

Employee Handbook And Workplace Health & Safety Management Manual

Welcome to Impact Executive Solutions, an Australian owned human resources services company.

Congratulations on joining us. We are pleased that you have chosen to become a member of our organisation. We hope that your association with Impact Executive Solutions will be a pleasant, beneficial and challenging professional experience.

All employees play a critical part in the present and future of this company. As a member of our team, your contributions will go a long way to further strengthen Impact Executive Solutions' position in the human resource consulting field. Without you, our ability to serve our Clients and impact our industry would not be possible.

Regards,
Impact Executive Solutions Pty Ltd

A handwritten signature in black ink, appearing to read 'Joanne Wayte', written in a cursive style.

Joanne Wayte
Director

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1.0 This Handbook

This handbook is designed to provide staff with an introduction to Impact Executive Solutions and an overview of the employment policies of Impact Executive Solutions.

It is common knowledge that one of the best ways to encourage cooperative effort is to give each person the information to help them understand the general objectives of a Company, and the reasons why certain rules pertaining to employee behaviour exist – that is, why they are necessary and how they benefit everyone.

They are not meant to restrict the rights of anyone but to protect the rights and increase the safety and happiness of all. We feel that it isn't enough to tell you that certain regulations exist; we must tell you why they are necessary. We also want you to know and understand why they are important to this company and how they benefit you as an employee.

This handbook is not an employment contract and does not modify the employment-at-will relationships between the company and its employees. Further, this handbook is not all-inclusive. Rather, it describes the general philosophy of Impact Executive Solutions. Impact Executive Solutions reserves the right at any time to interpret, suspend, alter or revoke this handbook or any portion thereof.

Your terms and conditions are governed by the law of the state in which you are located.

This handbook is the property of Impact Executive Solutions. It is not to be made accessible to agencies or persons not affiliated with Impact Executive Solutions unless authorised by a Director.

This handbook is yours to keep. We ask that you read this manual and keep it handy for future reference. Should you have any questions relating to its content, please do not hesitate to contact your Impact Executive Solutions representative. Once you have read through this document, we ask that you acknowledge your understanding of its content, and your willingness to operate within this framework, by signing the last page, removing it and returning it to us.

As Impact Executive Solutions is a growing company and changing organisation, updates to policies and procedures may be issued from time to time and we ask that you ensure these are filed in accordance with the instructions given. An updated copy of this document will also be maintained on our web site. If there is a disagreement regarding something the handbook says, it will be the copy on our web site that is used as the authority.

2.0 Corporate Overview

Impact Executive Solutions is a private company founded by Joanne Wayte, Director.

Impact Executive Solutions provides permanent and contract recruiting and search, together with targeted consulting services in the following disciplines:

- Human Resources
- WH&S / SH&E
- Risk Management
- Training
- Environmental
- Audit & Compliance
- Security
- Investigations
- Engineering
- Supply Chain
- Technical
- Finance and Accounting

Strategic business alliances and focused networking enable Impact Executive Solutions to maintain a high level of industry intelligence. This means we know what is happening in the marketplace from every angle. This intelligence covers issues such as segment economics, workforce issues, supply and demand changes, market influences and the unique characteristics of each industry sector. Staying informed is one of our key priorities.

We regularly interact with candidates registered on our targeted database. As a matter of policy, we personally interview all short listed candidates and their permission is confirmed before any referral is made. This tried and proven model enables Impact Executive Solutions to maintain its competitive position in our market place.

2.1 Joanne Wayte

Joanne Wayte holds a Bachelor of Commerce, majoring in Human Resource Management and Industrial Relations. Joanne held Human Resource Management and Workplace Health & Safety roles in several manufacturing organisations before entering the field of Human Resources Consulting in 1998.

With over twenty years' experience in Human Resources, Joanne now specialises in both executive contracting and permanent recruitment of Human Resources and Workplace Health & Safety Professionals. This experience, integrated with the Impact Executive Selection model, provides an edge for clients and candidates. Joanne understands the importance of an industry-based, tailored recruitment approach, custom-fit to meet the needs of both clients and candidates.

Joanne's expertise also extends to broader risk and security management roles. Equipped with extensive market knowledge, Joanne understands the qualities and attributes required when searching and recruiting for talent in these fields.

With a focus on these disciplines, and an ongoing active role within industry and industry associations, Joanne has developed an impeccable network throughout Australia and has earned an enviable reputation for her knowledge and problem solving skills with both clients and candidates.

Joanne is also Secretary of The Bankstown / Liverpool District Safety Group, one of several groups established in NSW as a means of furthering workplace health, safety and risk awareness to business. She is also Secretary of the HRM@W Network, a similar

group established for Human Resources Practitioners in both Sydney and Melbourne. More information can be found on both these groups at either www.blsq.com.au or www.hrmatwork.com.au.

For further information on either of these groups please don't hesitate to contact Joanne or refer to our website www.impactexecutive.com.au.

More information on the Company and its Director can be found at www.impactexecutive.com.au.

3.0 Workplace Health & Safety

3.1 Introduction

At Impact Executive Solutions Pty Ltd we are committed to the health, safety and welfare of all our employees, contractors and any other persons affected by our activities. As such, we have compiled this manual to assist and advise.

The objective of this handbook and our WHS systems and policies is the avoidance of accidents and incidents; it is the business of Impact Executive Solutions to ensure the welfare of all our staff in the workplace, as well as completing an assignment to the Client's satisfaction.

Due to the nature of the recruitment industry, Impact Executive Solutions faces unique safety concerns; our contract staff work in a broad range of client workplaces with a variety of machinery and equipment. We must work diligently to ensure not only that our employees are in a safe environment, but to educate each of our staff so that they are aware of the safe work practices generally required on the job.

To accomplish this, Impact Executive Solutions has a safety policy and has developed a Safety programme, which includes providing comprehensive safety information to all staff. Each is designed to meet the specific requirements of our contract staff in a wide range of working environments. At the same time, our safety programme enhances and complements those of our Clients.

Impact Executive Solutions accepts that workplace health and safety is the responsibility of all persons in the workplace with ultimate responsibility resting with the management of that workplace. We also believe that responsibility for ensuring work is carried out safely rests at all levels.

Health and Safety Legislation requires an employer to provide such information, instruction, training and supervision as is necessary to ensure the health and safety of all persons in the workplace. The Client must also provide safe plant and safe systems of work. All staff must work safely and comply with safety guidelines.

All Impact Executive Solutions employees have the following rights and obligations:

- a) To be advised of workplace health and safety hazards and receive appropriate training concerning safe working conditions, practices and personal protective equipment requirements. On-the-job training will be conducted by the Client to which you have been assigned.
- b) To provide information to Impact Executive Solutions management concerning safety hazards that you have not been able to resolve in the normal manner.
- c) To request information or make safety suggestions without fear of reprisal.

All Impact Executive Solutions employees have a duty to comply with the following requirements to ensure that the workplace is safe for you and other staff members. You must:

- a) Know the safe work practices for the general work area and for your job.
- b) Comply with the safe work practices and the personal protective equipment requirements pertaining to your job.
- c) Report all unsafe work conditions to your “On site” Supervisor and Impact Executive Solutions Representative immediately.
- d) Notify your Impact Executive Solutions Representative of any changes in your job duties that differ from the tasks that you were originally assigned at the Client location.

It is our hope that you will never be injured. However, if you are injured, we want you to receive the best medical care without delay. If you delay reporting an injury, complications may set in and you may end up with a worse situation than would have occurred if you had treated your injury promptly. Report all near misses, incidents, accidents immediately to your supervisor and your Impact Executive Solutions Representative. Report the incident even if medical treatment is not necessary.

3.2 WH&S Policy

It is our policy that accident prevention shall be considered of primary importance in all aspects of our business. It is the intention of Impact Executive Solutions’ Director to ensure safe and healthy working conditions and to insist upon safe practices at all times from our Clients, employees and contractors.

Legislation, best practice and continuous improvement require that we supply safe and healthy conditions for our employees / contractors. Although these requirements are difficult for our type of operation, as we have little direct control over the facilities where the majority of our employees work, we endeavour to ensure that our employees are assigned to a workplace that is free of unsafe working conditions and/or hazards.

In order to ensure that we meet these requirements, an Impact Executive Solutions Representative will visit and inspect Client premises to ensure our employees are not exposed to Clients whose premises or work areas are unsafe or present undue hazards to our staff. If you believe the workplace to which you have been assigned is unsafe, please contact your Impact Executive Solutions Representative immediately.

A copy of Impact Executive Solutions’ WH&S Statement is included in this induction kit along with a copy of the WH&S Policy - however a summary is included here.

3.2.1 Summary of Safety Related Responsibilities

3.2.1.1 General

All Impact Executive Solutions employees have an obligation towards maintaining safe work practices and a safe work environment for themselves as well as others in the workplace. It is a condition of engagement that all employees comply with the specific site accident prevention procedures of the Client organisation and all legal requirements which may apply to them whilst carrying out their duties. In particular they must comply with the relevant WH&S legislation and any guidelines or Codes of Practice laid down for the type of work they are involved in.

3.2.1.2 Director

The Impact Executive Solutions Director is accountable for planning, organising, leading and controlling all activities to achieve its business objectives within Workplace Health and Safety legislation. The Director will act as arbiter on matters concerning safety policy and procedures within the business.

3.2.1.3 Impact Executive Solutions Representatives

An Impact Executive Solutions Representative, in conjunction with Client management staff, has responsibility for accident prevention at Client sites under his/her control and will endeavour to ensure that Clients utilising Impact Executive Solutions contract staff, conduct their safety programme to complement the following objectives:

- ☺ That safe work environment and accident prevention measures are maintained at all times including adequate information on hazards, instruction and training for all levels our contract staff work at;
- ☺ That a workplace accident prevention programme is developed and implemented through Line Management;
- ☺ That workplace safety performance is regularly reviewed and corrective measures instituted as required;
- ☺ That all incidents are promptly and thoroughly investigated and appropriate measures taken to prevent recurrence;
- ☺ That the Impact Executive Solutions contractor fully understands their obligations under WH&S legislation;
- ☺ That they lead by example

To assist in achieving this, a nominated Impact Executive Solutions Representative will visit and inspect Client premises to ensure our employees are not exposed to Clients whose premises or work areas are unsafe or present undue hazards to our staff.

3.2.1.4 Contract Staff and Employees

All Impact Executive Solutions Contractors and employees have an obligation and responsibility to work safely, not just to work with care and consideration for their own health and safety, but also for the health and safety of others.

In particular, they must:

- ☺ Comply with all safe working practices and procedures, developed, designed or otherwise implemented in the workplace they have been assigned to.
- ☺ Report to their immediate supervisor and Impact Executive Solutions Representative any potential workplace hazards or any mishaps, incidents or injuries that may occur during the course of their work.

- ☺ Use as directed or instructed, all equipment that is issued for personal protection.
- ☺ Actively participate and cooperate in the safety programme of that Client.
- ☺ Follow the Client's first aid procedures where available and practical.
- ☺ Notify the host employer and an Impact Executive Solutions Representative of an injury as soon as possible.
- ☺ Provide accurate information about any aspect of a claim.
- ☺ Comply with the Injury Management plan developed for you by appropriate professionals.
- ☺ Notify Impact Executive Solutions and/or their insurance company if you get a job or if you earn extra income from your job while you are receiving workers compensation benefits.
- ☺ Attend medical and rehabilitation assessments.
- ☺ Co-operate in workplace changes that will assist other injured workers.

We have made each Client for whom you are working aware that they should advise you of their WH&S policies and procedures when you start, as well as introduce you to their WH&S representative. Please ensure you inform yourself of this upon commencement with each Client organisation. Should this not occur, please contact your Impact Executive Solutions Representative immediately.

3.3 General Safety Rules

To reduce the risk of accidents in the workplace, the following general safety rules and procedures are preventative measures to be observed by all Impact Executive Solutions employees. The observance of these safety rules and procedures will help you to perform your tasks without injury and help maintain safe working conditions.

Impact Executive Solutions is sincere in its desire to conduct all its operations in the safest possible manner. Your compliance with the General Safety Rules will assist us to achieve this objective. These rules are the minimum guidelines for safe work. Your continued awareness and cooperation is a vital part of this programme and your job. It is your duty to apply these safety standards under 'Duty of Care' legislation.

- ☺ All Impact Executive Solutions contract staff will follow safety rules, help other staff maintain safe working conditions and report unsafe conditions or practices to their immediate Supervisor and Impact Executive Solutions Representative.
- ☺ Before starting any Impact Executive Solutions job assignment, obtain a detailed description, either written or verbally, of the duties you are to perform, from your Impact Executive Solutions Representative. No person is expected to undertake a job until he/she has received instructions from the Client on how to do it properly and has been authorised to perform those functions.
- ☺ Do not perform any work that you consider potentially dangerous to your health and safety without first discussing it with your Impact Executive Solutions Representative. No person is to undertake a task that appears to be unsafe, or

to work with any hazardous substance without receiving training on the hazards and safe use of that substance as detailed in the Material Safety Data Sheet.

- ☺ If you are asked to change duties after you arrive at the job, call your Impact Executive Solutions representative immediately. Do not change duties without our knowledge or approval as this may impact upon our workers compensation insurance policy, and as such, the cover you receive.
- ☺ You are expected to report all unsafe conditions encountered in your work. Report first to your immediate Supervisor, (so that he/she has a chance to rectify the situation) and also report to your Impact Executive Solutions Representative.
- ☺ Any workplace injury or illness suffered by you must be reported immediately (no later than 24 hours from the time of occurrence) to your Impact Executive Solutions Representative.
- ☺ No Impact Executive Solutions contractor will knowingly be permitted, or required, to work while their ability or alertness is impaired by illness or other causes that might unnecessarily expose that individual or others to injury.
- ☺ If equipment is not working properly, turn the equipment off and report the malfunction to your supervisor immediately. Mechanical safeguards must be in place at all times if necessary. Worn electrical leads, overloaded outlets or defective equipment should not be used. Do not use equipment for what it was not designed for, for example do not stand on chairs to reach something, ask for assistance. Do not attempt to move office equipment around. Ask your Supervisor to arrange for any moving that is required.
- ☺ Horseplay, scuffling and other acts which tend to endanger the safety or well being of other staff is prohibited.
- ☺ Work will be supervised to prevent injuries when working with equipment and when handling heavy materials. When lifting heavy or awkward objects, employees should use the correct lifting techniques. There are no longer set weight limits for lifting. You only lift the weight that you feel you can handle. If you feel it is too heavy or too awkward, ask for assistance.
- ☺ If you are required to enter a production area, walk only in the areas designated for pedestrian traffic and be constantly alert for moving machinery and equipment of any kind. In designated areas, wear the required personal protective equipment, ie. safety glasses etc.

If you encounter difficulties with your Client organisation regarding any of the above, please contact your Impact Executive Solutions Representative immediately.

3.4 Emergency Evacuation

What is an evacuation?

An emergency evacuation takes place when there is a threat to the safety of employees. It is carried out when there is possible danger, such as a large fire, a bomb threat, a major chemical spill or the like. Hazards on neighbouring property may also be a reason for evacuation.

How do I know when to evacuate?

Alarm sirens will sound throughout the site and you will be told to evacuate by either your Manager, Supervisor or Warden. Please familiarise yourself with the emergency evacuation procedures of your site.

What are the evacuation steps?

The following steps must be taken immediately:

1. Stop what you are doing
2. Make your work area is safe; shut down any equipment you are using as quickly as you can.
3. Move quickly to the Assembly Area (please familiarise yourself with these areas immediately upon commencement) as directed by the Chief warden via the nearest exit and have your name ticked off your Area Warden's checklist
4. Alert your Manager, Supervisor or Warden on anyone you suspect to be missing
5. Remain in the assembly area until the O.K is given by the Chief Warden to re-enter buildings.

Should you have any concerns or be unable to obtain evacuation details from your site supervisor, please contact your Impact Executive Solutions Representative immediately.

3.5 Drugs & Alcohol Policy

Impact Executive Solutions has a “no tolerance” policy relating to drugs and alcohol. Impact Executive Solutions will not permit alcohol or illegal drugs to be taken onto Client premises, nor will it tolerate the consumption of alcohol and / or illegal drugs on Clients' premises. Impact Executive Solutions prohibits the workplace sale or purchase – or attempted sale or purchase of narcotics, drugs and/or alcohol or any illegal or controlled substances and their possession or use. You may be checked for drugs and/or alcohol when you are injured on the job and attend a medical facility for treatment. Some Clients also conduct random drug and alcohol testing, with which you will be expected to cooperate.

Prescribed drugs that may affect your safety and that of your co-workers includes pain relievers, sleeping pills, tranquilisers, anti-histamines etc. If you are using any of these types of medications you should notify your immediate supervisor and your Impact Executive Solutions Representative as a precautionary measure. If you are affected by these medications, you should not be at work.

Cigarette smoking is not permitted at any Impact Executive Solutions site or Client premise.

3.6 Workers Compensation Insurance

Impact Executive Solutions contract staff and employees are entitled to Workers Compensation benefits as defined by the various State Workers Compensation Legislation, unless working through their own company structure.

Worker Compensation Legislation generally provides medical treatment and payments while you are disabled from a work related injury, or illness results in permanent disability or death. The exact benefits may vary from state to state. A copy of our Workers Compensation Policy is included in this induction kit.

3.7 Workplace Injury Procedures

We are concerned about your safety and have established the following procedures to ensure that you receive the appropriate level of treatment if you are injured on the job.

3.7.1 Injury

- 🌀 All incidents (Lost Time, Medical Treatment, First Aid and Near Miss) are required to be immediately reported to your immediate Supervisor and Impact Executive Solutions Representative.
- 🌀 If an incident requires First Aid treatment, the injured person must inform their immediate Supervisor and obtain First Aid from the qualified First Aider.
- 🌀 If the injury is beyond the qualification level of the First Aider it is to be referred to a Doctor.
- 🌀 In consultation with the Treating Doctor, an assessment of a range of modified, alternative or restricted duties (if there are such duties available with the Client) a time frame for such duties and where applicable, the use of Accredited Rehabilitation Providers, are to be discussed. Such paperwork generated is to be passed to your Impact Executive Solutions Representative on your return from the Doctor so that compensation details can be initiated without delay.

3.7.2 Rehabilitation

Where the Client has a rehabilitation programme operating, and there are suitable duties, then:

- 🌀 If modified, alternative or restricted duties are acceptable to all concerned, your Impact Executive Solutions Representative is to liaise with the Client involved, on the duties and restrictions set for rehabilitating the injured worker.
- 🌀 Should you, your Impact Executive Solutions Representative or Supervisor consider that the tasks available are beyond your capability / capacity, an accredited rehabilitation provider's services will be requested.
- 🌀 Your Impact Executive Solutions Representative will monitor the progress of the rehabilitation programme throughout the period until normal duties recommence.

A copy of Impact Executive Solutions' Rehabilitation Policy is included in this induction kit.

3.7.3 Compensation

To prevent delays in injured workers receiving settlement for compensation claims from our insurer, the following procedure must be adhered to.

To lodge a claim following an injury, you are required to complete the relevant section of the claim form, obtain a Workers Compensation Medical Certificate from the treating doctor and hand to your Impact Executive Solutions Representative within the prescribed period. Your Impact Executive Solutions Representative will then complete the form to be processed and pass it on to our Insurer for acceptance, again within the prescribed time frame.

3.8 Hazard Resolution

Hazards in the workplace must be rectified as soon as possible after they have been identified. Where possible, the hazards should be rectified by the person who identified them without placing themselves at risk of injury, or contravening the Client's policies.

If the person who identified the hazard cannot rectify the situation immediately the hazardous area should be isolated and signposted to warn other staff of the danger and your Supervisor informed immediately, as well as your Impact Executive Solutions Representative.

The Supervisor should arrange for the hazard to be rectified as soon as is practicable.

Hazard identification and notification forms are included with this document for your use.

3.9 Personal Illnesses

All employees returning to work following a non work related illness, injury or surgical procedure must have a medical certificate stating that they are fit to return to their normal duties. If they are not able to return to normal duties their medical certificate must include the restrictions to be placed on the employee while at work. The employee should be reviewed if necessary by the Company Occupational Health Physician. The Impact Executive Solutions is not obliged to provide suitable duties following non work related illnesses injuries or surgical procedures. However, suitable duties will be provided at Impact Executive Solutions' discretion.

3.10 Workplace Discipline

Just as your job requires full time attention, so does your safety. You must be constantly on the alert for dangerous situations. Accidents do not always happen to the other person.

Impact Executive Solutions tries to take every precaution to ensure the safety of our employees. These precautionary measures will prove worthless without your complete cooperation. You should become thoroughly familiar with this Safety Manual and its contents. If you have any questions, please contact the Director of Impact Executive Solutions.

Failure to follow safety guidelines while working for Impact Executive Solutions or failure to heed any safety rules (even if not specified in this manual) of your workplace, may result in a documented notice of unacceptable behaviour and may be grounds for immediate reassignment or dismissal. Such notices of unacceptable behaviour will be placed in your permanent staff file.

Remember – Safety is everybody's business – Make it yours.

4.0 Employment Conditions

4.1 Discrimination, Harassment & Bullying

Impact Executive Solutions encourages all employees to exercise open communication, in order to remove the problems associated with secrecy and silence that often surround discrimination, harassment and bullying in the workplace. Impact Executive Solutions aims to encourage a culture of mutual respect amongst all employees at all levels.

Discrimination is the treating of an employee in a less favourable manner than others because of a particular characteristic. Impact Executive Solutions recognises the existence of the anti discrimination legislation against or amongst employees is therefore specifically prohibited on the grounds of race, colour, sex, age, political opinion, national extraction, religion, social origin, disability, marital status, sexuality, pregnancy.

Harassment or bullying, or any unsought behaviour which humiliates, offends, intimidates or physically abuses an employee will not be tolerated in the workplace. These examples may come under the heading of workplace violence as the affected person may be prevented from working effectively or safely. Impact Executive Solutions has a duty of care to prevent this action by providing a safe working environment. Harassment and bullying against or amongst employees is therefore, strictly prohibited.

Bullying is unreasonable behaviour that is repeated over time, directed towards a worker, or group of workers, that creates a risk to health and safety. It includes behaviour such as screaming at someone, initiation practices, interfering with repair-work processes and putting down someone's opinions.

Bullying is not an acceptable part of this company's work culture. Single incidents of unreasonable behaviour can also create a risk to health and is also not acceptable as part of this company's work culture.

Any breach of these issues, whether witnessed or personally affected, should be reported to your Supervisor, Manager or Impact Executive Solutions Representative. No one who reports bullying will be victimised and reports will be investigated quickly and fairly. Violence between workers is not tolerated under any circumstances.

4.2 Grievance Policy

Impact Executive Solutions recognises that personal differences and grievances can arise from time to time. Impact Executive Solutions encourages employees to raise these issues as early as possible so they can be settled quickly. You will not be penalised for raising any concern.

If you have a personal grievance relating to Impact Executive Solutions, a Client or another staff member you should discuss this matter with your immediate supervisor or Impact Executive Solutions Representative. If you do not obtain a satisfactory result, you have the right to take your grievance or complaint to a higher manager or Impact Executive Solutions Director.

Your grievance will be treated in a strictly confidential manner.

4.3 Confidential Matters

Every negotiation between Impact Executive Solutions and its customers (Clients and Candidates) is confidential and is never to be discussed with or disclosed to anyone except authorised employees. Improper handling of credit information can result in loss of business and / or can leave this company open to serious charges. Lists of customers and potential customers, materials listed as confidential, and information indicated as confidential are not, under any circumstances to be removed from Impact Executive Solutions' premises or from Client's premises, or discussed with or shown to anyone except those assigned to that project.

4.4 Theft and Misappropriation

Impact Executive Solutions will not tolerate theft and misappropriation and consequences may include termination of employment. Examples of such behaviour that will not be tolerated include:

- ☹ Stealing or attempting to steal property of Impact Executive Solutions, its Clients, customers or another employee of Impact Executive Solutions. This category also includes such actions as falsifying sick leave absences, falsifying medical records to obtain benefits under false pretences, and submitting false or misleading information or during your term of employment.
- ☹ Falsification of employment application or other Company documents.
- ☹ Abusive, threatening, profane, coercive or harassing language / conduct to, or in the presence of a Supervisor, co worker, Client, customer or visitor.
- ☹ Indecent, lewd or offensive sexually suggestive behaviour and / or material.
- ☹ Deliberate damage / abuse / destruction of Company property, customer's property, Client's property or the property of another employee.
- ☹ Fighting on Company property or while on Company business.
- ☹ Gambling on company property or while on Company business.
- ☹ Negligence in the performance of duties resulting in, for example, damaged product / equipment, low productivity, personal injury to others, or the concealment of defective work.
- ☹ The use of Company or Client equipment, material or time for personal work without permission.

4.5 House Keeping

Good housekeeping means keeping the workplace neat, tidy and functional. It can make the workplace a more pleasant place to be but most importantly, it helps provide a safe and healthy place to work. A tidy workplace conveys a message to our customers and Clients of pride, function and efficiency. Please cooperate by helping to keep your workplace clean and tidy. Good housekeeping prevents accidents and injury.

4.6 E-mail and Internet

E-mail and internet use is intended for the direct business related operation of the Company or the Client. This includes its primary use as a communication tool for relevant

business information. Inappropriate use of the e-mail and internet facilities would include, but may not be limited to:

- 🌀 The unauthorised opening of any attachments that have been sent from outside the Company;
- 🌀 The display of an offensive screen saver picture or series of pictures;
- 🌀 The sending, receiving, display and / or printing of any offensive material;
- 🌀 The sending, receiving, display and / or printing of any material deemed harassing or bullying in nature;
- 🌀 The sending or receiving of large e-mails during peak business periods of that Client site.

Inappropriate use of the e-mail and internet system may fall under the same policies and therefore processes, as discrimination and harassment.

Inappropriate use of the e-mail and internet system could result in a thorough investigation. In the event that this investigation concluded serious misconduct, on the grounds of sexual harassment, this could result in instant dismissal.

4.7 Privacy Policy

Impact Executive Solutions is committed to providing you with the highest levels of professional service. This includes protecting the privacy of your personal information. In applying for a position through Impact Executive Solutions you are providing Impact Executive Solutions with personal information about yourself, which Impact Executive Solutions will retain and use in order to assess your application.

At Impact Executive Solutions, we recognise that a major concern of applicants regarding our industry sector is that their details are often shared without their knowledge and / or consent. The Director of Impact Executive Solutions gives an unqualified assurance that your details will not be forwarded to a third party without your permission. We will not use your personal information for any purpose which is not related to the service we provide to you or for any purpose for which you would not reasonably expect us to use your personal information.

The following statement explains how we manage your personal information in accordance with privacy legislation and contains the following:

- 🌀 What is personal information;
- 🌀 How we collect and use personal information;
- 🌀 Why we collect personal information;
- 🌀 How we use and disclose personal information;
- 🌀 Your right of access to your personal information;
- 🌀 Your right to inspect and, where necessary, correct the personal information that we hold about you; and
- 🌀 Your right to have your personal information protected from misuse or unauthorised access.

4.7.1 What is Personal Information?

Personal information is information or an opinion that identifies an individual or allows their identity to be readily worked out from the information. Sensitive information is a special category of personal information and includes information about your health, race or ethnic origin, political or religious beliefs, membership of a trade union or association, sexual preferences or criminal record. We will not disclose your sensitive information without your consent unless there is a need to disclose such information in accordance with the Privacy Act 1988 (Cth).

Generally, the type of personal information we collect about you is the information you provide in your application or resume, for example, your name, mailing address, telephone number, e-mail address, date of birth, career history, remuneration expectations, details of any competency tests, our assessment of you as a prospective candidate for recruitment, reference checks, information about incidents in the workplace, information submitted and independently obtained in relation to absences from work due to leave, illness or other causes, or any other information relating to your career.

4.7.2 How We Collect Personal Information

Where practical we collect your personal information directly from you. We may collect personal information about you when you deal with us by telephone, letter, fax, e-mail, or visit our website.

We also collect personal information in a number of other ways, including:

- ☺ By contacting the referees that you have nominated;
- ☺ By contacting previous employers you have nominated;
- ☺ By contacting educational institutions you have nominated;
- ☺ From Clients to whom services are supplied as part of our contracting business; and
- ☺ By searching publicly available information (for example, the Internet.)

4.7.3 Why We Collect Personal Information

We collect personal information to facilitate employment opportunities for job applicants and to deliver the best possible service to our Clients. We collect personal information for any one of the following purposes:

- ☺ To provide you with further information about the recruitment opportunities or services you requested;
- ☺ For assessing and facilitating your application for employment with prospective employers;
- ☺ For placement operations and recruitment purposes generally;
- ☺ Assisting in your career performance or management;
- ☺ Analysing human resource and labour markets;
- ☺ Helping in work rehabilitation; and
- ☺ To facilitate services to or by us, where your organisation is a Client or service provider or potential Client or service provider.

If you would like to access any of our services on an anonymous basis please tell us. If this is possible and lawful, we will take all reasonable steps to comply with your request. However, if you choose not to provide us with your personal information we may not be able to provide you with the services or assistance you require, including arranging suitable interviews for you.

4.7.4 How We Use & Disclose Personal Information:

We may use and disclose your personal information for the purposes it was collected, or for a related or ancillary purpose such as providing you with one of our services.

We may disclose your personal information to:

- 👤 potential employers;
- 👤 Clients who may wish to engage your services as a contractor or temporary;
- 👤 organisations that conduct competency or psychometric tests;
- 👤 your referees;
- 👤 your former employer;
- 👤 educational organisations to the extent necessary to verify your qualifications;
- 👤 a workers compensation body;
- 👤 suppliers of services to us;
- 👤 our related entities;
- 👤 your financial institution and others relating to your remuneration and benefits;
- 👤 our professional advisors including our accountants, auditors and lawyers;
- 👤 depending on the circumstances, to the Australian Federal Police to verify whether you have a criminal record; and
- 👤 government bodies or others as required / authorised by law.

If you applied for a particular position through Impact Executive Solutions and are unsuccessful in your application, we will retain your information for the purpose of considering you for other positions. Should you not want your details retained, please contact us in writing (via letter or e-mail) and we will delete your file.

4.7.5 Gaining Access to Your Information

You have a right to access and copy your personal information, subject to certain exceptions provided for in the Privacy Act 1988 (Cth).

You can gain access to the personal information we hold about you by written request. A request for access to the personal information we hold about you or in relation to an inquiry about privacy should be sent to:

The Privacy Officer, Impact Executive Solutions,
PO Box 3891, Parramatta, NSW, 2124.

We will deal with your request to provide information within a reasonable time.

We may seek payment for our costs of supplying you with this information.

4.7.6 Keeping Your Personal Information Up to Date

We will take all reasonable steps to ensure that the personal information that we hold is accurate and up to date. If you feel that information about you is not accurate or your details have or are about to change, please inform us and we will correct or update your personal information.

4.7.7 Security of Your Personal Information

Your personal information may be stored in hardcopy or electronically. We have security procedures in place to protect your personal information.

4.8 Misconduct

Misconduct is any action or behaviour, which breaches, or could adversely affect the Company, the Client, their policies, procedures, rules, standards and fellow employees.

Those acts defined as serious misconduct are likely to result in instant dismissal. This could occur after the allegations have been discussed and a fair and complete investigation has been carried out.

Serious misconduct includes, but is not limited to, the following:

- ☺ Theft or criminal damage to company or Client assets or property;
- ☺ Theft or criminal damage to an employee's property;
- ☺ Fraudulent acts or other criminal offences;
- ☺ Assault or violence;
- ☺ Being under the influence of alcohol or illegal substances;
- ☺ Refusal or neglect to carry out lawful duties and reasonable instruction which is consistent with the employee's job description;
- ☺ Breach of safety procedures or abuse / misuse of safety equipment;
- ☺ Breach of trust, such as disclosing confidential information, which could potentially undermine the Company or the Client's interests;
- ☺ Sexual harassment;
- ☺ Sleeping on the job.

Please ask your Impact Executive Solutions Representative if you have any questions relating to these points.

5.0 Public Relations

5.1 Public Image and Courtesy

When undertaking their daily duties, employees must keep in mind that they are under the eye of the general public, specifically customers and / or Clients. Employees must never engage in any activity that may leave Impact Executive Solutions open to criticism or bring Impact Executive Solutions into disrepute.

At times staff may come into contact with irate members of the public, customers or Clients. If this happens, an employee must behave in a responsible manner and remember that the image they portray is the image the public and our customers and Clients hold of Impact Executive Solutions generally. Report any incidents to your immediate supervisor and Impact Executive Solutions Representative.

When dealing with either the public, customers or Clients, courtesy is of paramount importance. Impact Executive Solutions expects all employees to provide friendly and courteous service at all times.

5.2 Dress and Personal Appearance

First impressions do count. As an employee, your personal appearance reflects the image and culture of the Company. All employees are expected to present themselves for work in neat, practical and acceptable attire. This is an important aspect of presenting Impact Executive Solutions in a professional manner as Clients and Customers form their opinions of this company by the appearance and attitude of the people who serve them. For safety reasons, all employees must wear covered or closed shoes.

6.0 Confirmation

It is a requirement of all employees to read and if required, seek further clarification from your Impact Executive Solutions Representative so that you have a clear understanding of the policies, procedures and workplace requirements outlined in the "Employee Handbook".

This declaration states:

That I have read, understood and will comply with the Company policies, procedures conditions and requirements as set out in the Employee Handbook. I also recognise, that the strict following of these policies, procedures, conditions and requirements, form part of my job description.

If I am unsure or become unfamiliar with any of the policies, procedures, conditions and requirements in the "Employee Handbook" I know I can speak directly to my Impact Executive Solutions Representative for advice or clarification.

If I misplace the "Employee Handbook" I am aware that I can obtain another copy by contacting my Impact Executive Solutions Representative or referring to their web site.

This publication is for your benefit. Read it carefully, then sign the confirmation form indicating that you have received your personal copy and that you understand the information it contains. Detach this page and return it to your Impact Executive Solutions Representative. It will become part of your Company record.

Name: _____

Signature: _____

Date: _____

Impact Executive Solutions Representative: _____

Date: _____