



SOCIAL COMPLIANCE POLICY



1.0 POLICIES

1.1 SAFETY POLICY

The Business recognizes its responsibility are committed to provide services that meets customer's requirements, legislative and other requirements, and to minimize QOHS risks through adequate resource provision, continual reviews and improvement to the company's quality and occupational health & safety management system'.

We shall ensure to carryout works in accordance with all applicable legislations with an effective QOHS Management System covering Quality and Occupational Health & Safety to support our Company's growth and emphasizes our commitment to meeting customer needs and requirements. We shall strive constantly for improvement in our QOHS implementation with the following commitments:

- Providing quality products and services within budget and on-time to our customers.
- Providing safe and healthy working environment for all employees.
- Maintaining equipment and materials in safe working conditions.
- Instilling and promoting safety consciousness in every worker.
- Eliminating hazards and reduce risks.
- Holding all staff accountable for relevant quality and occupational health & safety performance.
- Ensuring all staff comply with the established standards set for quality (ISO 9001:2015) and Occupational Health and Safety (ISO 45001:2018).
- Complying with applicable legal and other requirements.
- Preventing injury and ill health.
- Ensuring continual improvement of QOHS Performance.
- Ensuring suppliers and contractors conform to company's quality and occupational health & safety requirements.
- Making the QOHS & Security Policy available for interested parties.
- Ensuring consultation and participation of workers and protecting workers from reprisals when reporting incidents, hazards, risks, and opportunities.
- Staying vigilant, cohesive, and resilient to protect ourselves from the event of any terror attacks for SG Secure.
- Prevent community transmission with Safe Management Measures (SMM) at our workplaces. Strict adherence of SMM is our best defense from COVID-19 virus.

1.2 ALCOHOL AND OTHER DRUGS POLICY

The Business is committed to providing a safe, healthy, and productive workplace.

It is the personal responsibility of all employees and subcontractors to ensure that they are fit for duty and not impaired by alcohol or drugs.

The Business recognizes that alcohol and other drug abuse can have an adverse effect upon an individual's ability to perform effectively and safely, therefore, endanger themselves, their fellow workers, and the public, along with possible risk to The Business.

Employees shall not perform any task whilst under the influence of alcohol or any other drug.

Unless provided for elsewhere, where an employee's supervisor reasonably suspects that an employee is not fit for duty due to alcohol or drug impairment, the supervisor shall not allow the employee to undertake duties until it can be determined that they are fit for work.



Employees shall not use, possess, distribute, or sell alcoholic beverages, illicit or non-prescribed drugs or misuse legitimate prescription drugs while at work, The Business considers the misuse of drugs and alcohol in the workplace as serious misconduct. An employee found to have misused drugs and alcohol which adversely affects the safety of the employee or others in the workplace will be required to show cause as to why their employment should not be terminated.

The Business and any subcontractor or employees shall be prohibited from entry to site if under the influence of alcohol or any other drug.

Employees or contractors who are found to be in breach of this policy will be subject to the Company's disciplinary procedures and depending on the circumstances their behavior may be treated as serious misconduct.

Affected employees who are in breach of this policy will be counselled and immediately stood down from duty and removed from the workplace.

The Business will make every effort to help and rehabilitation in the form of reference to medical help or counselling if required.

Personal leave or leave without pay may be negotiated to enable rehabilitation and counselling.

1.3 REHABILITATION POLICY

The Business is committed to preventing illness and injuries at the workplace by providing a safe and healthy working environment for all employees. It is recognized that injury or illness may still occur and therefore all incidents shall be reviewed with steps being taken to prevent recurrence.

The Business believes that occupational rehabilitation is of benefit to everyone and should commence as soon as possible following injury or illness. At all times the rights, welfare and confidentiality of the employee shall be respected.

The Business Rehabilitation Program is a managed process involving early provision of necessary and reasonable services, including a suitable duties program, to ensure the injured employees' earliest possible return to work. A team approach to rehabilitation is used with co-operation and consultation being key requirements for all persons involved.

The company undertakes to consult with an employee and/or their representative and medical practitioner to ensure that the rehabilitation program operates effectively.

Rehabilitation Co-Ordinator is nominated as required. The Co-Ordinator provides the necessary link between treating practitioners, rehabilitation service providers and the workplace.

The goal, through the programme, is to return the injured person to their normal duties with approval from the worker's treating doctor.

The programme shall be regularly reviewed and updated as required to meet any amendments to current legislation. Employees have an obligation to actively participate in a rehabilitation program.

1.4 NON-SMOKING POLICY

Environmental tobacco smoke is considered a potential health risk and there is now sufficient evidence that passive smoking (that is, the inhalation of secondhand smoke) increases the risk of lung cancer. Passive smoking is also dangerous for people with pre-existing heart or lung conditions and can trigger asthma attacks, cause chest infections, headaches, and sore throats.

As an employer, The Business has a duty under the legislation to provide and maintain a safe working environment and to protect the health of all employees from illness or injury arising from the workplace. To protect the health of all employees from the ill effects of cigarette smoke at work, The Business has adopted a policy of providing a smoke free workplace.

It is recognized that, while this initiative will provide a positive benefit to all staff, some staff members may have difficulty in adjusting, particularly those whose smoking habit is a long standing one. Every effort will be made to assist smokers to adapt to working conditions under the policy. It must be stressed, that breach of this policy will be dealt with in the same manner as a breach of any Workplace Health and Safety Policy.

Smoking shall not be allowed in any The Business owned/occupied building, vehicle, or plant. Smoking shall not be allowed in or on the grounds of any customer's premises. Smoking is only permitted on lunch and allocated breaks and must be out of sight of customer's premises or in a dedicated smoking area approved by both the client and The Business.

Non-compliance strategy:

The smoke-free policy should be regarded as a workplace health and safety policy. Responses to policy breaches will include:

- Asking the individual to extinguish the cigarette immediately.
- Explaining details of the policy to the offending individual.
- The provision of individual education by personnel management regarding the reasons for the implementation of the smokefree policy.
- Making every possible effort to assist employees understand and adhere to the policy; and
- While the primary approach to smokers who cannot comply will be based on consultation, positive assistance and problem-solving, if these approaches are not effective, disciplinary proceedings may result.

Supervisors have the responsibility to provide positive assistance in the first assistance.

In the case of visitors not complying, officers should politely bring the smoke-free workplace policy to the attention of the person concerned. Should any further action be needed, the officer should refer to the supervisor concerned.

1.5 ANTI DISCRIMINATION POLICY

The Business is an equal opportunity employer. All employees are treated on their merits, without regard to discriminatory attributes applicable to the position. Employees are valued according to how well they perform their duties, their ability and enthusiasm to maintain company standards of service.

This policy applies to all employees and management of the Business in all stages of recruitment, selection, employment and performance appraisal.

Discrimination undermines proper working relations and may cause low morale, absenteeism and resignations. The Business does not tolerate any form of discrimination. We believe all employees have the right to work in an environment free of discrimination and harassment.

Under employment fair practices, discriminatory attributes in employment on the following grounds is against the company policy:

- Sex
- Marital status
- Pregnancy
- Family responsibilities
- Age
- Race
- Impairment
- Religion
- Trade union activity
- Criminal record
- Political belief and activity
- Social origin
- Sexual orientation

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially. Disciplinary action will be taken against anyone who is found to have engaged in discriminatory conduct in relation to a co-worker or client.

Managers and Supervisors must ensure that all employees are treated equitably and in accordance with equal employment opportunity principles. They must also take reasonable steps to prevent victimization against complainants or witnesses.

If you have any questions or concerns about discrimination or inequity in the workplace you should bring them to the attention of Management.

1.6 COMPANY PROPERTY POLICY

Employees issued with The Business property are required to maintain it in a satisfactory condition and account for such items as and when required.

Employees are to keep in safe custody all The Business tools and equipment.

All care should be taken when using The Business tools and equipment especially those of a fragile nature. Such property would include uniforms, technical manuals, keys, tools and equipment, test instruments etc.



Any employee leaving The Business will be required to return, in good condition, all The Business property on issue.

Any damage to tools or equipment due to unforeseen circumstances, or on a worn-out basis shall be reported to The Business immediately, so it can be replaced for future use for you and your work colleagues.

Employees who are found to have willfully, or through neglect, damaged company property may be subject to disciplinary action.

All The Business staff will be required to sign a document confirming the receipt of company property i.e., keys, tools, literature and alike.

1.7 CUSTOMER SERVICE POLICY

Staff are always to conduct themselves in a pleasant, respectable, and courteous manner during working hours or whilst displaying the Business name. All staff members are expected to show respect for our clients with regards to their requests and their property. Staff should endeavor to undertake the following:

- Attend jobs promptly. Contact the office or client if delayed
- Greet and thank clients courteously
- Make every effort to protect client's property, without compromising safety
- Inform customers of the work carried out and, where possible, ensure that they are aware of any changes made. Ensure they have understood changes and the client is satisfied i.e., instructions on how to set sensor lights, timers, etc.
- Ensure that all work completed or left unfinished overnight is left safe and tidy
- Ensure all work sites are always kept as clean and neat as possible
- Use drops sheets where necessary to protect the client's furnishings
- Be aware of any requirements individual clients may have in respect to access to their work site and adhere to follow it strictly.
- Staff should maintain a personal manner and appearance that will bring credit on The Business
- Improve customer service with image and improved housekeeping
- Market additional services to customers if appropriate
- If an accident happens for whatever circumstance, please report to The Business ASAP

1.8 GRIEVANCES & DISPUTES POLICY

It is the policy of The Business to always minimize the effects of and eliminate lost time resulting from disputation. Furthermore, it is clearly recognized that it is in the best interest of all parties to achieve prompt resolution of disputes.

It is therefore agreed that the most effective procedure to achieve this goal is for the responsibility for resolution, to remain as close to the source as possible.



It is with this strategy foremost in mind that all parties agree to strictly adhere to the dispute settlement procedure as follows:

- In the first instance of a dispute, the employee and direct supervisor shall make every effort to genuinely resolve any matter prior to any involvement of a third party
- All work shall continue without interruption whilst the employee discusses the dispute with the employer's representative and concerted efforts shall be made by all parties to resolve the issue as quickly as possible
- No dispute shall be referred to a higher level until a genuine attempt to resolve the matter has been made between the parties
- If the matter cannot be resolved at this level, the employee and/or supervisor shall raise the matter with management for resolution
- Failing a satisfactory settlement being achieved following the above process, the dispute may, in accordance with the dispute resolution procedure contained in the Award, be referred to the relevant Industrial Tribunal where a decision made shall be binding on all parties

An employer or employee may appoint another person, organization, or association to accompany and/or represent them for the purposes of this clause. All employees agree to avoid becoming involved in any disputes that do not directly concern The Business, or themselves.

If the employee is under a workplace agreement, then the dispute resolution clause in the agreement will apply.

1.9 MOBILE PHONES, EMAIL & INTERNET POLICY

1.9.1 MOBILE PHONES

The Business mobile phones shall not to be used for personal use. However, The Business will accept the occasional personal calls where the call is essential. Where there are an unreasonable number of personal calls, it will be to the expense of the employee. The employee will be asked to authorize the deduction of such expenses from any monies owing.

Personal mobile phones are only to be used in emergency or within meal breaks.

Mobile phones shall be returned to The Business prior to an employee going on leave and/or as otherwise directed.

- Answering mobile phone calls or texting while driving is strictly prohibited. It is required that a mobile phone only be used when the vehicle comes to a complete stop in a safe location, this includes vehicles with hands free car kits
- Landline telephones should be used whenever possible when calling another landline
- The number and duration of mobile calls should be limited to a minimum
- Employees should ensure they are in a safe position to take or make a call (e.g., not while driving)
- Mobile phones should be used in an open space, or near a window, to obtain a clear signal without having to increase power

1.9.2 EMAIL & INTERNET

Employees must access the internet only in performing legal, business-related tasks during normal working hours. Unless authorization is obtained from the Director of the Business or the Office Manager, private use of the internet is not to take place at any employee's workstation or equipment.

The Business reserves the right to determine how and when to dispose of all information that enters the organization via the internet, including mail messages, text, graphics, programs, web pages, etc. The Business reserves the right to log all accesses to the internet to confirm that users are abiding by this Policy.

Users must report any security violations involving the internet to the Office Manager as soon as possible and assist in investigating and resolving the problem.

The following items are classed as unacceptable use of the Business email:

- The transmission or distribution of offensive material to any person, whether a Business, employee or otherwise, in any email message.
- No information should be included which infringes State or Commonwealth Acts, or the Business policies on Sexual Harassment, Workplace Harassment and Discrimination.
- Use of offensive, discriminatory or defamatory language
- Message (particularly external email message) containing information which contravenes any Business internal Operating Guideline, email messages must not contain any information which may risk The Business professional reputation or leave users or the Business open to any legal action.
- Messages that infringe the copyright or intellectual property rights of any third parties.
- Representing yourself as someone else, real or fictional or sending email anonymously.
- Transmission of unsolicited commercial information (i.e., junk mail, advertising).
- Expressing of personal views and opinions as if they constituted official commentary from The Business

1.9.3 CORPORATE EMAIL POLICY

- This policy applies to all employees when using the electronic mail (or the intranet) in Metro Rail Engineering Services Pte Ltd and on behalf of Metro Rail Engineering Services Pte Ltd
- Every employee has a responsibility to maintain the company's image, to use these electronic resources in a productive manner and to avoid placing the company at risk of legal liability based on their use.

Use of email

- All messages distributed via the company's email system, even personal emails, are Metro Rail Engineering Services Pte Ltd property. You must have no expectation of privacy in anything that you create, store, send or receive on the company's email system
- Your emails can be monitored without prior notification if Metro Rail Engineering Services Pte Ltd deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the company reserves the right to take disciplinary action, including termination and/or legal action

- Email is a business communication tool and users are obliged to use this tool in a responsible, effective, and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of email:
- An email message may go to persons other than the intended recipient. If it contains confidential or commercially sensitive this could be damaging to Metro Rail Engineering Services Pte Ltd
- Letters, files, and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender to another recipient you may be liable for copyright infringement.
- Email is a fast form of communication. Often messages are written and sent simultaneously, without the opportunity to check for accuracy. If you send emails with any libelous, defamatory, offensive, racist, or obscene remarks, you and Metro Rail Engineering Services Pte Ltd can be held liable
- An email message may legally bind Metro Rail Engineering Services Pte Ltd contractually in certain instances without the proper authority being obtained internally.
- Email messages can carry computer viruses. If you send an attachment that contains a virus, you and Metro Rail Engineering Services Pte Ltd can be held liable. By opening emails and attachments from an unknown sender you may introduce a virus into Metro Rail Engineering Services Pte Ltd computer operations generally.
- All personal data contained in emails may be accessible under Data Protection legislation and, furthermore, a substantial portion of emails to Government and other public bodies may be accessible under Freedom of Information legislation. Email should always be regarded as potentially public information, which carry a heightened risk of legal liability for the sender, the recipient, and the organizations for which they work.

Rules for email use

Metro Rail Engineering Services Pte Ltd considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Users should take the same care in drafting an email as they would for any other communication. Therefore, Metro Rail Engineering Services Pte Ltd wishes users to adhere to the following rules

- Metro Rail Engineering Services Pte Ltd name is included in the heading carried with every message sent by a Metro Rail Engineering Services Pte Ltd staff member. Emails reflect on Metro Rail Engineering Services Pte Ltd image and reputation. Therefore, email messages must be appropriate and professional.
- It is strictly forbidden to use Metro Rail Engineering Services Pte Ltd email system for anything other than legitimate business purposes. Therefore, the sending of personal emails, chain letters, junk mail, and jokes is prohibited. All messages distributed via the company's email system are Metro Rail Engineering Services Pte Ltd property.
- All emails will carry a disclaimer stating that the email is intended only for Metro Rail



METRO RAIL ENGINEERING SERVICES PTE. LTD.

Engineering Services Pte Ltd use and if used for any other purpose a named person should be contacted immediately within Metro Rail Engineering Services Pte Ltd.

- Care should be taken when sending confidential or commercially sensitive information. If in doubt, please consult your manager.
- Company confidential messages should be distributed to personnel only. Forwarding to locations outside is prohibited.
- Great care must be taken when attaching documents or files to an email. Letters, files, and other documents attached to emails may belong to others. By forwarding this information, without permission from the sender to another recipient you may be liable for copyright infringement. Again, if in doubt, please consult your manager.
- 7. Only send emails of which the content could be displayed on a public notice board. If emails cannot be displayed publicly in their current state, consider rephrasing them, using other means of communication, or protecting information by using a password
- Subscription to electronic services or other contracts on behalf of Metro Rail Engineering Services Pte Ltd is prohibited unless you have the express authority from an authorized member of staff to do so.
- If you receive any offensive, unpleasant, harassing, or intimidating messages via email or intranet you are requested to inform your manager or the IT Personnel immediately. It is important that we trace such emails as quickly as possible.
- A hard copy of any important or potentially contentious communication which you have received via email should be printed and filed appropriately (e.g., confirmation of order, etc.). Where important to do so you should obtain confirmation that the recipient has received your email.
- Documents prepared by Metro Rail Engineering Services Pte Ltd for customers may be attached via the email however information received from a customer may not be issued without prior consent of the original sender. If in doubt consult your manager.
- Users must spell check all mails prior to transmission
- Metro Rail Engineering Services Pte Ltd reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received, or sent over the electronic mail system for any purpose. All computers pass codes must be provided to (managers/supervisor/named position). No pass code may be used that is unknown to the company.

Notwithstanding the company's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any email messages that are not sent to them. Any exception to this policy must receive prior approval from your manager. However, the confidentiality of any message should not be assumed. Even when a message is erased it is still possible to retrieve and read that message. If any breach of our email policy is observed, then disciplinary action up to and including dismissal may be taken.

By signing on the line below, I acknowledge that I have read, understand, and agree to comply with the foregoing Email Use Policy. I understand that, if I do not comply with the Email Use Policy, I may be subject to discipline, including loss of access to

Metro Rail Engineering Services Pte Ltd facilities. I may also be subject to legal action for damages or indemnification.

1.9.4 PERSONAL DATA PROTECTION POLICY

The Board of Directors of Metro Rail Engineering Services Pte Ltd., Singapore has the power to design, assess and continuously revise the Go-vernance and Sustainability System, and specifically to approve and update the corporate policies, which contain the guidelines governing the conduct of the Company.

In fulfilling these responsibilities, and within the framework of the law and the By-Laws, the guidelines for conduct that take shape in the Purpose and Values of the Iberdrola group, and its sustainable development strategy, the Board of Directors hereby approves this Personal Data Protection Policy.

a) Purpose

The purpose of this policy is to establish the common and general principles and guidelines for conduct that are to govern the company as regards personal data protection, ensuring compliance with applicable law under all circumstances.

This policy guarantees the right to the protection of personal data for all natural persons who establish relations with the company, ensuring respect for the rights to reputation and to privacy in the processing of the various categories of personal data from different sources and for various purposes based on their business activities, all in compliance with the Company's Policy on Respect for Human Rights.

b) Scope of Application

This policy applies to sub-contractor, as well as to all investees not belonging to the Company has effective control, within the limits established by law, and to all people engaging in relations with entities belonging to the company.

At those companies in which the Company has an interest and to which this Policy does not apply, the Company will promote, through its representatives on the boards of directors of such companies, the alignment of their own policies with those of the Company.

This Policy shall also apply, to the extent relevant, to the joint ventures, temporary joint ventures, and other equivalent associations, if the company assumes the management thereof.

c) General Principles relating to the Processing of Personal Data

Metro Rail Engineering Services Pte Ltd. shall thoroughly comply with personal data protection law in their jurisdiction, the laws that apply based on the processing of personal data that they carry out and the laws determined by binding rules or resolutions adopted within the Group.

Company shall also strive to ensure that the principles set forth in this Policy are taken into account (i)

in the design and implementation of all procedures involving the processing of personal data; (ii) in the products and services offered thereby; (iii) in all contracts and obligations that they formalize with natural persons; and (iv) in the implementation of any systems and platforms that allow access by Group professionals or third parties to personal data and the collection or processing of such data.

d) Main Principles relating to the Processing of Personal Data

The principles relating to the processing of personal data on which this policy is based are described below:

- a. Principle of legitimate, lawful, and fair processing of personal data.

The processing of personal data shall be legitimate, lawful, and fair, in accordance with applicable law. In this sense, personal data must be collected for one or more specific and legitimate purposes in accordance with applicable law.

When so required by law, the consent of the data subjects must be obtained before their data are collected.

Also, when so required by law, the purposes for processing the personal data shall be explicit and specific at the time of collection thereof.

In particular, company shall not collect or process personal data relating to ethnic or racial origin, political ideology, beliefs, religious or philosophical convictions, sexual orientation or practices, trade union membership, data concerning health, or genetic or biometric data for the purpose of uniquely identifying a person, unless the collection of said data is necessary, legitimate and required or permitted by applicable law, in which case they shall be collected and processed in accordance with the provisions thereof.

- b. Principle of minimization.

Only personal data that are strictly necessary for the purposes for which they are collected or processed and adequate for such purposes shall be processed.

- c. Principle of accuracy.

Personal data must be accurate and up to date. They must otherwise be erased or rectified.

- d. Principle of storage duration limitation.

- e. Personal data shall not be stored for longer than is necessary for the purposes for which they are processed, except in the circumstances established by law.

e) OFFENSIVE OR INAPPROPRIATE MATERIAL

Use of Business systems must be appropriate to a workplace environment. This includes but is not limited to the content of all electronic communications, whether sent internally or externally, downloaded from the internet, or accessed by any other means on Business systems.

The company's computing and networking facilities must not be used for the transmission, obtaining possession, demonstration, advertisement or requesting the transmission of objectionable material knowing it to be objectionable material including:

- A film classified RC (refused classification), a computer game classified RC (refused classification), or a refused publication.
- Pornographic material of any kind.
- An article/picture(s) that promotes crime or violence, or incites or instructs in matters of crime or violence; or
- An article/picture(s) that describes or depicts, in a manner that is likely to cause offense to



- a reasonable adult,
- An article/picture(s) that promotes or would be considered sexual or racial harassment by a reasonable adult. or
- Harassing, hateful, racist, sexist, abusive, obscene, discriminatory, offensive, or threatening. This includes sexually orientated messages or images, and messages that could constitute sexual harassment.

All users of Business systems should be familiar with and use Business systems in accordance with Business discrimination, sexual harassment, and workplace harassment policies, available at the Business.

Users of Business systems who receive unsolicited offensive or inappropriate material electronically should notify their supervisor immediately. Such material must not be forwarded internally or externally or saved onto the Business systems except where the material is required for the purposes of investigating a breach of this Administration Policy.

1.10 MOTOR VEHICLE POLICY

1.10.1 APPROVED DRIVERS

The driver of a The Business vehicle must be an employee of The Business and the employee must be fully licensed to drive the classification of the vehicle. People who are not employees or employees who are unlicensed or who have a learner's license are not permitted to drive The Business vehicles.

A photocopy of each driver's current license is to be provided. This will be kept as a record in the employee's file. Employees are to notify The Business management immediately of any change to the status or validity of the license.

If a driver is unfit to drive because of ill health, suspensions or cancellation of license, the driver must advise The Business management. An employee who loses his or her driver's license shall be dismissed if the job required the use of a vehicle and if no other arrangements are available.

1.10.2 PRIVATE USE

No motor vehicle is to be used for personal or private use without prior consent of Business management. However, Business management will occasionally accept that personal or private use of the motor vehicle is essential without prior notification. This does not include extended trips etc., which would need to be approved by management.

Employees may use Business vehicles, (at the discretion of The Business), that have been allocated to them to drive to and from work. The employee shall take Business vehicle only to always work. When not in use by the designated drivers, the vehicle may be utilized by other approved personnel. The Business vehicle may also be used when the employee is rostered on call, or when he or she may otherwise have good reason to believe that they may be called upon to work, and on the proviso that he or she will be available if called to work.

Where the vehicle is available for private use, the following conditions apply:

- The vehicle may be used for reasonable private use. Approval must be gained from your manager prior to using the vehicle for interstate or extensive intrastate journeys. In such instances, the employee will be required to pay for fuel.
- Trailers, caravans etc. may not be towed for private use. No other vehicles may be towed unless in the case of emergency.
- The employee shall take the Company vehicle to always work and when not in use by the designated driver may be utilized by other approved personnel.

- Company cars must be securely parked and secured against entry when parked. Off-street parking at employee's residence is the minimum requirement.
- All vehicles must be locked and secured when always left unattended and no items that could tempt entry to the car may be left in view. This especially includes briefcases, phones or laptops.
- The designated driver is responsible for cleaning the car (inside & out) to maintain it in the required presentable condition.
- The designated driver is responsible for ensuring that the maintenance of the vehicle is performed as required.
- Where private use is permitted, no persons other than the designated driver is permitted to drive the Company vehicle for private use unless in the case of an emergency.
- All designated drivers shall keep an up-to-date log book providing the dates and times of use of the vehicle by all drivers, and shall provide usage records for audit purposes as required.

The Business vehicles are to be parked in a secure location when not in use. Off street parking, if available, is the minimum requirement at an employee's residence. Cars must be locked when unattended and no items such as mobiles or computers that could tempt entry to the vehicle be left in view.

1.10.3 CARE OF THE BUSINESS VEHICLE

The driver of each vehicle is responsible for the basic maintenance of that vehicle. No smoking will be permitted in any The Business vehicle.

Basic maintenance should include, as a minimum, monitoring & replenishing vital fluids and lubricants:

- Fuel
- Engine Oil
- Coolant
- Washer Fluids
- Tyre pressure should also be monitored
- Anything supplied from the company within the vehicle e.g., first aid, kits or fire extinguisher; Fire Blanket shall be kept in date and in good working order.

The driver is expected to always keep the inside and outside of the vehicle clean and presentable. Stock in vehicles should be kept in good condition and in a tidy order.

No alterations, additions or modifications are to be made to vehicles without approval.

It is the driver's responsibility to make sure any load on the vehicle is properly restrained. Any fines incurred from this, or any other traffic infringements will be paid by the driver.

It is the driver's responsibility to bring to The Business management's immediate attention any fault that could render the vehicle unsafe or un-roadworthy. Vehicles must not be driven when unsafe, un-roadworthy or in a condition that is likely to cause damage to the vehicle. The Business management must be notified when a service is due, and this will be arranged ASAP.

1.10.4 FUEL CHARGE CARDS

Fuel Charge cards are to be used for the purchase of fuel and oil for the Business vehicle only. No miscellaneous purchases are permitted on these cards.

1.10.5 INSURANCE

The Business vehicles are insured for theft or accidental damage. Property carried in the vehicle, whether company or private property is not insured. Employees may wish to arrange through their own insurer for private property to be covered while kept in a The Business vehicle.

If an employee is found to be negligent (*Negligent as determined by the insurer*) or operating the vehicle illegally, the employee will be responsible for the payment of any fine and or associated costs, including for but not limited to insurance excesses, and will agree to payment plan to authorize the deduction of such from any monies owing.

Under the current insurance policy, The Business vehicles are covered from the employee's residence to the job site(s) in as short as practical distance. They are also covered whilst parked at the employee's address. Vehicles are to be locked and secured whilst always left unattended.

1.10.6 TRAFFIC OFFENCES AND ACCIDENTS

Any traffic violation or offence of any sort committed by an employee will remain the sole responsibility of that employee. The Business will not be liable for any fines or penalties because of vehicle use by its staff members at any time. The driver of any vehicle who has knowledge of a formal notice of an offence must notify the Business immediately.

The employee responsible for any vehicle that is involved or suspected of being involved in any accident is to report the accident to Business management in writing as soon as possible.

Note: Where the employee is negligent, the employee will be responsible for payment of the insurance premium, which may necessitate the deduction of monies from wages.

A driver of a business vehicle should know what to do if he or she has an accident. Information can be provided, if necessary, by Business management.

If a Company vehicle is involved in an incident causing damage to the vehicle, injury to persons, or third-party property, the driver must obtain the following details:

- Date, time & location of event.
- Other persons and vehicles involved (name, address, vehicle number).
- Names of any injured persons and nature of injury (as far as is known at the time).
- Damage (description) to Company vehicle and/or other damage incurred.
- Names and addresses of witnesses.

The event must be reported on an accident report form as soon as practicable after an incident. Repairs/towage etc. should only be authorized at the time to the extent needed to avoid further risk or damage, or as required to secure an undriveable vehicle. *Admissions of liability to the other party(s) should not be made.* In the event of injury to persons assistance must be provided and the police must be notified by the driver, according to law.

1.10.7 ALCOHOL, DRUGS AND THE LIKE

The Business vehicle must not be used by any driver who is affected by drugs, prescribed or social, or alcohol. No employee can drive Business vehicle with a blood alcohol level above the prescribed limit (insurance becomes void) or be under the influence of medication and/or social drugs which may impair performance.

The Business may seek to recover the costs of such a fine payment or damages to the vehicle from any monies owing were an employee, who is found to be affected by alcohol or drugs.

An employee who is found to have driven under the influence of drugs or alcohol may be dismissed.

1.10.8 DISCIPLINARY OUTCOMES

An employee, who is found to have breached this policy, will be subject to disciplinary action up to and including dismissal. Summary dismissal could result if an employee is found to be in control of a business vehicle whilst under the influence of alcohol or drugs. Dismissal could also result if an



employee steals from the Business or by using the fuel purchase card (if applicable) for private purchases. If an employee causes damage to a vehicle through his or her own negligence, then that employee may be required to pay for the repair of the damage.

Failure to comply with the above policies may result in the removal of vehicle usage or disciplinary action.

1.11 PRIVATE WORK POLICY

1.11.1 ELECTRICAL CONTRACTORS LICENCE

The Business does not condone or tolerate the performance of Electrical Work outside of an employee's employment with The Business.

Under the various Acts which license Electrical Contractors in each state, an Electrical Contractors License is required when performing work for members of the public.

Significant penalties exist for performing Electrical Contracting work to the public including distant family and friends without a contractor's license.

There are in some states, circumstances in which Electrical Workers may perform electrical work without holding an electrical contractor's license.

For instance, a licensed electrician may perform electrical work for themselves or a relative at premises owned or occupied by either themselves or a relative. A relative of is almost always defined in the relevant Act.

Alternatively, a licensed electrician may, in some states, make minor emergency repairs to make electrical equipment electrically safe.

Given the increasing liability and subsequent loss of personal assets in the event of an accident or injury of relatives, The Business encourages all Electrical Workers to engage an Electrical Contractor who holds appropriate Public Liability and Consumer Protection to perform the electrical work.

Failure to abide by this Policy may result in disciplinary action including termination. The Business does not accept any liability for work performed of a private nature or which is not contracted and invoiced by The Business.

1.11.2 COMPANY VEHICLES

The Business vehicle must not be used under any circumstance to perform private work or used outside of The Business-related travel (unless specific permission has been granted).

Unless special permission has been granted to the driver, a The Business vehicle may only be used to travel to and from work and during work hours. The vehicle must not be used on weekends, public holidays or leave except in the event of a work-related call out.

Failure to abide by these procedures may result in disciplinary action including termination.

1.11.3 AUTHORITY TO DEDUCT INSURANCE EXCESSES

If an employee is in an accident using a The Business vehicle outside of work-related travel, the



employee will be responsible for any costs including insurance costs and excesses as well as penalties or fines. The employee authorizes the deduction of costs from the employee's wages and in the event of termination from all monies owing (also see the Motor Vehicle Policy).

1.11.4 VEHICLE STOCK

The Business stock, equipment and materials must not be used for personal work under any circumstance or to perform private work.

Stock, equipment, and materials can only be used with the approval of The Business management.

Permission will be given to the extent that a licensed electrical worker may make minor emergency repairs to make electrical equipment electrically safe.

Regular audits and monitoring of stock levels will be conducted by The Business.

Employees are required to maintain a minimum stock level and should request extra stock as soon as possible, which will be ordered.

Employees may be held responsible for any loss or theft of product held in vehicles which is not charged to materials for a job and is absent from the vehicle.

Employees are encouraged to carry out stock rotation. Use old stock first if possible.

1.11.5 SOLICITING CLIENTS

An employee has an obligation under their employment to serve The Business "faithfully". As such a duty of fidelity exists which acts to prevent an employee from soliciting clients from The Business or any other previous employer.

It is breach of an employee's employment contract to solicit The Business clients to service a new business. It is also a breach of the duty fidelity to recruit staff, who are presently working for The Business, or to remove copy or memories any of The Business valuable information or intellectual property including client databases if the intent or outcome is to cause The Business economic loss.

Employees must conduct themselves and act in a manner that serves The Business's best interests. This includes acting and behaving in a manner which always places The Business in a positive light.

Failure to abide by this Policy may result in disciplinary action including termination.

1.12 SEXUAL HARASSMENT POLICY

The Business considers sexual harassment an unacceptable form of behavior that will not be tolerated under any circumstances.

We shall ensure to carryout anti-harassment policy in accordance with all applicable legislations with an effective QOHS Management System covering Quality and Occupational Health & Safety to support our Company's growth and emphasizes our commitment to meeting customer needs and requirements. We shall strive constantly for improvement in our QOHS implementation with the following commitments:

- Physical assaults or the attempt to commit an assault of a sexual nature. This physical conduct can include touching, pinching, patting, grabbing, brushing against or poking another team

member's body.

- Unwelcome sexual advances, propositions, or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience.
- Preferential treatment or promises of preferential treatment to a team member for submitting to sexual conduct, including soliciting or attempting to solicit any team member to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting a team member to unwelcome sexual attention or conduct or intentionally making performance of the team member's role more difficult because of that team member's sex.
- Creating displays, communications, or publications that include content of a sexually offensive nature.
- Purposely misgendering people, such as consistently referring to someone as 'he' after repeated requests to use 'she' or vice versa.
- Discriminatory treatment like the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity, genetic information, or marital status.

1.13 CODE OF CONDUCT

All staff should adopt a work ethic, which will lead to increased productivity and keep all recalls to an absolute minimum.

The following misconduct may warrant immediate suspension whilst being investigated and may result in dismissal following appropriate disciplinary action being taken:

- Stealing
- Violence
- Sexual harassment
- Neglect of duty
- Breach of safety procedures
- Fraud such as deliberate misrepresentation of time sheets, purchase documents, store, documents, etc.
- Being under the influence of alcohol or illegal substances
- Malicious damage of The Business assets and deliberate damage to employee's property

Note: Employees should make every effort to adhere to The Business procedures; failure to ensure these procedures are carried out may result in disciplinary action being taken by The Business.

If it is alleged that an employee has conducted himself or herself in a manner as outlined above, The Business will follow the following procedures.

- The Business will investigate to determine what circumstances should be consider in deciding whether to dismiss the employee
- The Business will formulate what the employee has done or has failed to do
- Any allegations resulting from the above will be explained to the employee
- The employee will be given a fair opportunity to be heard on any allegations
- If the employee is regarded as guilty, he or she must be given a fair opportunity to be heard on whether a dismissal should take place

The Business will consider matters not directly connected with the alleged offence that might mitigate the penalty

1.14 APPRENTICE SUPERVISION AND WORK ALLOCATION

The Business recognizes its responsibility for the training, supervision and safety of its apprentice/s. Legislation places an obligation on contractors, employees, and the apprentice to ensure that both the workplace and the training provided to apprentices is conducted safely.

1.14.1 OBLIGATIONS OF THE EMPLOYER

The Business agrees that the electrical apprentice must be always supervised by an appropriately licensed electrical worker throughout their apprenticeship, while performing electrical work required of them during business.

The Business agrees that the level of supervision is dependent upon both the level of competency and the adequacy of training of the apprentice for the type of work required to be performed. Additionally, the level of supervision must meet the supervisory requirements of all relevant legislation.

The Business agrees that a formal evaluation of the 'on-the-job' progression of the apprentice and the level of supervision required for the type of work will be undertaken on a minimum bi-annual basis.

The Business agrees to appoint a licensed electrical worker to supervise the apprentice when electrical work is required to be performed. The licensed electrical worker must be made aware of their responsibility and accept the supervisory role.

The Business agrees to maintain accurate records indicating the supervision of the apprentice for the type of work performed. These records will be distributed to any/all staff who may become the Supervisor of the apprentice during the apprenticeship.

1.14.2 OBLIGATIONS OF THE SUPERVISOR

The Supervisor (licensed electrical worker) agrees that an apprentice must not work in the vicinity of live high voltage exposed parts or where there is a risk that the person could meet live low voltage parts within the first six months of their apprenticeship. This is in accordance with the relevant state legislation regarding exclusion zone requirements.

The Supervisor agrees that an apprentice must not perform live work unless the work is for testing and for the purposes of on-the-job training and is conducted under the direct supervision of a licensed electrical worker and the apprentice has been evaluated by The Business.

The Supervisor agrees that an apprentice must not act as a Safety Observer within the first six months of their apprenticeship unless the apprentice has acted in this role in the 12 months leading up to the apprenticeship. There must be documented evidence of the apprentice's competence to act as a Safety Observer for that period.

The Supervisor agrees that in accepting this supervisory role, they are responsible for any electrical work performed by the apprentice and in ensuring that the work is electrically safe. The Supervisor must also follow the levels of supervision as determined in the most recent evaluation by The Business.

The Supervisor must sight and sign the Apprentice Supervision Form for any Electrical Apprentice who falls under their supervision between evaluation periods. The Electrical Apprentice will always carry the Apprentice Supervision Form.

1.14.3 OBLIGATIONS OF THE APPRENTICE

The Electrical Apprentice agrees to inform the Supervisor if they are not competent to complete an assigned task or if they feel they require more training or increased supervision for an assigned task.

The Electrical Apprentice agrees to actively participate in the elimination of risks and hazards in the workplace.

The Electrical Apprentice agrees to adhere to all instructions issued by The Business and the Supervisor, where consistent with the abovementioned obligations.

The Electrical Apprentice agrees to have on their person their most recent Apprentice Supervision Form. The Electrical Apprentice agrees to present the Supervision Form to any additional Supervisor within the current evaluation period; to ensure the Supervisor is aware of current supervision levels. The Supervisor will sight and sign to indicate they understand and agree to the supervision levels that were determined at the most recent evaluation.

The Electrical Apprentice agrees not to conduct live testing/live work unless it is for the purposes of on-the-job training and is conducted under the direct supervision of the Supervisor as documented in the most recent evaluation.

1.15 ENVIRONMENT POLICY

The business recognizes its responsibility for the protection of the environment in which it operates. We manage the activities under our control to minimize adverse impact on the environment. To achieve this, we shall:

- Comply with legislative and legal obligations.
- Maintain a system whereby we regularly assess the potential impact of our operations and ensure that adequate control measures are in place.
- Take reasonable practical steps to protect environmental values and conserve scarce resources.
- Take into consideration the whole of life impact of our products and services.
- Pursue opportunities for environmental improvement, waste reduction and recycling where appropriate.
- Act as good corporate citizens, respect community values and assist Clients in achieving their environmental goals.
- Set targets and conduct programs to ensure continuous improvement of our systems,

procedures, and performance.

Our environmental systems and procedures are integrated within our Safety System so that environmental management, along with all our other business activities, are controlled at all stages. Employees are trained to enable them to fulfil their duties in a manner that ensures the protection of the environment we work in.

1.16 PPE POLICY

All technical employees must always have access to at least the following safety items while on a job site (client's home, workshop etc.) and shall be used when appropriate.

- Hearing protection such as earplugs and/or earmuffs shall be worn in noisy environments where noise is continual and loud.
- Safety Glasses/ Goggles shall be worn when airborne particles are created e.g., grinding, drilling etc.
- Safety Boots should be always worn
- Hard Hat shall be worn in designated areas and where there is a risk of objects falling e.g., Construction site.

Note: Studs, rings, neck chains, metal watches and other jewels made with conductive materials shall be removed at before starting and work where there is a possibility of coming into contact with live equipment or being caught on a structure.