

NEW EMPLOYEE INDUCTION CHECKLIST

New starters should receive a copy of this list – this enables them to follow what is happening and will act as a reminder of anything missed or that needs particular attention. It should be the responsibility of both the manager and the new starter to ensure that all relevant items are covered during the induction period.

Once completed and signed please forward to the Administration Department.

Induction activity	Person responsible	Date completed	Comments
PRE-FIRST DAY			
Letter of Offer signed and return	Admin Support		
Onboarding documents returned and forwarded to payroll	Admin Support		
Set Up in Time & Attendance	Admin Support		
Set up in Sympac/staff number	Admin Support		
Set Up in e-Learning	Admin Support		
DAY 1			
New Staff Announcement	Manager		
Company Overview	Manager		
Departmental functions and aims	Manager		
Related departments and functions	Manager		
Site Tour & Overview of other sites	Manager		
Transport and parking – No parking in visitors or reserved spots	Manager		
Use of swipe cards (if applicable)	Manager		
Introduction to staff	Manager/Admin Support		
Location of amenities, facilities, bathrooms, etc.	Manager		
Uniform allocation & ordering	Manager/Admin Support		
Food, drink, kitchen facilities, local cafes,	Manager		
Staff purchasing procedure	Manager		
Clocking on procedures	Manager		
Policy Pack- Received & Signed	Manager/Admin Support		
Intranet - access	Manager/Admin Support		
Give Where You Live salary sacrifice discussion	Admin support		
Introduction to Executive Team	Admin Support/Manager		

Induction activity	Person responsible	Date complete	Comments
WEEK 1			
IT Systems Overview (if relevant)	Manager		
OHS Induction	Manager		
Completion of E-Learning Core Modules	Admin Support/Manager		
Leave procedures	Manager		
Position description – position purpose, major responsibilities, KPI's	Manager		
Visit to other sites (where applicable)	Manager/Admin Support		
MONTH 1			
Performance Management – Set Scorecard (if relevant)	Manager		
Performance Progress discussion	Manager		
Probation Meeting Booked (if applicable)	Manager		
EMPLOYEE			
I have completed induction procedures and initial training applicable to my appointment and have complied with all requirements of my Letter of Offer			
Employee name:		Signature:	
MANAGER			
I certify that the above-mentioned employee has completed induction procedures and received training as set out above.			
Manager name:		Signature:	

Safety Induction – New Starter/Location change
Site: _____

Safety Overview	Complete
Toilets. Staff & Public	☐
Lunch Room	☐
Smoking areas	☐
First Aid Officers & Procedure, defib location, first aid kits	☐
Incident and Hazard Reporting Procedures – QR Code	☐
Safety Committee Representatives identified	☐
Evacuation procedures & meeting points	☐
Fire Extinguishers	☐
Pedestrian walkways	☐
Site Hazards, ie Stairs, walkways & blind spots (including mirrors)	☐
Traffic – speed limits (Both motor vehicle and forklift)	☐
Site Traffic Management Plan sighted, explained and understood	☐
Local housekeeping	☐
All relevant SWOP's understood and acknowledged	☐
GUS – IHG Portal - access to MSDS & SDS and purpose	☐
Fork Lift Safety Video Presentation	☐

Team Member - Safety Induction Sign Off

I _____ have been given an overview of OHS/SHE requirements.

Employee Signature

Date

Manager Signature

Date

SHE Fit for Work Corporate Standard

Issued by GM of SHE: Jan 2022

Next scheduled Review Date: Jan 2027

Purpose	This Corporate Standard sets the requirements for identifying and implementing controls to mitigate fit for work risks.
Scope	All persons engaging in work for Fagg's Group at a Workplace or undertaking work on behalf of Fagg's Group.
Knowledge Requirements	Site-specific Induction Training
Fagg's Group Fundamentals	- Team Members/Contractors are required to: - attend for work in a fit state to safely undertake the inherent requirements of the role in which they are employed/engaged. Fit for work means that Team Members/Contractors are in a physical, mental and emotional state which enables them to perform assigned tasks competently and in a manner which does not compromise or threaten the health or safety of themselves or others. - not attend for work with a blood alcohol or drug level in excess of the permissible limits as prescribed in the Drug & Alcohol Corporate Standard. - notify their manager as soon as possible if they are aware of, or suspect to be in, a condition that may adversely affect their own health and safety and ability to safely undertake their duties. - notify their manager immediately if they begin to experience signs of fatigue including (but not limited to): - tiredness even after sleep - reduced hand-eye coordination or slow reflexes - short term memory problems and an inability to concentrate - blurred vision or impaired visual perception - a need for extended sleep during days off work. - undertake prescribed testing as governed by relevant local legislation or Public Health Orders. - Team members/Contractors are encouraged to take sufficient and regular rest breaks during work shifts, and while away from the Workplace use time to refresh and recover. - Team members/Labour hire agency employees are required to participate in Fagg's Group directed medical assessments as required by the <i>SHE Medical Assessment Operating Procedure</i>. - Where a team member/contractor has notified a Fagg's Group representative that they are experiencing fatigue, Fagg's Group will assess each matter individually and ensure that risks are managed to minimise any future impacts.
Information, Instruction Training and Supervision	- All Team Members/Contractors should be trained in the requirements of this Corporate Standard. - Records will be maintained on site to demonstrate training delivered and attendance at training.

SHE Fit for Work Corporate Standard

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Incident Reporting and Consequence of Breach

- Team Members/Contractors must report any incidents relating to fitness for work to their manager immediately.
- Team Members/Contractors must report any illnesses/injury/condition that may impact their fitness for work, to their manager immediately.

Failure to adhere to the instructions in this Corporate Standard may result in disciplinary action up to and including termination of employment (or engagement).

Definitions

Term	Definition
Contractor	A person or group engaged by Fagg's Group to provide work or services e.g., independent contractors, subcontractors, an employee of a labour hire agency, transport carriers, maintenance trades persons and other service personnel.
Fatigue	Fatigue is more than feeling tired and drowsy. Fatigue may impair a worker's fitness for work. Fatigue is also a foreseeable risk for the following types of work: • shift work; • extended hours of work; and • on-call arrangements. Fatigue may be caused by extended periods of physical and/or mental exertion, without enough time to rest and recover that reduces a person's ability to perform their work safely and effectively. Common symptoms of fatigue may include loss of alertness, impaired decision making, inability to assess and respond to risks and hazards and short periods of involuntary sleep (micro sleeps).
Health Screening	An assessment and report on a candidate's health, and determination of pre-existing injuries or conditions.
Medical assessments	Includes but not limited to any medical questionnaire, medical assessment, functional assessment, health screening test or a combination of these.
Team Members	Includes all employees and all levels of management full-time, part-time, fixed-term contract and casual.
Workplace	The place of work that a Team Member/Contractor attends to perform their duties and can include Tool of Trade vehicles and third-party premises.

Responsibilities

ROLE	RESPONSIBILITIES
Responsible Manager	• Provide for systems that permit team members to take sufficient and regular rest breaks during work shifts. • Implement this Corporate Standard. • Consult with the People and Culture Team if they are concerned that operational requirements and/or resourcing may contribute to fatigue in the workplace.
Team Members/Contractors	• Comply with this Corporate Standard
SHE Team	• Guiding and assisting local manager to implement this Corporate Standard.
People Advice Centre	• Guiding and assisting managers in the application of disciplinary action and the execution of this Corporate Standard.

Related Documents

SHE Medical Assessment Operating Procedure
SHE GT Pre-employment Medical Questionnaire
SHE Drug & Alcohol Corporate Standard

Supersedes:

Fit for Work Policy
Fatigue Management Policy



SHE Fit for Work Corporate Standard v2.0

Level 3 Document Reference [SHE-GS08 Fit for Work Corporate Standard]

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SHE Drug and Alcohol Corporate Standard

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Purpose	This Corporate Standard outlines the process for the prevention, detection and management of drug and alcohol misuse in the Workplace.
Scope	All persons engaging in work for or on behalf of Fagg's Group at a Workplace.
Competency Requirements	Accredited Tester Training (for nominated managers)
Knowledge Requirements	Site specific Induction Training
Prohibited	It is prohibited to: - Attend for work with a blood alcohol level in excess of the permissible limits (refer below). - Attend for work with drug levels in excess of the permissible limits (refer below). - Consume, sell, supply or possess illegal drugs in the Workplace. - Consume alcohol in the Workplace (other than as provided for in this Corporate Standard).

Permissible Limits Table

	Operating plant or Working in a Warehouse/ Wholesale/Trade Yard Environment	Heavy vehicles, Company provided, and other passenger vehicles used for work purposes	Office and other environments including retail stores
Alcohol	BAC 0.000	Per the relevant legislated BAC limit for the Team Member's licence requirements to complete their work	BAC Under 0.050
Drugs including (but not limited to) - Amphetamine Type Stimulants - Benzodiazepines - Cannabis Metabolites - Cocaine Metabolites - Opiates	Screening cut-off levels defined in AS/NZS 4760: (Oral Fluid)		

Permitted Exceptions	Medications: - Prescription and over the counter medications should be taken in accordance with the directions of a doctor, pharmacist or pharmaceutical manufacturer. - Team Members/Contractors taking medications which could cause drowsiness, adverse side effects, or impair a person's judgement or reactions must notify their supervisor. If in doubt Team Members/Contractors must notify their supervisor. Approved functions and tasting:
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Refer

below.

SHE Drug and Alcohol Corporate Standard



SHE Drug and Alcohol Corporate Standard v1.0

Level 3 Document Reference [SHE-GS07 Drug and Alcohol Corporate Standard]

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Approved Functions and Tasting

There may be occasions where Team Members/Contractors may consume alcohol at functions authorised by the Fagg's Group. These include:

- Approved functions;
- customer and sales events / expos; and
- product tasting sessions.

On such occasions, any alcohol consumed must be done so in a responsible manner.

Where possible, Approved Functions authorised by the Fagg's Group should be:

- conducted at the end of, or after, working hours; and
- be accompanied by the service of food.

Where an Approved Function introduces realistic potential for Blood Alcohol Content (BAC) levels to exceed permissible limits:

- pre-function communication must remind Team Members/Contractors of obligations regarding responsible consumption of alcohol;
- Team Members/Contractors must not return to the Workplace after the function if it is likely that their BAC exceeds the permissible limits; and
- the Approved Function is to be excluded from the random testing process.

The Responsible Manager or their nominated representative will ensure the safety of people during the event, including safe travel to and from the event.

Disclosure

- Where a Team Member/Contractor attends for work and, prior to commencing duties, discloses to their manager that they may have a drug level or BAC in excess of the permissible limits, that Team Member/Contractor shall be permitted to return home (via safe means) and return to their duties once they have returned a negative result.

NB: Test results will only be accepted either through a medical practitioner clearance or retest by the site Fagg's Group Accredited Tester. Team Members are entitled to access accrued leave entitlements during this period.

- Any Team Member who notifies Fagg's Group that they have a drug or alcohol dependency condition, will be encouraged to seek advice and receive appropriate treatment. Fagg's Group will undertake to support the Team Member throughout this process and treat the matter with confidentiality and sensitivity.

A Team Member's security of employment will not be jeopardised provided that the Team Member:

- agrees to participate in an approved rehabilitation program and progresses satisfactorily in that program; and
- does not return a non-negative result on further testing.

Team Members are also encouraged to seek professional counselling assistance through the Employee Assistance Program (EAP). Participation in this program is free and confidential and information disclosed by Team Members will not be disclosed without their consent.

SHE Drug and Alcohol Corporate Standard

Drug and Alcohol Testing Program

General testing requirements

- Random onsite drug and alcohol testing and confirmation testing will only be undertaken by the services of an Accredited Testing Agency.
- 'For cause/challenge' and 'post incident' testing will be undertaken by an Accredited Agency or a manager who has received Accredited Tester training.
- All tests will be conducted in a private location.
- Team Members/ Contractors may be asked to provide photo identification (or other form identity validation) and sign appropriate consent forms.
- A witness may be present if requested by the Team Member/Contractor.

Testing Process

Random drug and alcohol

- Warehouse/Wholesale/Trade Yard environment operational sites which utilise mobile plant or equipment are considered high risk whereas office environments are considered low risk.
- High risk sites must establish and maintain a random drug and alcohol test program that is of sufficient frequency and duration to test a majority of Team Members/Contractors over a period of 12 months.
 - NB: this may include blanket testing of all Team Members/Contractors in a single event.
- Low risk sites will establish and maintain a random drug and alcohol testing program that ensures a representative portion of Team Members/Contractors on the site are subjected to testing at least once per year.
- Tests will be conducted at random times and days and test subjects will be selected through a random selection process.

'For cause'/challenge

- Where a reasonable suspicion exists that a Team Member/Contractor has attended for work with a drug or BAC level in excess of the permissible limits a 'for cause' test may be undertaken.
- The Team Member/Contractor shall be advised that they are being requested to participate in for cause testing and the reasons for this request.

Post incident

- Following an incident involving the operation of mobile plant or vehicle onsite, where it has been deemed that the actions of the individual directly led/contributed to the outcome of an incident, a drug and alcohol test must be conducted in accordance with this Corporate Standard.
- Following an off-site incident involving the operation of vehicles, where it has been deemed that the actions of the individual directly led/contributed to the outcome of an incident, a drug and alcohol test may be conducted at Fagg's Group's request.

Refusal to participate

If a Team Member/Contractor refuses testing in accordance with this Corporate Standard (whether the testing is random, for cause/challenge or post-incident), such refusal will be treated as having returned a **Confirmed Positive** result.

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Non-Negative Results

- Non-negative drug test samples will be subject to confirmation at an Accredited Laboratory. A Fagg's Group representative will:
 - immediately contact the testing agency and request an onsite confirmation test; or
 - if there is an unreasonable delay, arrange for the Team Member/Contractor to be taken to an appropriate medical clinic for a confirmation test to be conducted; and
 - keep the Team Member/Contractor in a location where they can remain under observation while waiting for the test.
- Non-negative BAC samples will be confirmed through one subsequent breath test after approximately 20 minutes. A Fagg's Group representative will:
 - confirm the device used is a current calibrated instrument (if Fagg's Group owned devices are used); and
 - obtain a second person to observe subsequent sample; and
 - record the details of the result immediately.
- Team Members/Contractors will be suspended from all work activities while results are confirmed.
- Arrangements must be made to ensure the Team Member/Contractor is transported home safely.

Confirmed Positive Results

- Any Team Member/Contractor who returns a Confirmed Positive result will be deemed by Fagg's Group as having engaged in serious misconduct and will be subject to disciplinary action up to and including termination of employment/engagement.
- The Team Member/Contractor's manager is required to notify the People Advice Centre (PAC) where a Confirmed Positive result has been identified.
- The Team Member/Contractor shall remain suspended from all work activities while the disciplinary process is undertaken.

Chain of Custody and Record Keeping

- Accredited testers must collect samples and maintain records in accordance with relevant Australian/New Zealand Standards (AS/NZS).
- The relevant chain of custody form must be completed by the collector and the donor.
- Appropriate records must be maintained.

Testing Devices

- Sites will obtain and maintain appropriate devices for initial drug and alcohol testing where Fagg's Group managers on site have received Accredited Tester training. Otherwise, devices will be provided by the Accredited Agency.

Information, Instruction, Training and Supervision

- All Team Members/Contractors should be trained in the requirements of this Corporate Standard.
- Records will be maintained on site to demonstrate training delivered and attendance at training.

Incident Reporting

- In the event of a suspected breach of this Corporate Standard, the responsible manager will:
 - Complete an incident report via the online incident reporting software (or other applicable safety reporting system); and
 - Notify the P&C Team via the People Advice Centre.



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SHE Drug and Alcohol Corporate Standard v1.0

Level 3 Document Reference [SHE-GS07 Drug and Alcohol Corporate Standard]

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SHE Drug and Alcohol Corporate Standard

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Definitions

Term	Definition
Accredited Laboratory	A laboratory that holds NATA accreditation for the quantitation of drugs in oral fluid
Accredited Agency	A service provider accredited by NATA and conducting testing in accordance with AS/NZS 4760: Procedures for specimen collection and the detection and quantitation of drugs in oral fluid
Approved Function	A function that has been approved by a relevant Fagg's Group senior manager. At minimum the senior manager is at a level that heads a functional department or is above a site level e.g. General Manager, Regional Manager, Functional Department Manager.
BAC	Blood Alcohol Concentration
Confirmed Positive	Confirmatory testing that - in the case of drugs confirms the presence of drugs in excess of the permissible limits in the sample submitted for testing - in the case of alcohol confirms the presence of alcohol in the subsequent breath test.
Contractor	A person or group engaged by Fagg's Group to provide work, goods or services. e.g. independent contractors, subcontractors, an employee of a labour-hire agency, transport carriers, maintenance tradespersons and other service personnel.
Non-negative test	An onsite preliminary non-negative result that has not yet been confirmed by an Accredited Laboratory for drugs or one subsequent breath test for BAC.
Team Members	Includes all employees and all levels of management full-time, part-time, fixed-term contract and casual.
Workplace	The place of work that a Team Member/Contractor attends to perform their duties and can include Tool of Trade vehicles and third party premises.

Responsibilities

ROLE	RESPONSIBILITIES
Team Members and Contractors	- Adhere to the requirements within this Corporate Standard. - Must participate in random, for cause and post incident testing as directed.
Site Manager	- Establish and maintain a contract of service with an Accredited Workplace Testing company to provide random and confirmation drug and alcohol tests. NB: sites may also include the initial testing in the contract. - Where on-site testing is preferred for the initial 'for cause/challenge' and 'post incident' testing, appoint Accredited Testers. - Facilitate accredited training for Team Members who are nominated as an onsite tester. - Provide and maintain testing equipment on site where applicable. - Oversee that records are maintained of non-negative results where conducted by a Fagg's Group Accredited Tester. - Oversee that this Corporate Standard is communicated and implemented.
Responsible Managers	Report and investigate any Team Member/Contractor that they reasonably suspect has attended for work with a drug or blood alcohol level in excess of the permissible limits including because of observation of deteriorating work performance, abnormal conduct or behaviour.
People Advice Centre	Guiding and assisting responsible managers in the application of disciplinary action and the execution of this Corporate Standard.
SHE Team	- Provide assistance and support to responsible managers on drugs and alcohol in the workplace. - Provide guidance in relation to this Corporate Standard and its implementation and Australian and New Zealand Standard requirements. - Assist in the investigation of incidents.
Fagg's Group Accredited Tester (where applicable)	- Comply with the terms of the relevant service level agreement established between Fagg's Group and the provider. - Comply with the relevant AS/NZS for drug and alcohol testing

Fagg's Group Related Documents
SHE Fit for Work Corporate Standard

Supersedes:
SHE GP Drug and Alcohol Protocol



SHE Drug and Alcohol Corporate Standard v1.0

Level 3 Document Reference [SHE-GS07 Drug and Alcohol Corporate Standard]

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Purpose	To appropriately utilise medical assessments to ensure that individuals are fit to safely undertake the inherent requirements of the role for which they are employed or seeking to be employed.
Scope	This applies to all Fagg's Group Operational Leaders and responsible managers who supervise and manage team members: • directly employed by Fagg's Group; and/or • engaged through a labour hire agency.
Knowledge Requirements	• <i>Fagg's Group Site Induction</i> • <i>SHE Fit for Work Corporate Standard</i>
Pre employment medical requirements – Direct Employment	All candidates applying for roles with Fagg's Group must complete the Pre-Employment Medical Questionnaire and return to the hiring manager/talent acquisition partner. (<i>SHE GT: Pre-Employment Medical Questionnaire</i>). Where a candidate discloses a medical condition, disability or injury in the Pre-Employment Medical Questionnaire, a pre-employment medical assessment may be required to gather further medical information. At some work locations, depending on the role, a medical assessment may be required irrespective of what is disclosed on, and in addition to, the completed Pre-Employment Medical Questionnaire. The hiring manager/talent acquisition partner must provide the Pre-Employment Medical Questionnaire to the Injury Management Advisor (IMA). The IMA will assess and provide recommendations in relation to: • any considerations relating to the candidate's suitability for the role; • any reasonable accommodations or adjustments that should be considered to appropriately support the candidate in the role; • the candidate's fitness for work in the role for which they are applying; and • any further assessments that are recommended. Should Fagg's Group determine that a medical assessment is required, the IMA will work with the hiring manager/ talent acquisition partner to determine the required assessment type. On receipt of the medical assessment, the hiring manager/ talent acquisition partner will work with the IMA who will assess and provide recommendations in relation to the candidate's fitness for work.
Pre employment medical requirements – Labour Hire Agency	The labour hire agency must ensure that any candidate to be placed on a Fagg's Group controlled site undertakes a pre-employment medical assessment to the same standard as a Fagg's Group team member (outlined above). Labour hire agency candidate pre-employment medical results shall be made available to Fagg's Group upon written request.

Fitness for work assessment

- Where a responsible manager has been notified of a condition affecting a team member's ability to safely conduct their work, they must work with the IMA and People Advice Centre (PAC) to:
 - request that the team member supply medical information; and/or
 - request that the team member provide consent for Fagg's Group to contact the team member's treating doctor to obtain further medical information;
 - request that the team member attend an Independent Medical Examination (IME) arranged by Fagg's Group.
- On receipt of the medical information, the responsible manager and PAC will work with the IMA who will assess and provide recommendations in relation to the team member's fitness for work.

Health screening

- The responsible manager will work with the IMA to engage an accredited external provider to undertake relevant health screening where triggered by one or more of the following:
 - Pre-employment medical questionnaire and /or independent medical results
 - Workplace environmental testing
 - Changes in the work environment or work activity
 - Incidents in the workplace.
- The matter will be referred to the State IMA or National Workers Compensation and Injury Management Manager if the external provider report indicates a concern.

Records management

- Medical assessments may contain private and confidential information. Access to this information is limited to the relevant site management personnel, Fagg's Group People and Culture Team and the Fagg's Group SHE Team.
- The pre-employment medical information may be provided to the workers' compensation insurance provider to assist the workers' compensation insurer to determine liability for a worker's compensation claim.
- The assessment report of the employed candidate will be retained as outlined in the **SHE-GT SHE Records Management Register**.

Information, Instruction, Training

Responsible managers will be trained in this SHE operating procedure. Records will be maintained on site to demonstrate training delivered and attendance at training.

Incident Reporting

In the event of becoming aware of a medical injury or illness relating to fitness for work, the responsible manager will:

- Complete an incident report via the online incident reporting software (or other applicable safety reporting system); and
- Notify the relevant stakeholder/s (IMA, Labour Hire Agency and/or P&C Team via the People Advice Centre).

Definitions

Term	Definition
Health Screening:	An assessment and report on a candidate's health, and determination of pre-existing injuries or conditions.
Labour Hire Agency:	A business that supplies temporary workers to a host employer, i.e. Fagg's Group, on a fee or fixed term basis. Labour Hire Agency employees are paid by the labour hire agency for the work they conduct for the host employer, i.e. Fagg's Group.
Team Members:	Includes all employees and all levels of management full-time, part-time, fixed-term contract and casual.



Medical Assessment SHE Operating Procedure

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Responsibilities

ROLE	RESPONSIBILITIES
Responsible Managers	- Managers and Supervisors who have responsibility for supervising any workers are required to comply with all aspects of this procedure. - Where on-boarding candidates without the involvement of Fagg's Group Talent Acquisition team - ensure that the Pre-Employment Medical Questionnaire is completed by the candidate and that any relevant information is passed on to IMA for review and consideration; and - provide candidates with information about the inherent requirements of the role. - Report and investigate any team member that they reasonably suspect is not fit to safety undertake their role due to a medical condition.
People and Culture Team	Support responsible managers and IMAs in undertaking their responsibilities under this procedure.
IMA/National WC and IM	- Guide and assist responsible managers in the application of management action and the execution of this procedure - Make recommendations on completed Pre-Employment Medical Questionnaires that allows responsible managers to make decisions on next steps required for a candidate's fitness for work capacity. - Review and consider medical information received as part of fitness for work assessments that allows responsible managers to make decisions on next steps required for a team member's fitness for work capacity.
Fagg's Group Talent Acquisition Team	- Include Pre-Employment Medical Questionnaire as part of candidate application process and ensure that any relevant information is passed on to IMA. - Provide candidates with information about the inherent requirements of the role. - Where applicable, book a candidate in for a pre-employment medical assessment with the relevant assessment provider.

Fagg's Group Related Documents

SHE Fit for Work Corporate Standard

SHE GT Pre-employment Medical Questionnaire

SHE GT SHE Records Management Register

Supersedes:

SHE GP Medical Assessment Protocol

Staff Purchases and Staff Discounts Policy

Staff discounts apply to the **individual staff member** and is for **personal shopping only**. Staff purchases and/or refunds **MUST** be transparent; a manager must be present for transactions of \$50.00 or more.

- Discount structure is as follows and applies to all products purchased:
 - Full Time, Part Time and Casual Staff – Cost price plus 10% plus GST
 - The “best” price policy will automatically be applied at the point of sale
- Discount applies to cash and card transactions only (no debtor account transactions)
- Employees are NOT permitted credit /account terms. Purchases are strictly on a cash or credit card basis only.
- Employees can spend up to maximum \$1,000 (discount purchases) in any one calendar month. Request over \$1,000 in a single month requires the approval from the General Manager.
- The purchasing policy only applies to the individual staff member and their spouse living in the same residence.
- Staff members whom reside with their parents are entitled to purchase items for their address and must be present for the discount to apply.
- Staff members purchasing items for a significant home project (greater than a spend of \$2,500) must make the General Manager aware in writing.
- For transparency purposes non-DIY/Retail staff purchases (i.e., Trade – timber) **MUST** be approved by the Manager.
- Manager’s Authorisation is required for **ALL** staff purchases for any transactions over \$50.00.
- Staff members must seek approval from Manager’s before purchasing current promotional items. As a general rule current promotion product will be available to staff five days after the promotion starts to ensure advertised product supply to our customers.

Procedure

- A manager must be present during any transaction to authorise a purchase of \$50.00 or more.
- Staff members **must not transact their own purchases or refunds** or those of their family and friends.

Failure to adhere to this policy and procedure will be taken seriously and a breach will result in disciplinary action and/or termination.

Name:

Signature:

Date:

Personal Protective Equipment - Glove Policy

The purpose of the Glove Policy is to protect employees of Fagg’s Group from exposure to work place hazards and the risk of injury during manual handling.

Many of our standard operating procedures (SOPS), across both trade and retail require gloves to be worn.

However, gloves may be worn at other times at the discretion of the staff member unless otherwise indicated in a SOP for safety reasons. i.e. while using the saws.

Our company standard and preferred glove for application across the business is the Rhino All Purpose glove, if unavailable other gloves are available for use.



Staff who are required to wear gloves to perform their duties will have them supplied during their induction as part of their uniform or when moving into a new role. Replacement gloves will be issued as required. Gloves **MUST** be kept at the workplace.

GLOVES must be worn at all times when handling timber except when using the SAWS.

I fully understand the expectations and guidelines set out in this policy and agree to adhere to them.

I understand and accept that a breach of this policy may lead to disciplinary action.

Name:

Signature:

Date:

Timber & Retail Service Protocols – Customer Pick Ups

1. Faggs Group staff **CANNOT** secure or participate in the securing of timber loads/products etc onto vehicles and/or trailers.
Customers are responsible for securing and tying down their own loads on vehicles and/or trailers.

We can assist placing product(s) onto their vehicle and/or trailer that's it.

2. Faggs Group staff **CANNOT** load timber, trade or retail products inside the Cabin of a passenger vehicles. **This is prohibited.**
If a customer wishes to load product(s) inside the cabin of a non-commercial vehicle they do so at their own peril.

We can assist loading products into Commercial Vehicle (i.e. Vans and Trucks), but not 4WDs and other passenger vehicles

I fully understand the expectations and guidelines set out in this policy and agree to adhere to them. I further understand and accept that a breach of this policy may lead to disciplinary action.

Name:

Signature:

Date:

Staff Mobile & Landline Phone Policy

The purpose of this policy is to provide Fagg's Group employees with guidelines regarding personal mobile and landline phone usage within the workplace. All employees of Fagg's Group need to be familiar with and follow the guidelines below.

1. Personal Calls, Mobile Calls, SMS Messaging and Social Media

General, non-urgent personal mobile phone usage is distracting and is not permitted during paid working time. Employees should restrict their personal calls to scheduled breaks or lunch periods. Personal telephone calls are not allowed during work hours other than genuinely urgent or emergency situation(s).

Whilst at work, personal mobile phones are not to be kept on the person or used during paid work time. This includes phone calls, texting, emails, surfing the internet and any other function of the phone (for example, Facebook, Twitter, games, etc). Mobile phones should be kept in lockers provided.

Employees should restrict their personal calls to scheduled breaks or lunch periods. Employees are asked to ensure that family and relevant parties (for example, childcare facilities and schools), understand the Fagg's Group phone policy and have the store phone number should an employee need to be contacted during business hours.

A personal outgoing call from company landlines to mobile phones is not permitted.

2. Driving, Mobile Phones, Technology

Using a mobile phone or other electronic devices (GPS navigation) while driving can be distracting, increasing your chance of being involved in a crash or near crash. Looking at or touching a device at the same time as being in control of a vehicle is particularly dangerous. Using and operating a handheld mobile phone whilst driving is prohibited and illegal.

It is only permissible to make or receive phone calls when:

- Phone communications are via blue tooth technology and not through the mobile phone handset per se. The blue tooth technology must be through the cars audio system or in an after- market blue tooth system.
- Can be operated by the driver without touching any part of the phone and the phone is not resting on any part of the driver's body.

Using a phone as a navigational device/GPS while driving is prohibited unless it is secured in a commercially designed holder fixed to the vehicle. All other functions including video calls, texting and emailing are prohibited.

An act that contravenes the Company Phone Use policy is a serious matter and may result in disciplinary action.

Appropriate Workplace Behaviour Policy

At Fagg's Group, we seek to create a working environment that is diverse, inclusive and that treats people with dignity and respect. This means that we:

- believe in the right of our team members to be treated fairly and equitably
- seek to hire, promote, manage and reward on the basis of merit and essential job requirements
- have no tolerance for unlawful discrimination, bullying, harassment or victimisation
- have grievance procedures in place that allow complaints to be investigated in a fair and sensitive way.

This policy helps us work together and make decisions consistent with Fagg's Group standards and with how we are required to do business.

We all have a part to play in promoting equal opportunity principles and respecting others, across our whole business and in our dealings with customers, suppliers and the broader community. If you have any questions or concerns in relation to any aspect of this policy, we encourage you to raise this with your manager or a People & Culture Representative as soon as possible.

This policy was previously known as the Equal Employment Opportunity (EEO), Discrimination, Bullying and Harassment Policy (EEO Policy) and any references to the "EEO Policy" in other documentation should be read as a reference to this policy.

Application and Responsibilities

This policy applies to all Fagg's Group team members in relation to, all aspects of employment and engagement (including recruitment and selection practices, terms and conditions of employment or engagement, promotion, transfer, training, leave and termination of employment or engagement) as well as the treatment of others in the broader Metcash network, including suppliers, retailers, clients and the community. Team members include all Fagg's Group directors, employees, contractors and consultants (and any workers they engage to perform work for the Fagg's Group).

This policy is not limited to the workplace or to work hours. This policy extends to all functions and places that are work-related. Team members must comply with this policy at all work-related functions, such as work lunches, conferences, staff meetings, Christmas parties and client or supplier functions. Team members must also comply with this policy when going to other locations in connection with work, for example, when visiting a supplier and during work-related travel.

All team members are required to comply with this policy at all times. All team members are required to participate in Appropriate Workplace Behaviour compliance training every two years and otherwise as Fagg's Group requires from time to time. Fagg's Group treats breaches of this policy seriously. Breaches of this policy that Fagg's Group considers serious, or repeated breaches, are likely to result in termination of employment or engagement (as relevant).

Team members should be aware that, in some circumstances, they can be held legally responsible for their own unlawful conduct. This means that a team member may be personally liable for, and sued, if they breach applicable laws. Team members who aid, abet, encourage or permit others to engage in unlawful conduct can also be liable for their conduct.

Review Date: August 2023

Release Date: November 2021

This policy outlines Fagg's Group stance on Appropriate Workplace Behaviour which includes EEO, discrimination, bullying and harassment. It should be read together with our Code of Conduct. This policy will be reviewed periodically. This policy is not intended to, and does not, create any contractual rights or benefits or form part of any contract between a team member and Fagg's Group.

Manager's responsibilities

- Complying with the principles and requirements in this policy
- Leading by example and promoting the principles in this policy
- Intervening early and call out and address inappropriate behaviours promptly

Vilification is a public act which incites hatred, severe contempt or severe ridicule of a person or group because of an attribute (such as race). Serious vilification involves threats of physical violence.

Discrimination (including vilification) in the workplace or in the provision of goods and services is unlawful.

Bullying, harassment and sexual harassment

Fagg's Group endeavours to foster an environment that is free from bullying, harassment, sexual harassment and other inappropriate workplace conduct.

Bullying

Bullying is repeated, unreasonable behaviour directed towards an individual or a group that creates a risk to the health and safety of a person or group. Unreasonable behaviour includes behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, intimidate or threaten. Bullying behaviour does not need to be based on a ground of discrimination. A person can be bullied for any reason.

Workplace bullying can be directed at a single team member or a group of team members by one or more team members.

Reasonable management action taken in a reasonable way is not bullying or harassment. Some examples of reasonable management action include:

- setting reasonable performance goals and standards
- transferring a team member for operational reasons
- informing a team member about inappropriate behaviour
- implementing organisational changes

Low level workplace conflict or a difference of opinion is also unlikely to constitute bullying.

Harassment

Harassment is unwanted conduct targeting a protected attribute that a reasonable person would expect to offend, humiliate or intimidate. Harassment can be a form of discrimination and does not need to be intentionally offensive or happen more than once to be unacceptable.

Conduct that may amount to harassment includes:

- sarcasm and other forms of demeaning language
- threats, abuse or shouting • ganging up on someone
- initiation rituals or "hazing" undermining or putting someone down in front of others
- unwelcome jokes, passing comments, posters or emails that are likely to offend, humiliate or intimidate – e.g., a pamphlet vilifying a religion or racial group, or mocking someone with a disability

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Sexual harassment

Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated. However, conduct will not be sexual harassment if a reasonable person, having regard to all the circumstances, would not have anticipated the possibility that the conduct would offend, humiliate or intimidate the other person.

It doesn't matter:

- if the conduct only happened once
- if the conduct was not intended to offend the person
- whether the person targeted spoke up at the time or asked for the behaviour to stop.

Sexual harassment may include:

- questions or comments about someone's physical appearance, sexual preferences or private life
- physical contact or unnecessary familiarity, like kissing, patting or putting an arm around someone
- sexually explicit conversation or suggestive comments
- asking someone for sexual favours or pressuring them to go out on dates
- sexual jokes, abusive language or innuendo • displaying or circulating pornographic photographs, pictures, e-mails, posters or objects
- potential criminal conduct, including physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is not behaviour that is based on mutual attraction, flirtation or friendship. If the behaviour is mutual, consensual, welcome and reciprocated then it is not sexual harassment.

Inappropriate workplace conduct

While we recognise that the actions of our team members must comply with the law, mere compliance is not an adequate measure of whether decisions and actions are consistent with, and in the spirit of, Fagg's Group values and the aims of this policy. Therefore, there may be forms of workplace behaviour which, although not unlawful, Fagg's Group regards as being inappropriate. An example of this is shouting or swearing at a team member or a customer. While this one-off conduct might not amount to bullying or harassment it is still inappropriate and not behaviour that Fagg's Group tolerates.

Victimisation

Victimisation is threatening or disadvantaging someone because they:

- want to assert their rights under applicable laws (such as anti-discrimination laws);
- have made, or intend to make, a complaint about conduct prohibited by this policy; or
- are helping someone make a complaint, are involved in a complaint process or are a witness to an investigation.

Internal Grievance Procedure and Management Guidelines

All grievances raised under this policy will be taken seriously and managed promptly in accordance with the following guiding principles, as far as possible:

- meeting our obligations under relevant laws
- encouraging and facilitating informal resolution, where appropriate
- keeping the grievance as confidential as possible

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- providing all parties with procedural fairness
- ensuring all parties have access to appropriate support, such as Fagg's Group's employee assistance program (EAP).

While the approach may vary or be adapted depending on the circumstances, generally internal grievances raised by a team member engaged directly by Fagg's Group (for example, an employee or a consultant) will be managed in accordance with the three stages set out below. For team members engaged indirectly (such as employees of contractors or labour hire employees), Fagg's Group will consult with the team member's employer (as relevant) in determining the appropriate process follow.

Stage 1: Grievance is to be raised.

- If you have a grievance, it is important to raise it as soon as possible. It is best to do this through your manager or a People & Culture Representative, who will discuss your grievance with you, including:
- confronting the person directly to ask them to stop the behaviour, if you feel comfortable doing so - this is not compulsory;
- facilitating an internal discussion or conciliation – this is more suited to less serious allegations. In this approach, there is no decision made about what did or did not occur, rather the Manager or a People & Culture Representative attempts to facilitate an outcome that is acceptable to all parties (including the business); or
- undertaking an investigation.

The Manager or a People & Culture Representative will generally need to meet with you to discuss your grievance. You can take a support person to the meeting if you want.

It is important to note that:

- the Manager or People & Culture Representative are not able to give you independent advice or make findings in relation to the matter;
- the Manager or People & Culture Representative will determine the best way to deal with your grievance – in deciding on the best course of action, the Manager or People & Culture Representative will consider the nature of your grievance and any other relevant factors;
- while all reasonable steps will be taken to preserve a complainant's confidentiality and respect their wishes, due to Fagg's Group's statutory obligations and the need to afford all staff procedural fairness, Fagg's Group may need to act on a grievance even if the complainant does not wish to escalate the matter;
- all team members involved in a complaint or grievance process must maintain confidentiality (including the person who lodges the grievance). Spreading rumours or gossip may expose team members to disciplinary action and, in some cases, may constitute defamation. However, team members may discuss the grievance with a designated support person or representative (who must also maintain confidentiality)

Stage 2: Investigation

If informal resolutions are impractical, or the grievance (if proven) would result in a serious breach of this policy, it may be investigated.

An investigation is an impartial fact-finding process which may be undertaken internally by Fagg's Group or a person from outside Fagg's Group (including legal representatives) appointed by Fagg's Group. Generally:

- you will be asked to set out your grievance in writing;
- an appropriate investigator will be appointed to investigate the grievance;
- the allegations will be put to the alleged perpetrator, who will be given an opportunity to respond;
- the investigator may also interview any witnesses who may reasonably be able to assist (on a confidential basis);

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- one or more parties may be stood down with pay during the investigation. Stand-down during an investigation is not a disciplinary measure, and will only be used where deemed to be necessary to assist with the investigation process or meet our statutory obligations. Fagg's Group may also provide alternative duties or work, or an alternative work location, during an investigation; and
- participants can bring support persons to interviews, and will be reminded of their obligations in relation to privacy and confidentiality.

Stage 3: Outcomes

After the investigator makes findings, these will be communicated to the decision-maker (usually the responsible manager, or more senior level of management if appropriate). The decision-maker will consider the findings and decide on appropriate outcomes, which may include:

- counselling or Appropriate Workplace Behaviour refresher training;
- changing work arrangements such as revising or varying duties, responsibilities or reporting lines;
- monitoring to ensure that there are no further problems; and/or
- disciplinary action (from a formal warning up to and including termination of employment or engagement).

These outcomes are intended to provide a guide as to the possible outcomes which may be implemented. In every case, the actual outcomes and/or disciplinary procedure to be adopted will be a matter for Fagg's Group's determination and in consideration of the circumstances as a whole.

Where practicable and appropriate, parties affected by the decisions (such as the complainant) may be given an opportunity to respond, raise any additional matters they would like the decision-maker to consider, and consulted with.

Vexatious complaints

Raising a grievance can have serious implications for the other party, personally and professionally. Doing so, in bad faith, or without believing the grievance to be true, is known as a "vexatious complaint". Making a vexatious complaint is a serious matter and may result in disciplinary action for the complainant, up to and including termination of employment or engagement.).

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Policy Acknowledgements.

I have received a copy of the following policies -

- ☐ Appropriate Workplace Behaviour Policy.
- ☐ Staff Mobile & Landline Phone Policy
- ☐ Fit for Work Policy

I fully understand the expectations and guidelines set out in these policies and agree to adhere to them. I further understand and accept that a breach a policy may lead to disciplinary action.

Name:

Signature:

Date: