we do this we require these parties to protect your information the same way we do.

You are not required to provide us with any personal information when dealing with us. However, you need to be aware we may not be able to notify you in the event of any product recalls, or any product delivery issues.

GSI will use a variety of physical and electronic security measures including restricting physical access to our offices, firewalls and secure databases to keep personal information secure from misuse, loss or unauthorised use or disclosure.

The Internet is not a secure environment. If you send us information, including your email address, via the internet, it is sent at your own risk.

You have a right to access the personal information we hold about you. Please contact us to ask for access to your information or if you have a complaint concerning the privacy of your information.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 36
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

PRIVACY POLICY - WORKER

Aim

GSI Cleaning Services Pty Ltd ('GSI') is committed to the protection of personal privacy.

Our commitment to privacy will be demonstrated by our adhering to the 10 National Privacy Principles as outlined in the Privacy Act.

Policy

GSI will only collect information that is relevant and necessary. The information will be collected in an unobtrusive manner directly from employees. We will also collect information from referees in the initial hiring phase of employment.

Applicants for positions

Applicants will be asked to provide certain personal details. They will at no stage be obliged to provide details. However, omission of certain details may mean we are unable to assess their suitability for the job.

Information held will only be used to assess applicant's suitability to the position. It is required so that we can organise remuneration and so we can provide appropriate care should you fall ill at work. The information will not be used for any purpose other than that for which it was collected and will only be disclosed to our insurers, the relevant banking institutions, and government bodies.

Workers

The information held for each worker will be as follows: name, date of birth, address, career details, references, tax file number, bank account details, any medical conditions or allergies, any other details relevant to the position.

Workers will at all times be allowed access to their file, which holds the personal information GSI holds. We will endeavour to always hold accurate, up to date and complete information. Should employees find any errors, or need to update their personal details they will be able to have the information corrected.

Worker files are to be kept locked to ensure confidentiality.

Should employees have any complaints about the privacy of their personal information discussions can be held with the Managing Director.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 37
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

RECORDS & DOCUMENT MANAGEMENT POLICY

GSI Cleaning Services Pty Ltd ('GSI') is committed to the provision of a written management systems and keeping records that meet legislative requirements.

Objective

To provide direction for the implementation of document and record control at GSI to ensure all legislative requirements are met and that all persons are using the latest documentation.

Policy

GSI will establish the following for the generation and management of documents and records:

- Create an administration system to contain documents
- Create a record control register to capture the following information:
 - Document title
 - Initial issue date
 - Current version number
 - Current version issue date
 - Next review date
 - Responsible officer

All printed documents are considered uncontrolled.

Documents are approved by the Managing Director and only nominated people shall have the authority to create and modify documents.

External documents such as Law Guides, Standards and Legislation are controlled through subscription to on-line databases, which maintain up-to date versions of all documents.

Health and safety records are controlled in accordance legislative requirements. Nominated persons shall have responsibility for holding, storing, retaining and disposition of WHS related records.

GSI will ensure records are kept in line with specific legislative requirements for health monitoring data, injury records, Safe Work Method Statements, Notifiable Incidents and other specified matters. Records will be kept for the required timeframe and will be accessible for review by Regulatory bodies and/or Health and Safety Representatives as appropriate.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 38
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

SMOKE FREE WORKPLACE POLICY

Under Work Health and Safety legislation an employer must ensure that the working environment is safe and without risks to health. Smoking and passive smoking pose serious health risks, therefore GSI Cleaning Services ('GSI') 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
- Work vehicles
- Near doorways, windows or vent ducts

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

GSI 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 the State Tobacco Acts and relevant WHS legislation.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 39
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

SUN SAFETY POLICY

Australia has the highest incidence of skin cancer in the world - more than 380,000 people are treated for the disease every year. GSI Cleaning Services Pty Ltd has a legal obligation to ensure the health and safety of all their workers, and that includes any worker who may be placed at risk when working outdoors.

Objective

Minimise the harmful impact of UV radiation when performing work outdoors.

Policy

To reduce the risk of injury from exposure to UV radiation, GSI will develop a sun safety program to:

- Organise work to avoid the UV peak of the day wherever possible
- Provide natural or artificial shade wherever possible
- Provide appropriate protective clothing (covering as much skin as possible, UPF rating of 30+, protective glasses, broad-brimmed hats or caps with neck-flaps)
- Ensure all protective equipment meets sun protection factors/Australian Standards
- Provide sunscreen
- Develop training and awareness programs to include:
 - Health effects of exposure to UV radiation and why outdoor workers are a high risk group
 - Factors affecting levels of UV radiation
 - Correct use of sun protection measures, and

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 40
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

FRAUD & CORRUPTION CONTROL MANAGEMENT POLICY & PROCEDURE

Purpose

To provide a framework for Employees/Contractors in the prevention, detection, reporting and management of fraud and corruption in the workplace, including within GSI Cleaning Services Pty Ltd ('GSI'), its partners and agents and its controlled and affiliated entities.

Scope

This policy applies to:

- All employees of GSI whether full-time, part-time, continuing, fixed-term or casual
- Contractors

The policy does not address all possible situations that may arise within the wide range of activities carried out by and through GSI, but provides a process that can be applied in most situations.

Policy Statement

GSI recognises that the management of fraud and corruption is an integral part of good governance and management practice, and adopts the standards contained in the Australian Standard AS8001-2008: Fraud and Corruption Control and the *Crime and Corruption Act 2001*.

GSI shall develop and maintain a culture of honesty and integrity within the organisation, and put in place processes that ensure the effective prevention, detection and management of fraud and corruption. To that end, GSI has adopted a zero-tolerance approach on fraud and corruption in all activities, which is consistent with the Code of Conduct and the law.

Principles

- In support of the above obligations and the Australian Standard on Fraud and Corruption Management, this policy is based on the following principles:
- A sound ethical culture**
GSI will ensure that it has a sound and sustainable ethical culture through a process of awareness training, benchmarking and monitoring
- Senior management commitment**
Senior management will demonstrate a high level of commitment to controlling the risk of fraud and corruption within and by GSI
- Management and staff awareness**
Every Employee and Contractor of GSI should have a general awareness of fraud and corruption and how they should respond if this type of activity is detected or suspected
- Fraud and corruption control planning**
GSI must have an appropriate Fraud and Corruption control strategy, which is to be reviewed and amended as necessary. Accountability for the implementation and monitoring of the strategy should be specifically allocated.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 41
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

f) **Internal controls**

GSI must have in place effective internal controls to protect it against the risk of fraud and corruption.

g) **Fraud and corruption detection**

GSI will implement systems aimed at quickly identifying instances of fraud and corruption in the event that prevention strategies fail.

h) **Reporting mechanisms**

GSI will ensure that there are adequate means for reporting suspicious or known illegal/unethical conduct, and that these means are widely known and available.

i) **Protection of persons making reports of fraud and corruption**

GSI will ensure active protection of those reporting suspected instances of fraud and corruption and will ensure that this policy is well understood by GSI community.

j) **Dealing with detected or suspected fraud and corruption**

In the event that fraud or corruption is detected or suspected, GSI will adopt a comprehensive approach to the subsequent investigation, disciplinary proceedings, prosecution or recovery action.

Procedures

Fraud and Corruption Management Responsibility

The executive management team are responsible for the implementation of this policy through an appropriate fraud and corruption management system and effective internal control structure. In accordance with the provisions of the Crime and Corruption Commission's (CCC's) 10 element model for Fraud and Corruption Control, GSI's framework will consist of:

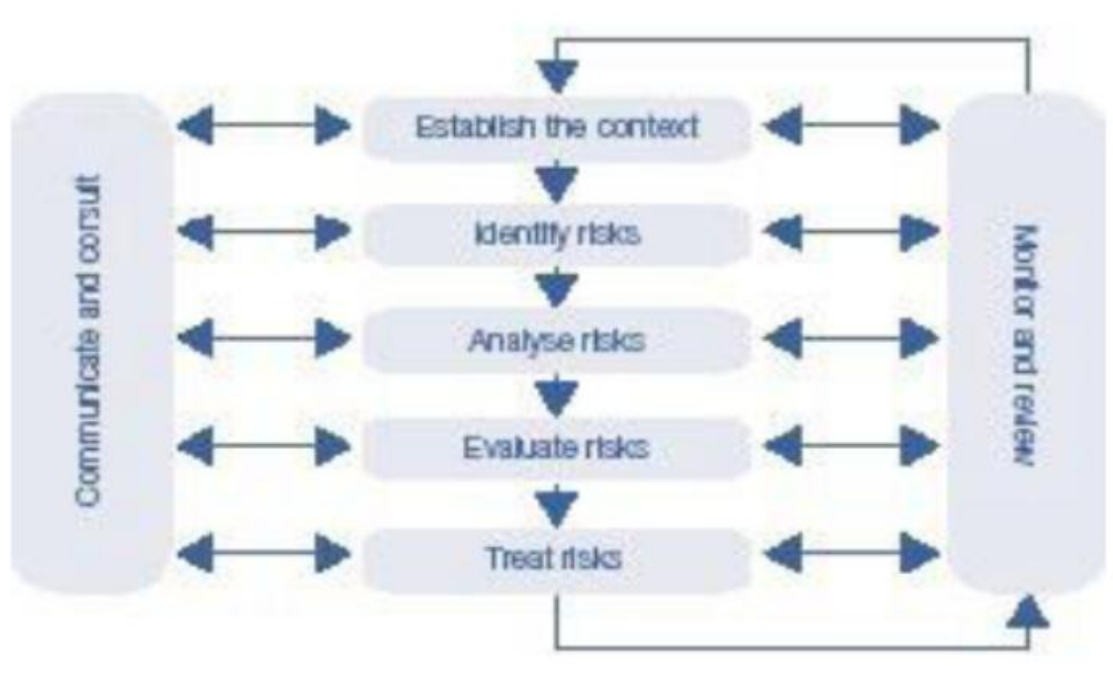
- a) Company-wide policy;
- b) Risk assessment;
- c) Internal controls;
- d) Internal reporting;
- e) External reporting;
- f) Public interest disclosures;
- g) Investigation;
- h) Code of Conduct;
- i) Staff training and education; and
- j) Client and community awareness.

Risk Assessment

The application of risk management principles and techniques in the assessment of the risk of fraud and corruption must be carried out within the framework as adopted by GSI and contained in the Risk Management Policy and Procedure. GSI shall use the risk assessment model outlined below.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 42
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Diagram 1 - CCC RISK MANAGEMENT OVERVIEW



Source: AS/NZS 4360:2004, p. 9.

Internal Controls

The Director is responsible for ensuring that appropriate and effective internal control systems are in place for the prevention and detection of fraud and corruption. The Director is supported by the senior executive team in ensuring appropriate and effective control systems are operating.

These systems will include requirements for fraud and corruption prevention in all aspects of GSI activity, including financial, administration, information communication technology, and operational areas. An internal control system consists of the policies, structure, procedures, processes, tasks and other tangible and intangible factors that enable GSI to respond appropriately to operational, financial, compliance or any other type of risk.

Managers and supervisors are responsible for daily operations and for maintaining cost effective internal controls within their individual areas of responsibility. All managers and supervisors must share responsibility for the prevention and detection of fraud.

Equally, all Employees and Contractors of GSI must share the responsibility for the prevention and detection of fraudulent and corrupt activities, which includes the reporting of suspected instances of such activity.

The internal control environment will be periodically reviewed by the Directors and the external auditors.

Internal Reporting

Reporting plays a crucial role in controlling fraud and corruption. Accordingly, all Employees are encouraged to report suspected or known instances of fraud and corruption.

Where an individual has an honest and reasonable belief that a Staff Member/Contractor may have engaged in, is engaging in or will engage in any of the conduct outlined in the definitions

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 43
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

of Public Interest Disclosures, information concerning that conduct should be reported to GSI. A report made to a person other than an appropriate entity and not made in accordance with this policy may not be afforded the protection of the legislation.

Reports of Public Interest Disclosures should be made verbally, in writing via the form below or by email to:

- a) A Director
- b) GSI Internal Auditor
- c) Directly to the Fraud and Corruption Reporting Hotline (see Section 11 below).

If a report is made to any of the individuals or entities indicated in (i) to (iv) above, the report is to be referred, in writing, to the Director (Integrity and Professional Conduct) as soon as is practicable, to ensure that the whistleblower process is adhered to thereafter. If the report concerns the Director (Integrity and Professional Conduct), the report must be referred to the external agency.

External Reporting

GSI must have a "mechanism" in place for assessing fraud and corruption matters and determining its obligations for reporting them to relevant external agencies.

External agencies to which reports on fraud and corruption are made will be determined by legislative requirements, and may include such agencies as the CCC, the Queensland Police Service, and the Queensland Audit Office.

The Director or his nominee will be responsible for determining any referral of fraud and corruption allegations or associated matters to the CCC and/or other appropriate external agencies.

Public Interest Disclosures

- GSI Cleaning Services will provide protection for individuals making a disclosure and natural justice for those who are the subject of disclosures;
- All public interest disclosures made by University staff will be managed in accordance with GSI Cleaning Services' Whistleblowers' Policy.

Investigations

An initial assessment of fraud and corruption allegations and determination that an investigation will be carried out will be managed on a case by case basis by an independent Investigations Officer. The Investigations Officer may consult with other appropriate officers or external experts as necessary, whilst maintaining the confidentiality of the individual making the report. The CCC describes the various steps involved in conducting a formal investigation as follows:

- determining the scope and nature of any investigation
- confirming the responsibilities and powers of the investigator
- conducting the investigation
- gathering the evidence
- concluding the investigation

The Investigations Officer will provide an initial report and recommendation to the Director (Integrity and Professional Conduct). If the initial recommendation is to proceed with a detailed investigation, the Investigations Officer will provide interim and final reports to the Director (Integrity and Professional Conduct). The Director (Integrity and Professional Conduct) will review the outcomes and recommendations made by the Investigations Officer and commence appropriate action.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 44
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Where the reported conduct concerns the Director (Integrity and Professional Conduct), the above processes shall be conducted and managed by the external agency.

Instances of fraud and corruption on the part of individuals other than Employees will be managed in accordance with contractual conditions specified in their association with GSI, following an investigation process conducted by GSI as outlined in the investigations section of the Disciplinary Action for Misconduct or Serious Misconduct Policy and Procedure.

Code of Conduct

A code of conduct can help develop the expectations and standards of ethical behaviour within GSI. Fraud and corruption can result from departures from the expected standards of behaviour, and GSI code provisions underpin many of the operational practices designed to minimize these integrity risks. Staff should refer to the Code of Conduct Policy for further information.

Staff education and awareness

All Employees will be made aware of GSI approach on fraud and corruption, how to recognise corrupt practices, the mechanisms available for reporting corrupt activity.

Employees should be made aware of the importance of reporting fraud, corruption and illegal practices, and actively encouraged to do so. This should be done as part of new Employee induction as well as be included on the ongoing training programme. The undesirability of malicious or vexatious reporting, and the result of false reporting will also be emphasised.

Client and Community Awareness

GSI will make accessible to its stakeholders and the wider community its Code of Conduct, its Vision, Mission and Values Statements, and other policies and procedures concerning the quality assurance procedures GSI has adopted to ensure that its officers act ethically and honestly, and are socially responsible.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 45
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Attachment B – FLOW CHARTS

So you think you may have seen something in your workplace that shouldn't be happening?

Not sure what to do about it?

**STOP
AND ASK
YOURSELF**

Depending on the type of wrongdoing or danger that you are concerned about, there are different people you can, and should, talk to.

What kind of information do you have?

IS IT ABOUT BULLYING OR HARASSMENT?

Consult your organisation's bullying or harassment policy and talk to your manager or Human Resources (HR) section. If the matter is serious enough, it may be a public interest disclosure.

Keep reading.

IS IT A GRIEVANCE OR IS IT ABOUT WORKPLACE CONFLICT?

Consult your organisation's grievance policy and talk to your manager, HR section or union.

IS IT A WORKPLACE HEALTH AND SAFETY (WH&S) ISSUE?

Consult your organisation's WH&S policy and talk to your manager or WH&S officer.

IS IT ABOUT OFFICIAL MISCONDUCT OR A REPRISAL?

It may be a public interest disclosure.

Keep reading.

IS IT ABOUT MALADMINISTRATION OR A WASTE OF PUBLIC FUNDS?

It may be a public interest disclosure.

Keep reading.

IS IT ABOUT DANGER TO PUBLIC HEALTH OR SAFETY, THE HEALTH OR SAFETY OF A PERSON WITH A DISABILITY OR THE ENVIRONMENT?

It may be a public interest disclosure.

Keep reading.

IS IT A COMBINATION OF THE ABOVE?

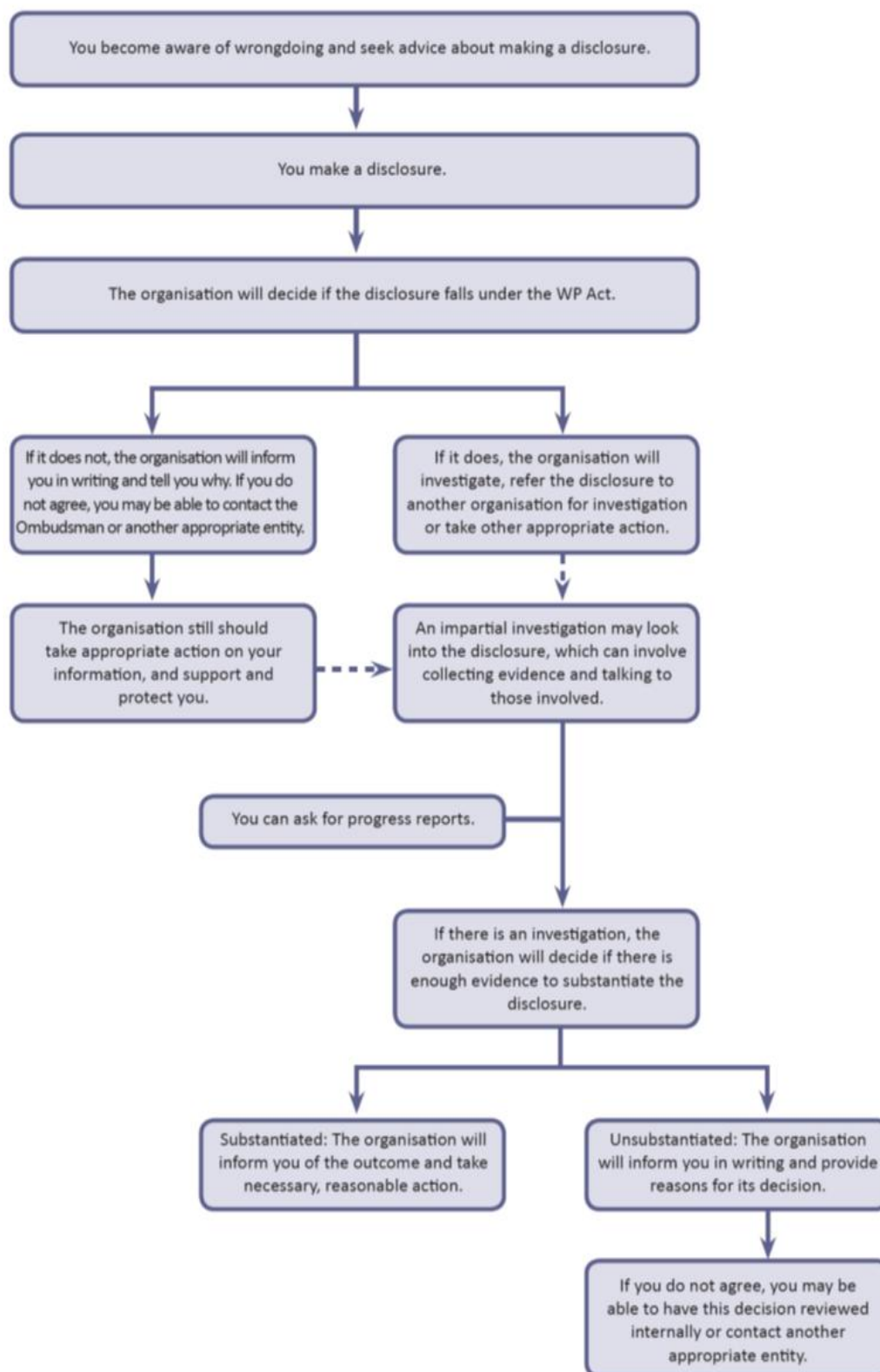
You may have concerns about bullying or workplace conflict as well as information that may be a public interest disclosure.

Keep reading.

NOT SURE?

Seek advice from your manager, another senior manager, your HR section or one of the organisations listed on pp. 28–30.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 46
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	



Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 47
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Attachment C – FRAUD REPORTING FORM

Type of Fraud	Worker _____ Employer _____ Other (please specify) _____
Who are you reporting (Name?)	
Address of above person	
Contact Details of above person	
Other Contact Details (if any)	
What are you reporting? (What are your concerns - include as much detail as possible e.g. if they are working - where, who with, days and times etc.)	
Any Additional Information? (Provide as much detail as possible - include description of person, vehicle driven, registration number, any significant physical or regular activities, any other information you can give)	
Your Contact details - Full Name (optional)	
Your email address	
Your Phone number	
Your Postal Address	
Please use the space below for additional information?	

SOCIAL ACCOUNTABILITY POLICY

This Social Accountability Policy has been issued as part of GSI's commitment to continual improvement through its Quality Management, Environmental Management and Health and Safety Systems and Procedures.

- **Health and Safety:**
GSI is committed to providing a safe and healthy working environment for its employees in accordance with the Health and Safety at Work Act 1974. Full details are given in GSI's Health and Safety Policy document.
- **Discrimination:**
GSI will not engage in, or support discrimination in hiring, compensating, accessing training, promotions or terminations of employment based on race, national origin, religion, disability, gender or sexual orientation
- **Freedom of Association:**
GSI accepts the rights of all employees to belong, or not to belong, to a recognised Trade Union of the employee's choice.
- **Working Hours:**
GSI will comply with the applicable laws and industry standards on working hours.
- **Employee Grievance:**
GSI is committed to resolving any employee grievance as quickly as possible. A documented Grievance Procedure is detailed in the Company Handbook

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 49
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

LEAVE POLICY & PROCEDURES

This Leave Policy ('Policy') covers the following types of leave: annual, personal/carer's, compassionate leave, community service and long service. It applies to all full-time, part-time and casual employees (where applicable) as detailed in the Policy.

Application of the Policy

This Policy applies to employees (including temporary employees) of GSI who apply for or take leave after 30 September 2019.

This Policy does not form part of any employee's contract of employment. The Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

This Policy reflects the National Employment Standards (NES) as set out in the *Fair Work Act 2009* (Cth) (the Act), but does not override the NES.

Definitions

'Immediate family' means:

- b) a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or
- c) a child, parent, grandparent, grandchild or sibling of a spouse of the employee.

'Spouse' includes a former spouse, a de facto spouse or a former de facto spouse.

'De facto partner' means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or different sexes) and includes a former de facto partner of the employee.

'Child' includes an adopted child, stepchild, an ex-nuptial child and an adult child.

Annual leave

GSI provides annual leave in accordance with the Act.

Amount of leave

For each year of service, an employee (other than a casual employee), subject to their hours and employment status, progressively accrues 4 weeks of paid annual leave.

Annual leave accrues progressively from year to year.

Taking annual leave

Annual leave is to be taken for a period agreed between the employee and GSI. GSI will not unreasonably refuse a request for annual leave from the employee.

In addition to GSI directing an employee to take annual leave, employees can be directed to take annual leave in accordance with the relevant award or agreement that applies to them and under the terms set out in the NES.

Without limiting GSI's capacity to direct the taking of annual leave, employees may be directed to take annual leave where it is reasonable. This might include where the employee has accrued an excessive amount of paid annual leave, or where GSI is being shut down for a period such as Christmas or New Year.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 50
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

Payment on annual leave

Annual leave will be paid at the employee's base rate of pay for the employee's ordinary hours of work in the period. This will not include payment for any allowances, loadings, penalties or the like. The payment will be processed at the usual pay time.

Cashing out annual leave

Award covered employees may only cash out annual leave in accordance with the terms of the award or agreement that applies to them. Cashing out annual leave will **not** be permitted if there is no provision in the award or agreement which expressly permits cashing out.

Award free and agreement free employees may request GSI cash out some of their accrued annual leave from time to time provided that:

- a) the employee maintains a minimum of 4 weeks annual leave after the cashing out;
- b) GSI agrees; and
- c) the agreement to cash out is made in writing and signed by the employee and GSI.

Payment of annual leave on termination

Subject to the terms of any other agreement, contract or award, any accrued but untaken annual leave will be paid out on termination. Such payment will be the amount that would have been payable to the employee in accordance with clause 0 of this policy, had the employee taken that period of leave.

Casual employees

Casual employees have no entitlement to annual leave.

Personal/carer's leave

GSI provides personal/carer's leave in accordance with the Act.

Personal/carer's leave encompasses sick leave and carer's leave.

For each year of service with GSI, an employee (other than a casual employee) will, subject to their hours and terms of employment, accrue 10 days of paid personal/carer's leave. Such leave accrues progressively during a year of service according to the employee's ordinary hours of work, and accumulates from year to year.

Taking paid personal/carer's leave

An employee may use their accrued paid personal/carer's leave for personal illness or personal injury affecting the employee. An employee may also use this leave to provide care and support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of a personal illness, or personal injury affecting the member, or an unexpected emergency affecting the immediate family /household member.

Paid personal/carer's leave — notice and documentation requirements

In order to access an entitlement to personal/carer's leave, an employee must:

- a) comply with any requirements in their award, agreement, relevant policies and contract;
- b) as soon as practicable, inform the General Manager **and** Office Manager that the employee will be absent from work because of personal illness or injury;
- c) inform GSI of the expected period of the absence; and

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 51
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

- d) provide evidence that would satisfy a reasonable person that the leave is taken for personal/carer's reasons as specified in this Policy, such as either medical certificate or a statutory declaration.

Payment for personal/carer's leave

Paid personal/carer's leave for employees, other than casuals, will be paid at the employee's base rate of pay for all ordinary hours of work in the period. This will not include payment for any allowance, loadings, penalties or the like. The payment will be processed at the usual pay time provided the employee has complied with the notice and documentation requirements.

Paid personal/carer's leave cannot be cashed out.

Payment for personal/carer's leave on termination

Subject to the terms of any other agreement, contract or award, any accrued but untaken personal/carer's leave will **not** be paid out on termination of employment.

Unpaid carer's leave

Casual employees and those full-time and part-time employees who have used their entitlement to paid carer's leave, are entitled to up to 2 days' unpaid carer's leave for each occasion when a member of the employee's immediate family or household requires care or support because of:

- a) a personal illness or injury of the member; or
- b) an unexpected emergency affecting the member.

Compassionate leave

GSI provides compassionate leave in accordance with the Act.

Employees (other than casuals) are entitled to up to 2 days' paid compassionate leave for each occasion when a member of the employee's immediate family or a member of their household has a personal illness or injury that poses a serious threat to his or her life, or dies.

Payment for compassionate Leave

Compassionate leave for employees other than casuals will be made at the employee's base rate of pay for the employee's ordinary hours of work in the period. This will not include payment for any allowances, loadings, penalties or the like. The payment will be processed at the usual pay time provided the employee has complied with the notice and documentation requirements.

Compassionate leave cannot be cashed out.

Casuals

Casual employees are entitled to up to 2 days off unpaid for each occasion when a member of the employee's immediate family, or a member of their household has a personal illness or injury that poses a serious threat to his or her life, or dies.

Compassionate leave — notice and documentation requirements

In order to access an entitlement to compassionate leave, employees must as soon as practicable, inform the General Manager and Office Manager that they need leave to:

- a) grieve following the death of a member of the employee's immediate family or a member of the employee's household; or
- b) attend the funeral of that immediate family member or a member of the employee's household; or
- c) spend time with an immediate family member or a member of the employee's household because that member has a personal illness or injury that poses a serious threat to his or her life.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 52
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

An employee must also provide GSI with any evidence GSI requires to substantiate the fact that the leave is to provide care and support for an immediately family member suffering a personal illness or personal injury (such as a medical certificate or a statutory declaration), or is for one of the reasons for compassionate leave listed above.

No accumulation

As compassionate leave is an event based leave, it does not accrue and accordingly, will not be paid out on termination of employment.

Long service leave

Long service leave will be granted to all employees in accordance with applicable long service leave legislation as varied from time to time.

Community service leave

GSI provides Community Service Leave in accordance with the Act.

Community service leave incorporates jury service and voluntary emergency management activities.

Jury service

Employees are entitled to be absent from work in order to perform jury service.

Payment for jury service leave

Subject to the provisions detailed below, employees (other than casuals) who are absent from work in order to perform jury service are entitled to receive payment at their base rate of pay for ordinary hours of work for which they are absent for the first 10 days of absence on jury service only (unless applicable state legislation says otherwise). This will not include payment for any allowances, loadings, penalties or the like. The payment will be processed at the usual pay time provided the employee has complied with the notice and documentation requirements.

The amount GSI will pay to the employee for the absence for jury service will be reduced by the jury service pay which the employee receives or is entitled to receive from the court.

The employee must provide documentation to GSI in advance informing them of the potential for their absence due to jury service.

Voluntary emergency management activities

An employee is entitled to be absent from work to undertake voluntary emergency management activities if:

- a) the employee engages in an activity that involves dealing with an emergency or natural disaster; and
- b) the employee engages in the activity on a voluntary basis (whether or not the employee is paid a gratuity); and
- c) the employee is a member of, or has a member-like association with, a recognised emergency body such as a fire-fighting, civil defence or rescue body, and either:
 - a. is requested by or on behalf of the body to engage in the activity; or
 - b. it is reasonable to expect that a such a request would have been made if circumstances permitted; and
- d) the employee's absence is reasonable in all the circumstances.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 53
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

The amount of time which GSI will permit an employee to be absent from work for a voluntary emergency management activity will depend on whether the employee's absence is reasonable and will be reassessed from time to time. However, as a guide, the absence time may consist of the time the employee engages in the activity, reasonable travelling associated with the activity and reasonable rest time immediately following the activity.

Notice and documentation for community service leave

In order to access an entitlement to community service leave, an employee must:

- a) comply with any requirements in their award, agreement, relevant policies and contract;
- b) as soon as practicable, inform the General Manager **and** Office Manager that the employee will be absent from work due to either a voluntary emergency management activity or jury service leave;
- c) inform GSI of the period of the absence;
- d) provide evidence that the absence is because the employee has been or will be engaging in a voluntary emergency management activity or jury service leave;
- e) in the case of absence for jury service, provide GSI with evidence of any jury service pay they have received or may be entitled to receive.

Applications for leave

Any employee who requests leave of a type specified by this Policy should submit a written Leave Request and comply with the other relevant notice and documentation requirements outlined in this Policy.

All requests for Annual Leave, planned Personal/Carer's Leave, Long Service Leave and Community Service Leave **must** be applied for in advance. A minimum period of four (4) weeks notice is required for Annual and Long Service Leave.

All documents, including additional documents requested where reasonable, should be given to the Office Manager.

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 54
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	

GSI POLICY MANUAL

WORKER AGREEMENT

I _____ (Worker's name), of _____ (Business name) have read and agree to abide by the policies and procedures in the GSI Cleaning Services Pty Ltd Policy Manual. I have raised any questions or issues that required clarification. I am aware that breaches of these company policies will be subject to disciplinary action and/or termination of Employment or Contract for Services.

Worker's Signature: _____

Date: _____

Workplace: GSI CLEANING SERVICES	Document Title: GSI CLEANING SERVICES POLICY MANUAL	pg. 55
Author: JENNY STADLER	Approval: GREG STADLER – MANAGING DIRECTOR	
Issue Date: 4.10.19	Revision Date: 1.10.20	