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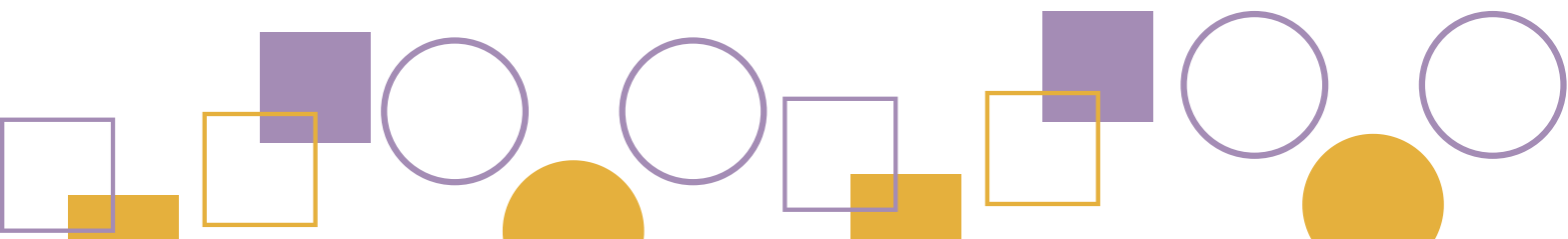
# EMPLOYEE MANUAL



# WELCOME MESSAGE

Congratulations on your appointment and welcome to GSS Group! We are excited that you have decided to join us and look forward to a long, happy, and successful partnership together. Our business is primarily about professional services such as security, cleaning, technology, and delivering exceptional customer service. You have been hired because we believe you can deliver a high level of customer satisfaction while performing your duties. We want to ensure that your interactions with other GSS Group employees and our customers will reflect the values that GSS Group place on our people, teamwork, management, and our commitment to service excellence.

The purpose of this Manual is to introduce you to the GSS Group and inform you about our history, our clients, and what we do. You will also find information about your terms and conditions of employment, our expectations, and our policies and procedures. This manual is in conjunction with your Contract of Employment. This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the information contained within this document please do not hesitate to contact [info@gssgroup.au](mailto:info@gssgroup.au).

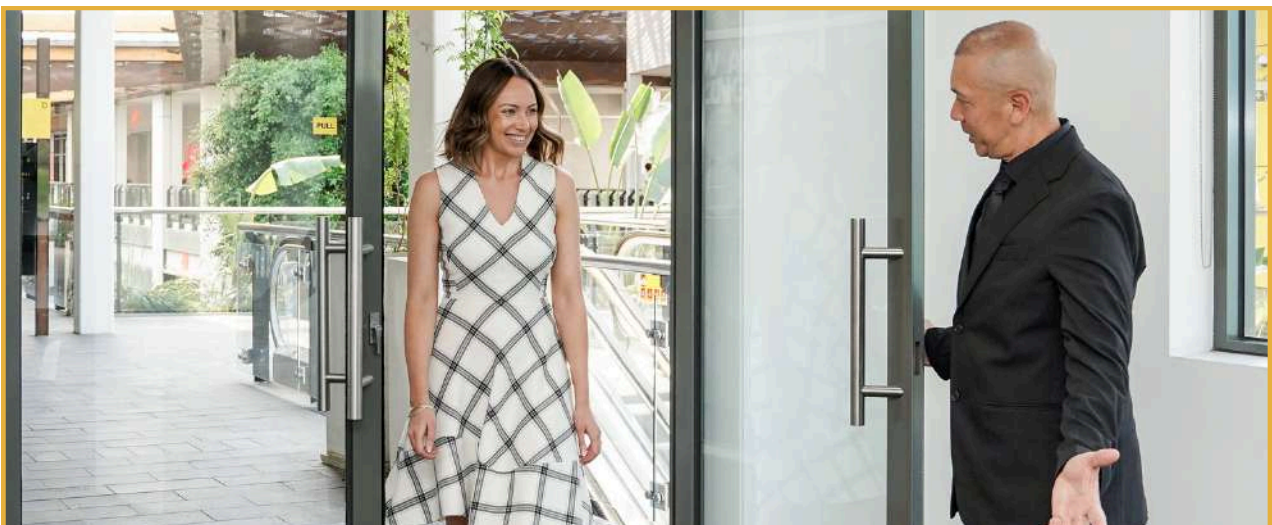


# OUR HISTORY

## 2013

Founded in 2013 as a family-owned and operated business in Melbourne Australia, we dedicated our early years to gaining first-hand experience within the Security, Cleaning, and Technology spaces. Our experience developed a profoundly detailed understanding and unique insight as to what and how our services should be delivered within the Security, Cleaning, and Technology Industries.

Our operations and services throughout our business evolution expanded nationally, with Head Office locations in Victoria, Queensland, South Australia, and New South Wales. Proudly servicing our clients within the Commercial, Government, Entertainment, National sporting, and Major Events spaces. Some of our partnerships include the Australian Football League, AFL Gather Round, The Australian Open, Marvel Stadium, The District Docklands, The Palais Theatre, Festival Hall, and many more. This success is possible through our workforce's dedication and quality delivery methodology.



# WHO WE ARE

As an Australian-owned and operated business, we have earned the trust and respect of our clients for one simple reason, our people. Our Company culture takes pride and ownership, ensuring our client's mission objectives are achieved with the highest level of capability and assurance. Our corporate values define how we operate every single day – Honesty, Integrity, Reliability, and Efficiency. They reflect how we interact with our clients, our colleagues, and our communities.

GSS Group's clients come to us with confidence that we have the expertise to take service delivery to the next level of performance. Whether you are an existing client, a potential customer, a small business partner, or a future employee, we look forward to finding out how we can work together to deliver a superior streamlined level of solution-based services to you.





# VISION



GSS Group are committed to being a revolutionary leader in offering the highest standard of solution-based services through our Security, Cleaning and Technology divisions.

# MISSION



GSS Group is dedicated to delivering in partnership our services that ensure excellence through our combined experience, collaborative approach and continued improvement through further education and development.





# COMPANY VALUES

## Honesty



Employees who demonstrate honesty promote a positive company culture, which helps ensure all employees enjoy their work and their coworkers. It prioritises ethical decision making and promotes diversity within the team.

## Integrity



Integrity helps us to build strong and lasting relationships with our coworkers and clients. Employees who demonstrate integrity show they're trustworthy and can accomplish tasks according to specific deadlines. Transparency is essential for both integrity and honesty.

## Reliability



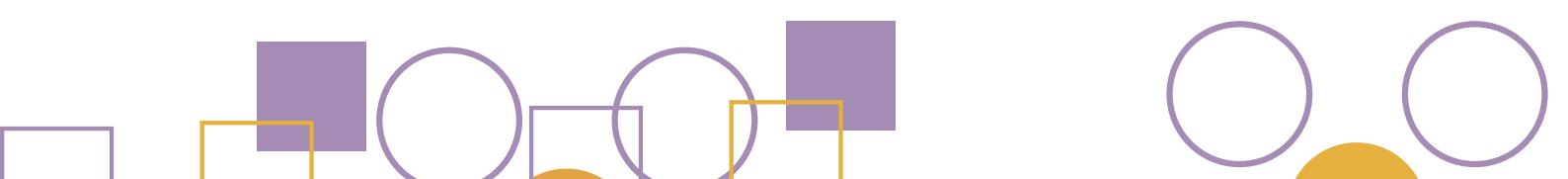
Reliable employees meet their deadlines and complete their tasks on time, using the best methodologies and processes to do so.

Reliable team members may also teach their coworkers how to perform specific tasks and provide support. Demonstrating reliability promotes productivity and improves company culture by increasing reliability.

## Efficiency



Obtaining the best possible outcome in the least wasteful manner by maintaining dynamic, relevant policies and procedures while consistently supporting a quality workforce.





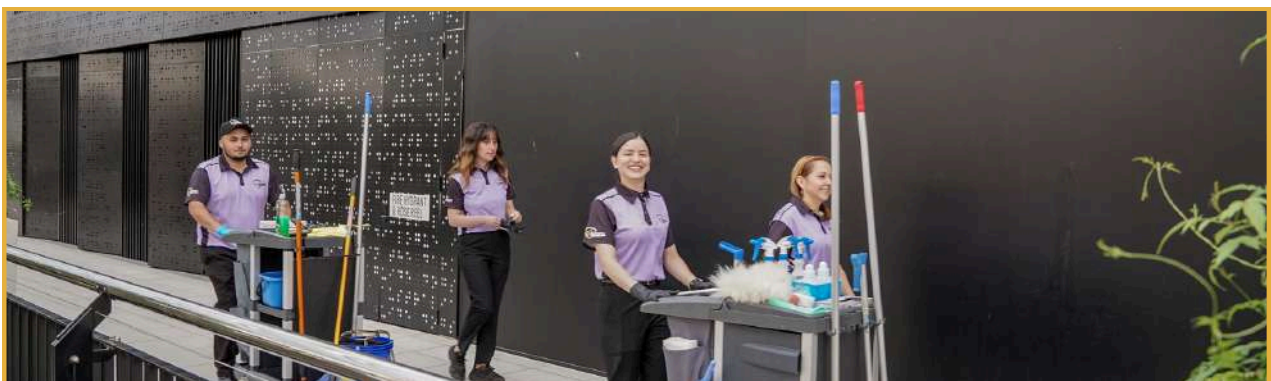
# COMPANY CULTURE

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# THE RIGHTS AND OBLIGATIONS OF THE EMPLOYEE

- 1.** You are protected from discrimination, sexual harassment and victimisation in the workplace.
- 2.** You have the right to a safe and secure working environment.
- 3.** Fair working conditions
- 4.** Take reasonable care to not adversely affect other people's health and safety, and comply with reasonable health and safety instructions, as far as they are reasonably able
- 5.** Employees are trained and informed in the need for and correct use of PPE.





# WHAT WE **EXPECT** FROM YOU



## EXCELLENCE IN SERVICE

To be great at something you have to come at it with passion. Excellent customer service involves meeting and surpassing our clients expectations.



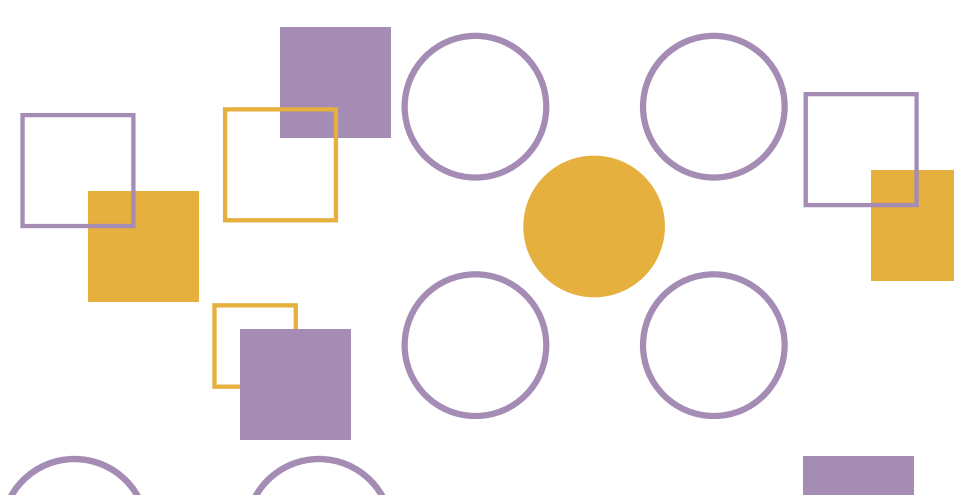
## PROFESSIONALISM

The key to quality and efficiency is professionalism. Conducting oneself with responsibility, integrity, accountability and excellence.



## TEAM WORK

Acting together so that each member does their part to contribute to the efficiency of the whole.





# YOUR EMPLOYMENT

YOUR CONTRACT OF EMPLOYMENT ESSENTIALLY GOVERNS YOUR EMPLOYMENT WITH GSS GROUP, GSS GROUP POLICIES, AND IN CONJUNCTION WITH THIS MANUAL. THE FOLLOWING SECTION PROVIDES GENERAL INFORMATION REGARDING YOUR PAY, CONDITIONS, AND OUR EXPECTATIONS OF YOU.

## PAYROLL

Pays will be automatically deposited electronically into the bank account details provided to GSS Group.

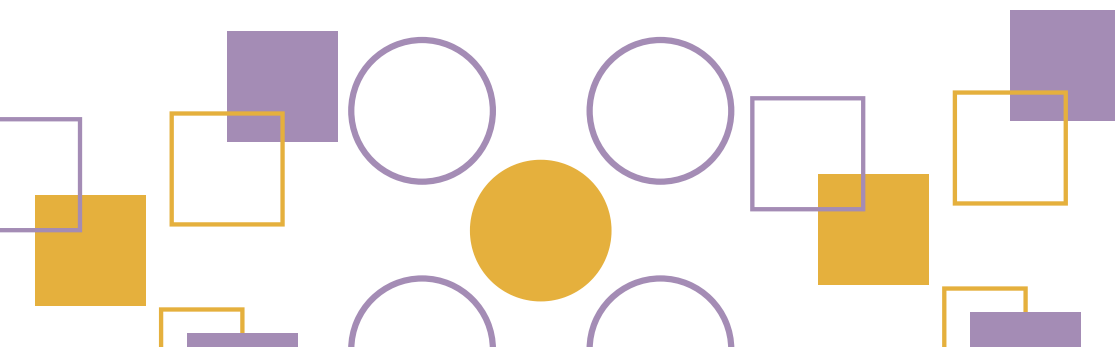
Taxation payments are automatically deducted from your salary. Superannuation payments are paid into your nominated fund.

Please advise the Finance Manager via email should you wish to change any pay details like changing or closing your bank account. Please ensure you notify us before the date you wish for the change to be effective. Your payroll contact is the [info@gssgroup.au](mailto:info@gssgroup.au) and all requests for changes should be made via email.

## TRAVEL

Reasonable traveling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims are made on the appropriate form, signed by the appropriate Manager, and supported with the necessary substantiating documentation. The payment of expenses is always subject to the prior authorisation of, and at the discretion of GSS Group Management.

Employees should arrange travel and accommodation through GSS Group's preferred travel supplier before departure. Generally, air travel will be by economy class, with a carrier chosen by GSS Group.





# HOURS OF WORK

Office/Business hours are generally between 9 am to 5 pm Monday to Friday. Your hours of work will depend on business needs and the requirements of the work you are assigned.

Your manager and or roster coordinator will work with you to establish your standard hours of work and break times.

GSS Group adopts a common-sense approach to managing work hours.

Overtime is work that is performed at the direction of the manager and which is more than your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours you must notify your manager as soon as practicable.

Any absence or late arrival due to illness, injury, or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and before your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

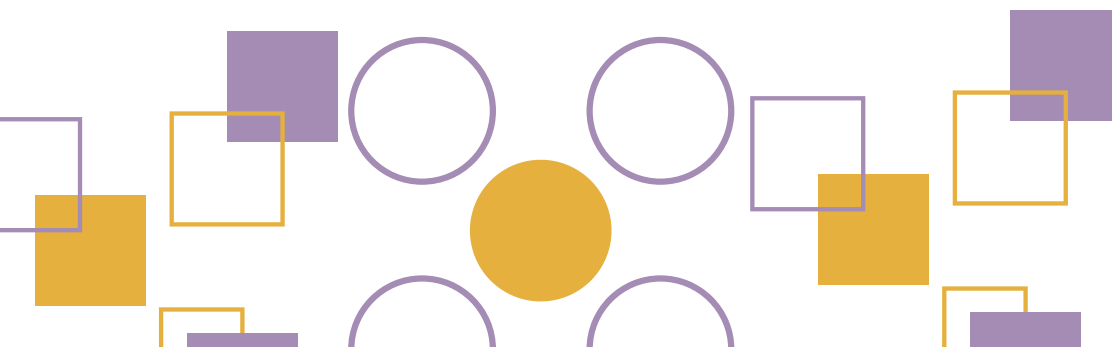
After this, you must keep your manager informed of your progress.

Wherever possible you should make dental, medical, business, or other personal appointments outside your normal working hours.

You must be ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.

# REIMBURSEMENT OF EXPENSES

GSS Group will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing GSS Group with receipts or other evidence of payment and the purpose of each expense, in a form reasonably required by GSS Group. Employees will also be required to complete the Expense Reimbursement Form. To receive this form please email [info@gssgroup.au](mailto:info@gssgroup.au)





# BUSINESS

# ENVIRONMENT

## WORK AREA

As many employees work in an open-plan area or onsite your workstation and or desk must remain clean and tidy and free of boxes, papers, and magazines. We expect that your workstation or common use work space will be cleared and tidied at the end of every day. Any items that require storage should be put away, and hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops and valuables are not be left on desks overnight unless you have your own lockable office.

## SECURITY

Entry to the GSS Group premises during and/or outside of normal business hours will be by way of keys/security pass. It is the responsibility of every GSS Group employee to ensure that this key/security pass is kept in safe custody. It must be returned on demand.

If building access devices are lost or misplaced, you must notify your manager immediately so that they can be cancelled. Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured.

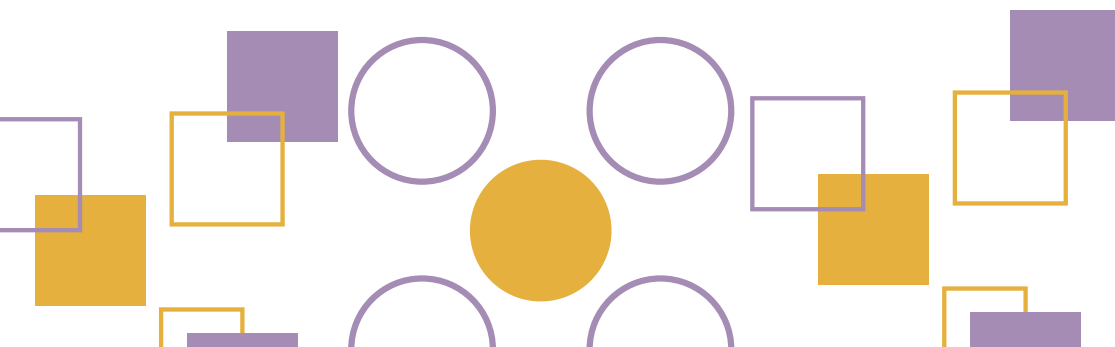
## AMENATIES

Please keep the kitchen and bathroom areas always clean, cleaning up after use. This includes the sites of GSS Group clients. You should be mindful that these are public areas, and are required to be respectful to others by always cleaning up after yourself. If you use dishes, wash them immediately after use.

If there are any issues with these facilities, you should notify your manager immediately.

## MEETING ROOMS

If you need to book or use a meeting room, staff room or muster room, please ensure that you book through the receptionist/office manager/booking system. Please tidy up after meetings, take away your dirty cups, files papers, etc. Place chairs back in position and clean all work away.





# PRINTING

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper. Colour printing should be kept to a minimum.

# WASTE BINS

Most individuals will have these under their desks or on site work spaces. These bins should be used for any items which are not recyclable e.g.; plastics, metal, a pen, food scraps, etc. Please use your discretion and be mindful of disposing of food scraps in the office. Liquids should not be poured/ placed into bins.

# RECYCLING BINS

Please recycle where you can use the appropriate bins. Only paper and cardboard with NO company, client, or candidate information are to be placed into these bins. NO general rubbish is to be placed in these bins.

# DISPOSAL/SHREDDERS

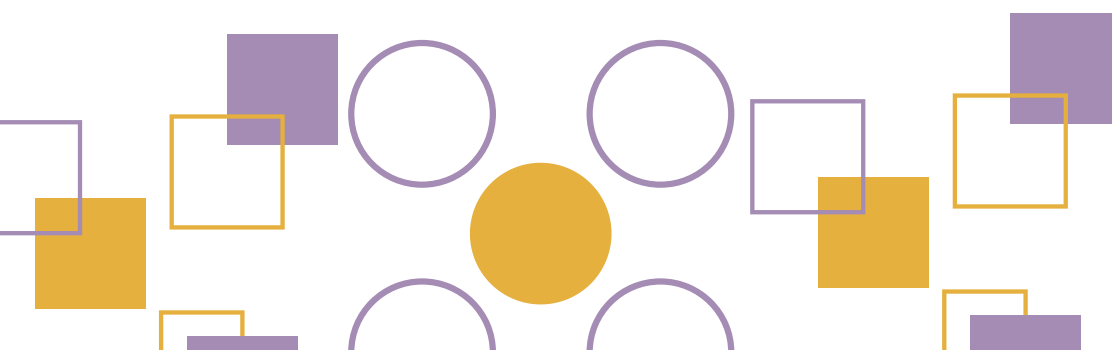
Paperwork with any sensitive or confidential GSS Group information needs to be disposed of by either being shredded or placed into the locked security disposal bin. Documents to be placed in the security bins include but are not limited to:

- Company Information
- Client information
- Forms
- Terms and conditions
- Policies

# NOISE FACTORS

Try to avoid shouting at each other across the office or on-site at a client and respect people's busy periods or meeting times. If a colleague is engrossed in something at their computer or more than two people are meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you.

Verbal abuse, inappropriate language and a non inclusive speech will not be tolerated and may be subject to disciplinary action.





# YOUR CODE OF CONDUCT

## **PURPOSE**

This policy affirms GSS Group's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that GSS Group expects of all employees.

## **PRINCIPLES**

Our employees contribute to the success of our organisation and that of our clients. GSS Group fully endorses that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our clients, and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and client trust.

## **POLICY**

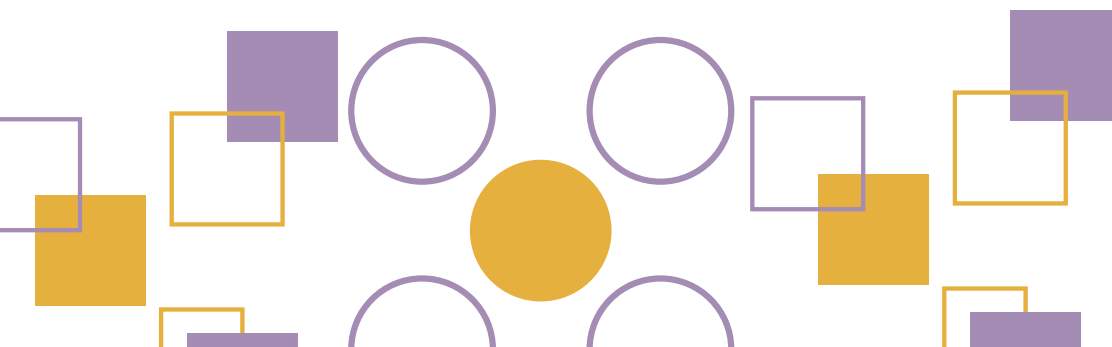
Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, and dealing with other employees, clients, and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment, and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration, and sensitivity in dealing with other employees, clients, and suppliers
- Avoid apparent conflict of interests, promptly disclosing to a GSS Group senior manager, any interest which may constitute a conflict of interest
- Promote the interests of GSS Group
- Perform duties with skill, honesty, care, and diligence
- Abide by policies, procedures, and lawful directions that relate to your employment with GSS Group and/or our clients
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts
- Under no circumstances may employees offer or accept money
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner GSS Group expects cooperation from all employees in conducting themselves in a professional, ethical, and socially acceptable manner of the highest standards.

Any employee in breach of this policy may be subject to disciplinary action, including termination.

Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the [info@gssgroup.au](mailto:info@gssgroup.au)

This policy will be regularly reviewed by GSS Group, and any necessary changes will be implemented by the Executive Team.





# DRESS CODE

GSS Group's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable all people to project a professional image that is in keeping with the needs of our clients and customers to trust us. Because our industry requires the appearance of trusted professionals, a standard dress code is necessary for everyone.

## **OFFICE EMPLOYEES**

Office employees are expected to dress in business attire during work hours. Bottoms may include, slacks, or skirts, suits or tailored items. Bottom clothing must be of an appropriate length and respectful. If not wearing the GSS Group's uniform, office employees must always dress in business attire and in well-presented manner.

## **PROHIBITED CLOTHING**

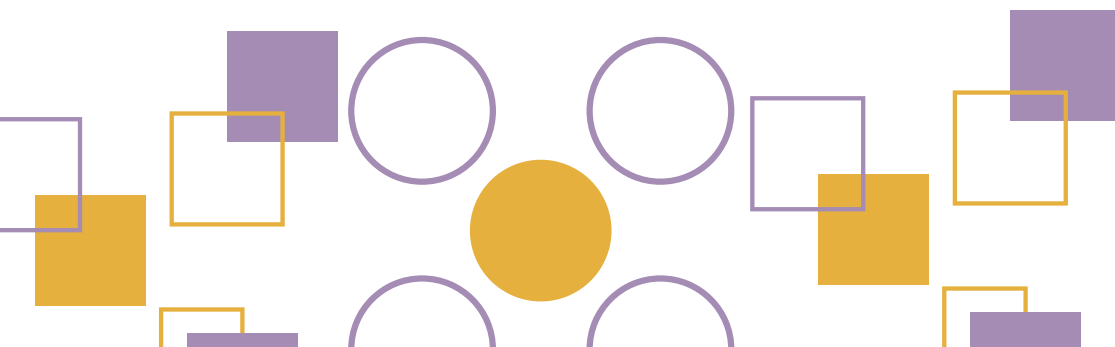
Employees should not wear ripped clothing of any sort, inappropriate or revealing clothing, jeans and t-shirts, tracksuits (pants or windcheaters), or thongs or casual open-toed shoes and or runners/sneakers in the office.

## **SUPPLY AND PURCHASING**

Employees will be supplied with uniforms when they commence employment. Uniforms may need to be ordered; therefore, employees will dress as per instruction from management until a uniform is distributed. New uniforms will be issued to staff when required at management's discretion. When an employee leaves the company they are required to give all issued uniforms back.

## **MAINTENANCE**

All clothing worn, including uniform, should be clean, neatly presented and fit for purpose.





# IT, INTERNET, EMAIL AND SOCIAL MEDIA POLICIES

## **INTERNET USE**

The internet is provided by GSS Group for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

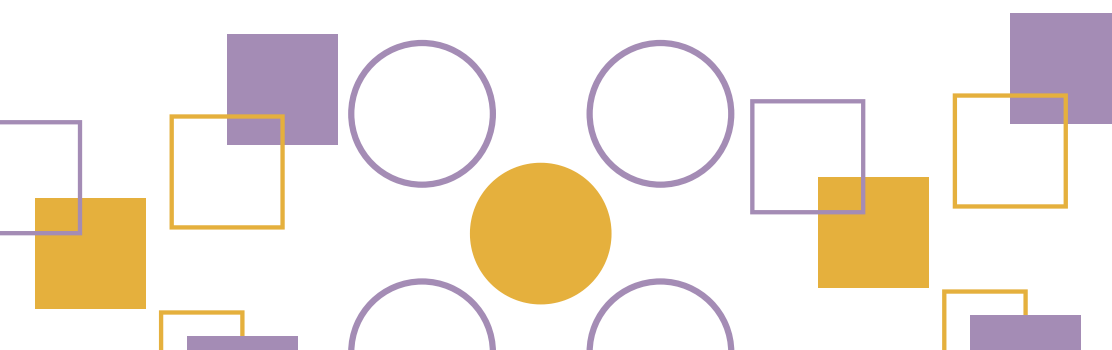
Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

## **EMAIL USE**

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect GSS Group from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as defamatory email, in breach of copyright or business confidentiality, or prejudicial to the good standing of GSS Group in the community or to its relationship with staff, customers, suppliers, and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade, or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email, a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.





## **POLICY**

This policy also applies to all employees, contractors, and sub-contractors of GSS Group who:

have an active profile on a social or business networking site such as LinkedIn, Facebook, Instagram, Twitter, and Snapchat;

write or maintain a personal or business' blog; and/or

post comments on public and/or private web-based forums or message boards or any other internet sites.

This policy does not form part of an employee's contract of employment. Nor does it form part of any contractor or sub-contractor's contract for service.

### **Professional Use of Social Media**

GSS Group expects its employees to maintain a certain standard of behaviour when using social media for work or personal purposes.

This policy applies to all employees, contractors, and sub-contractors of GSS Group who contribute to or perform duties such as:

- maintaining a profile page for GSS Group on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter, and Snapchat);
- making comments on such networking sites for and on behalf of {GSS Group};
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of {GSS Group}; and/or
- posting comments for and on behalf of GSS Group on any public and/or private web-based forums or message boards or other internet sites.

## **PROCEDURE**

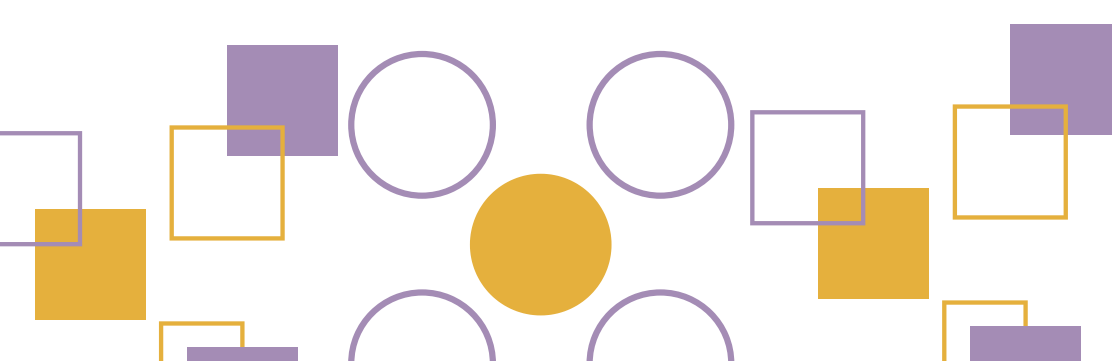
No employee, contractor, or sub-contractor of GSS Group is to engage in social media as a representative or on behalf of GSS Group unless they first obtain GSS Group's written approval.

If any employee, contractor, or sub-contractor of GSS Group is directed to contribute to or participate in any form of social media related work, they are to always act in a professional manner and in the best interests of GSS Group

All employees, contractors, and sub-contractors of GSS Group must ensure they do not communicate any:

- Confidential Information relating to GSS Group or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of GSS Group without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to GSS Group and related bodies, clients, or businesses, which is not in the public domain.





# PRIVATE / PERSONAL USE OF SOCIAL MEDIA

## **PROCEDURE**

GSS Group acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by GSS Group. However, inappropriate behaviour on such sites has the potential to cause damage to GSS Group as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees, contractors, and sub-contractors of GSS Group must agree to not publish any material, in any form, which identifies themselves as being associated with GSS Group or its clients, business partners or suppliers.

All employees, contractors, and sub-contractors of GSS Group must also refrain from posting, sending, forwarding, or using, in any way, any inappropriate material including but not limited to material which:

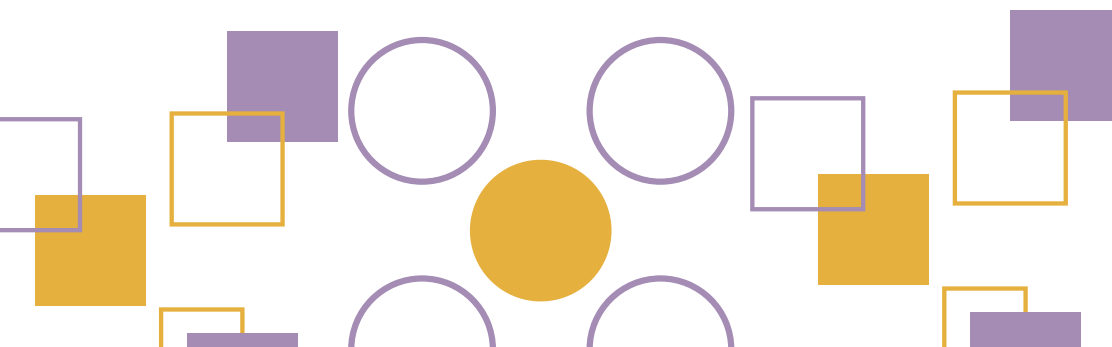
- is intended to (or could possibly) cause insult, offence, intimidation, or humiliation to GSS Group or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability, or profitability of GSS Group or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to GSS Group or its clients, business partners or suppliers.

All employees, contractors, and sub-contractors of GSS Group must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of GSS Group's computer network.

For the purposes of this policy, the following definitions apply:

Social media includes all internet-based publishing technologies. Most forms of social media are interactive, allowing authors, readers, and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of social media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g.. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or social media:



# RECRUITMENT

## **POLICY**

GSS Group recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal and State Legislation and adherence to this policy and related processes.

Our business recruits' people via the following methods:

- Internal
- External
- Employee Referred

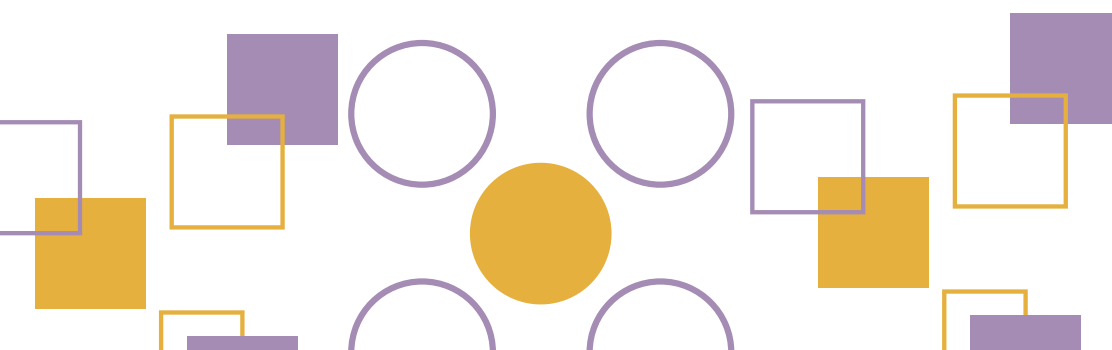
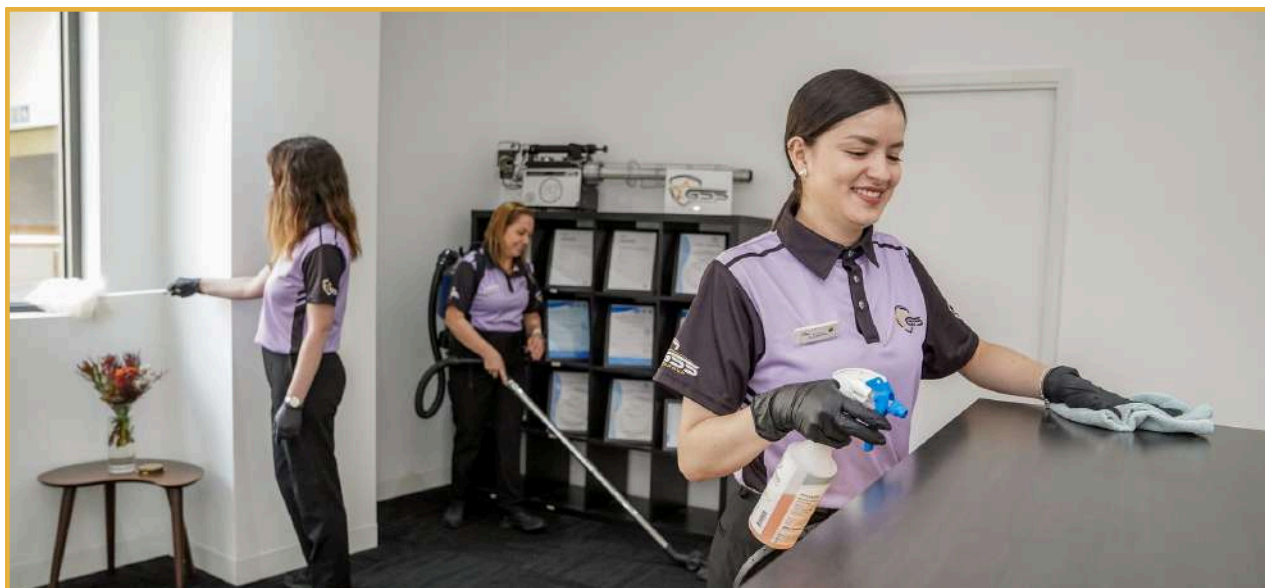
## **PROCEDURE**

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables, and safety considerations. When advertising, avoid discriminatory language e.g. young person. Target the requirements of the job e.g. we seek an energetic person.

2. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, right to work in Australia checks. If undertaking an interview ensure there are no possible discriminatory requests for information, for example Do you plan to have a family soon?

3. Give the successful candidate a contract of employment setting out clear terms and conditions. This includes the nature of employment e.g. permanent part time, casual. The contract should include a welcome note and start details.

4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.





# INDUCTION

## **POLICY**

GSS Group will make sure all new employees feel welcome and are ready to start work safely and competently using a proper formal Induction process which this manual forms part of.

## **PROCEDURE**

Complete an induction plan for each new starter with details of:

- introductions
- workplace tour
- OHS procedures and evacuation
- business overview
- who's who
- a working safely plans
- training plan
- IT system orientation
- copy of the Fair Work Information Statement
- policy and procedural requirements, e.g. equal employment opportunity

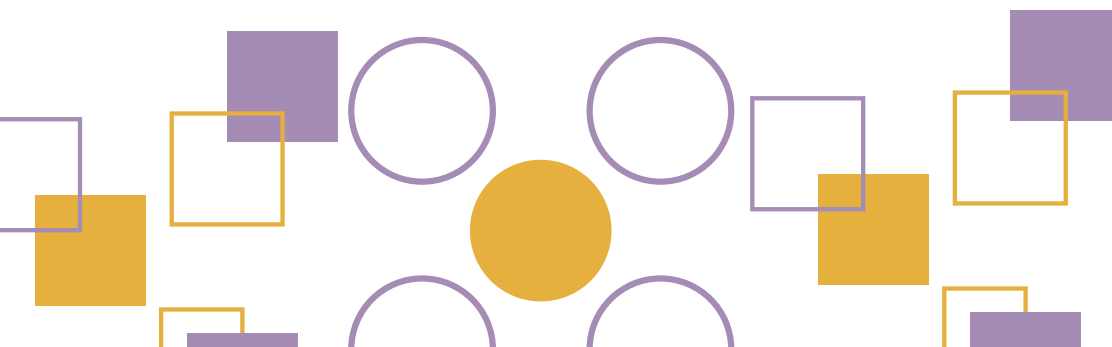
# TRAINING AND DEVELOPMENT

## **POLICY**

GSS Group will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training, and courses. Safety training takes precedence.

GSS Group commits to providing every employee with XXXX training days annually.





# PROBATION

## **POLICY**

The 3/6-month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period the GSS Group commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

## **PROCEDURE**

1. Use system to track and monitor probationary periods
2. Managers to give informal and formal appraisal during the probation period.
3. Give at least one formal appraisal four weeks before the end of probation.
4. At the end of the probation period, complete a final probation appraisal and advise the employee of the result via a formal written letter.

# OCCUPATIONAL HEALTH AND SAFETY

## **POLICY**

GSS Group will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, visitors, and members of the public who may be affected by our work.

To do this, GSS Group will:

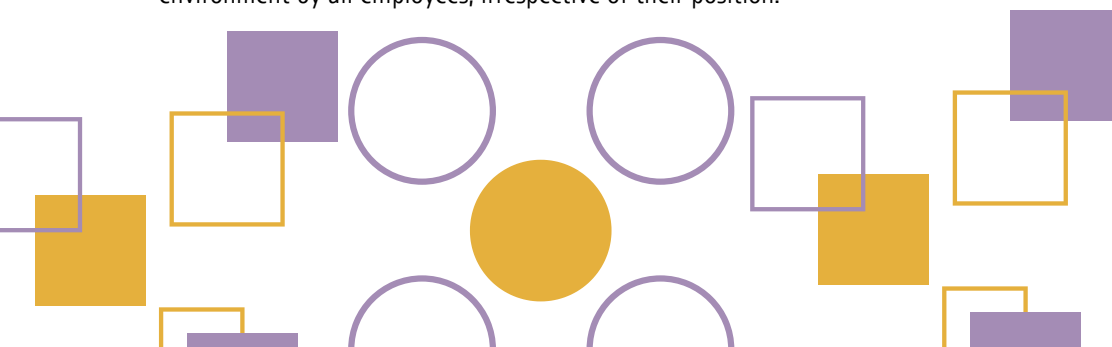
- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety reps on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace.

All persons responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

GSS Group demands a positive, proactive attitude and performance with respect to protecting health, safety, and the environment by all employees, irrespective of their position.





# MANUAL HANDLING

It is GSS Group's policy to provide all employees with a safe and healthy workplace by identifying, assessing, and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all staff, all employees must report potential and actual manual handling hazards.

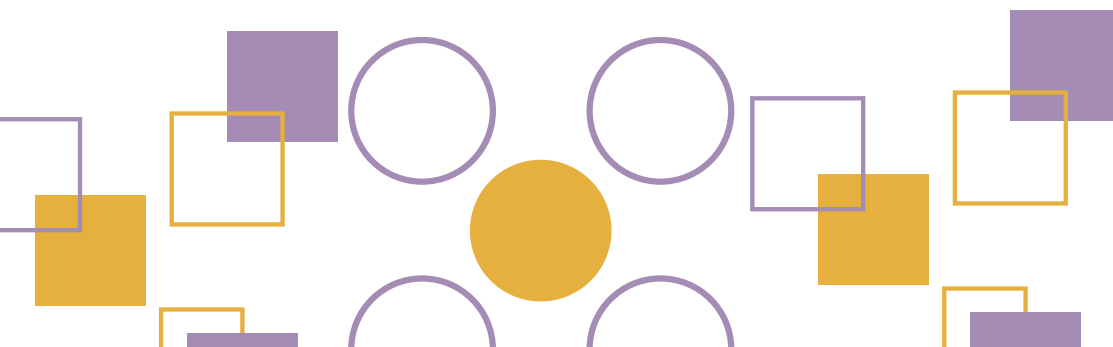
Never lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

# INJURY PROCEDURE

If there is an injury:

1. The priority is medical attention. The injured worker or nearest colleague should contact one of GSS Group's first aiders. For a serious injury also call an ambulance.
2. Any employee who is injured on the job, experiences a safety incident or a near miss, must report the incident to their manager.
3. The manager must write a report in the Register of Injuries, Incidents and Near Misses. This standard report must include:
  - employee's name and job details
  - time and date of injury
  - exact location the injury/incident occurred
  - how the injury/incident happened
  - details of the injury/illness and the part/s of the body injured
  - names of any witnesses
  - name of the person entering details in the Register
  - date the employer was notified
4. GSS Group will let the injured employee know in writing that we have received notification of any injury or illness reported in the Register.

The manager must report serious injuries to WorkSafe immediately.





# ALCOHOL AND DRUGS POLICY

## **POLICY**

GSS Group is concerned by factors affecting an employee's ability to do their work safely and effectively to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

GSS Group will do its utmost to create and maintain a safe, healthy, and productive workplace for all employees. GSS Group has a zero-tolerance policy regarding the use of illicit drugs on their premises or the attending of other business-related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

GSS Group does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

GSS Group at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving over the legal limit or under the influence of illicit drugs is illegal.

# EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND ANTI BULLYING

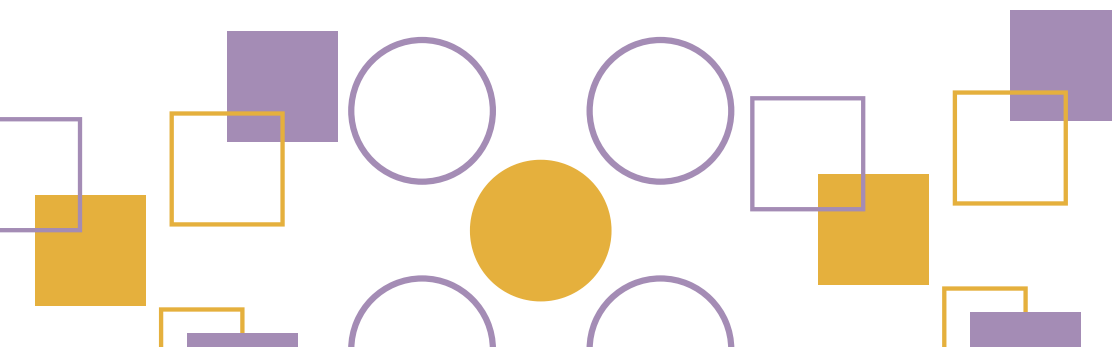
## **POLICY**

This policy applies to all staff including contractors and covers all work-related functions and activities including external training courses sponsored by GSS Group

It also applies for all recruitment, selection, and promotion decisions.

The objective of GSS Group's Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful, and flexible work environment
- delivering our services in a safe, respectful, and reasonably flexible way





# DISCRIMINATION, SEXUAL HARASSMENT AND BULLYING

GSS Group is committed to providing a workplace free from discrimination, sexual harassment, and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

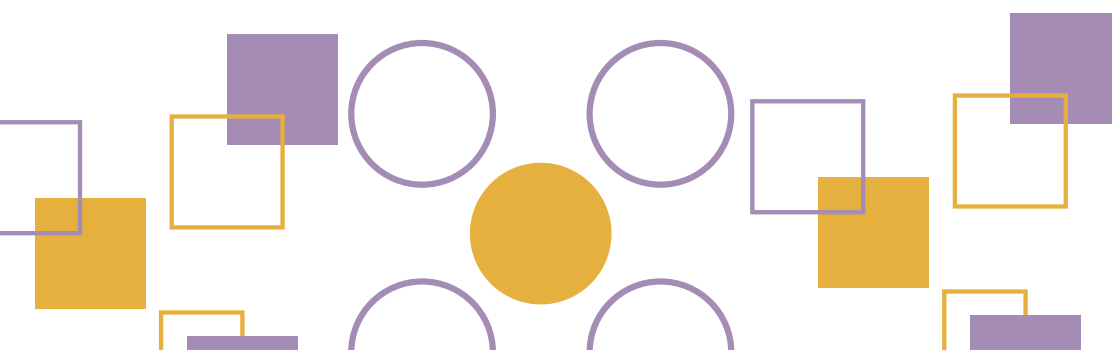
For the purposes of this policy, the following definitions apply:

## DISCRIMINATION

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.

Indirect Discrimination occurs when a rule seems neutral but has a discriminatory impact on certain people. For example, a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate based on sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated, or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated, or intimidated.





# WORKPLACE BULLYING

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

GSS Group provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

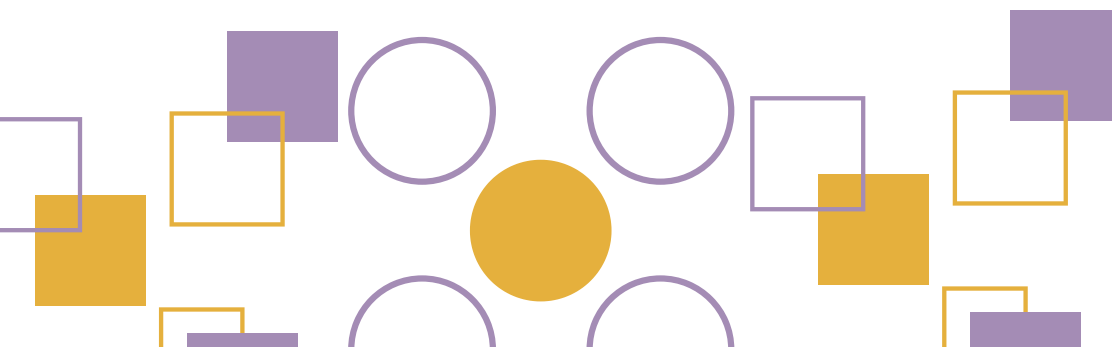
Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.



# REASONABLE ADJUSTMENTS

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

GSS Group will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered employment, or is an employee, and
- requires the adjustments to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

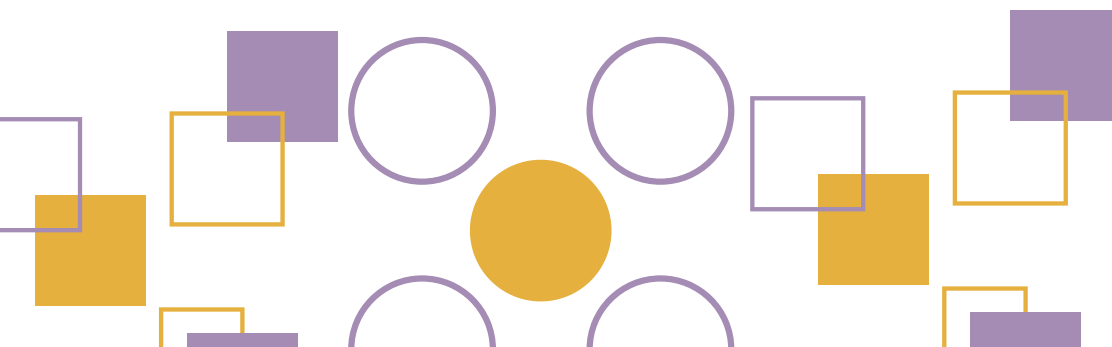
Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job
- arranging flexibility in work hours (see 'flexible work arrangements')
- providing telephone typewriter (TTY) phone access for employees with hearing or speech impairments
- purchasing screen reading software for employees with a vision impairment
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments GSS Group will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases, GSS Group can discriminate based on disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.





# COMPLAINTS

## **PROCEDURE: TO MAKE A COMPLAINT**

If you believe you are being, or have been, discriminated against, sexually harassed, or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the Fair Work Act 2009. Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

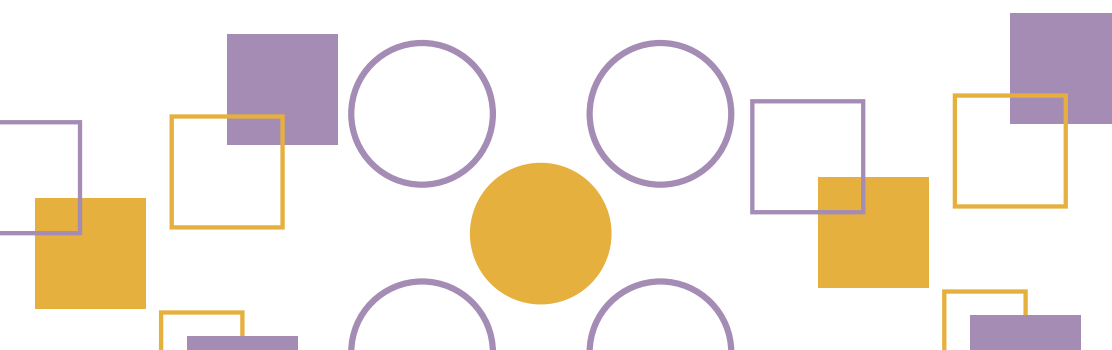
## **PROCEDURE: TO RECEIVE A COMPLAINT**

When a manager receives a complaint or becomes aware of an incident that may contravene GSS Group EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of GSS Group EEO policies) then the manager should:

- act promptly
- maintain confidentiality
- pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure.



## **PROCEDURE: TO INVESTIGATE A COMPLAINT**

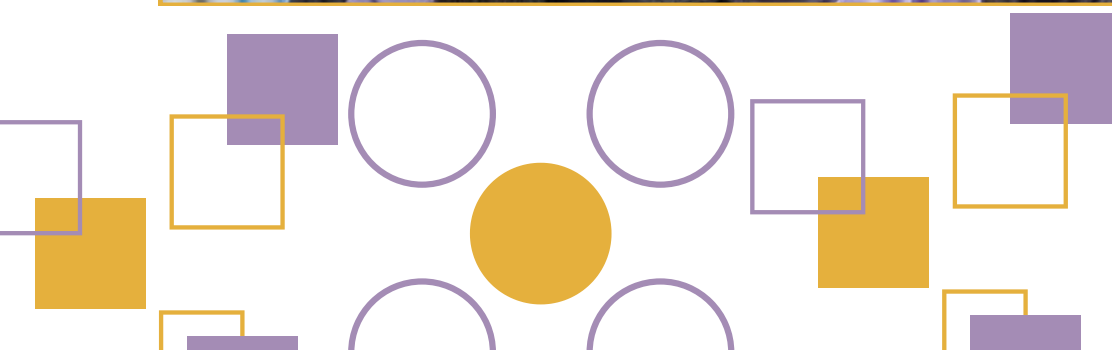
When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt
2. Advise on the potential outcomes of the investigation if the allegations are substantiated
3. Interview all directly concerned, separately
4. Interview witnesses, separately
5. Keep records of interviews and the investigation
6. Interview the alleged harasser, separately and confidentially, and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still decide regardless.
7. Listen carefully and record details
8. Ensure confidentiality, minimise disclosure
9. Decide on appropriate action based on the investigation and evidence collected
10. Check to ensure the action meets the needs of the complainant and GSS Group
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

## **POSSIBLE OUTCOMES**

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning, or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)





# FLEXIBLE WORKING ARRANGEMENTS

Employees may request flexible working arrangements based on parental and carer responsibilities. Employees are encouraged to put the request in writing.

To comply with the Equal Opportunity Act 2010, GSS Group will consider this request, and consider all relevant facts and circumstances in deciding whether to agree to the request. Such a request will not be refused unless it is reasonable to do so.

Circumstances that may be relevant to determining whether a refusal is or is not reasonable include:

- the nature of the employee's work and parental or carer responsibilities
- the nature and cost of the arrangements required for an employee to fulfil their family or carer responsibilities
- the financial circumstances of the employer
- the size and nature of the workplace and the employer's business
- the effect of the flexible working arrangements on the workplace, including the financial impact on the business
- the consequences for the employer of having the flexible working arrangements
- the consequences for the employee of not having the flexible working arrangements

Other factors that might be relevant in a particular case include:

- when the arrangements are to commence
- how long the arrangements will last
- information that has been provided by the employee about their situation
- the accrued entitlements of the employee, such as personal, carers or annual leave
- whether any legal or other constraints affect the feasibility of the employer accommodating the responsibilities, such as occupational health and safety laws or award penalty rates.

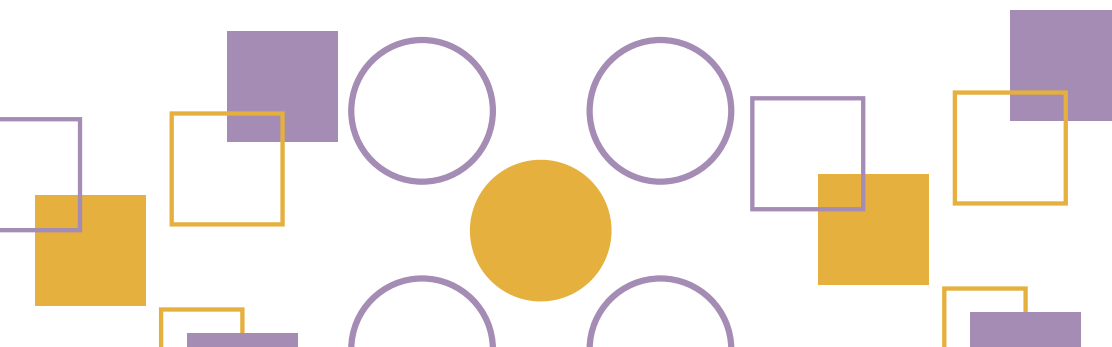
In addition, under the National Employment Standards, employees who have at least 12 months continuous service, with responsibility for the care of a child under school age, or for care of a child under 18 with a disability have the right to request flexible working arrangements.

Flexible work arrangements will also be considered as a form of reasonable adjustments to allow people with a disability to work safely and productively (see information on reasonable adjustments above).

This right applies to all employees including permanent full-time and part-time employees, as well as casual employees, regardless of role of job function.

Employees must put such a request in writing.

GSS Group will provide a written response granting or refusing the request within 21 days and will only refuse such requests on reasonable business grounds. These reasons will be detailed in the written refusal.





# LEAVE

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, GSS Group may direct an employee to take unpaid leave.

# JURY DUTY

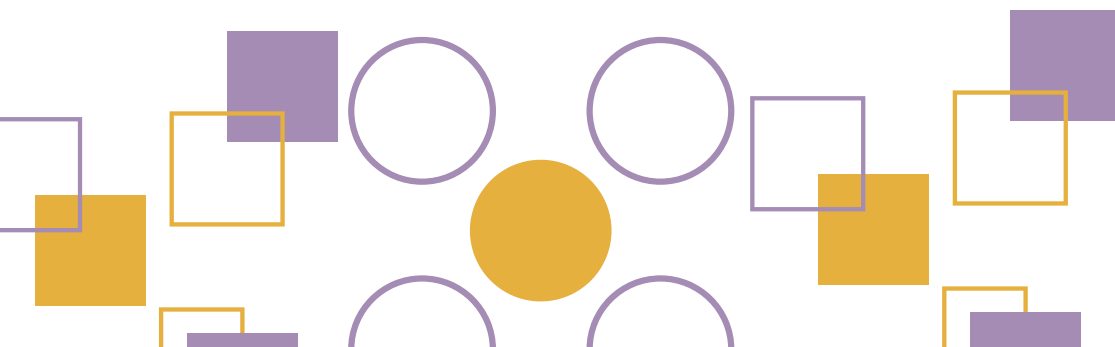
An employee is entitled to paid leave for jury duty in accordance with legislation. An employee on jury service should supply the official request to attend, the details of attendance and the amount the court has paid them. GSS Group will reimburse the employee the difference between this amount and their base salary. If an employee is absent because of jury service of more than 10 days in total, the employer is only required to pay the employee for the first ten days of absence.

# EMERGENCY SERVICES LEAVE

If an employee needs to take temporary absence from work because of voluntary emergency management activities (for example, as a volunteer dealing with an emergency or natural disaster as a member of SES, CFA, or Army Reserve) then they should ask management for leave as soon as possible after they become aware of the need to take leave. GSS Group will support such activities wherever possible, as an important community service. GSS Group may require evidence of these activities at its discretion.



## FAIR WORK LEAVE ENTITLEMENTS



# PERFORMANCE MANAGEMENT

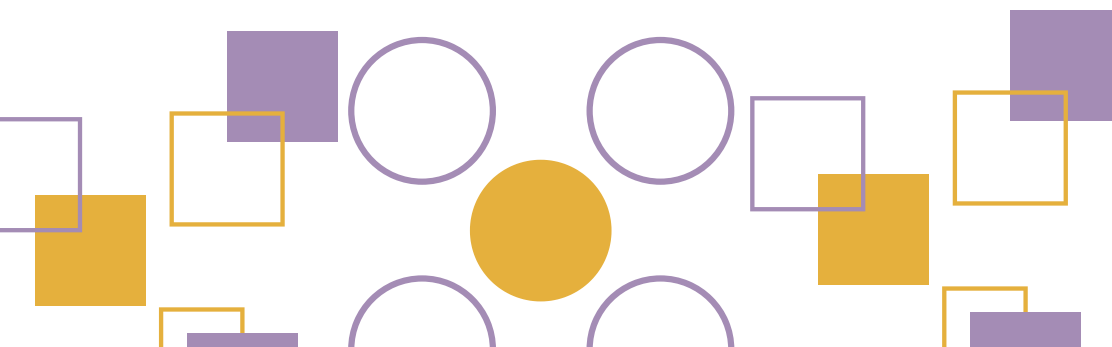
## **POLICY**

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least 2 times a year.

## **PROCEDURE**

1. The manager and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
2. The manager and employee will meet and openly and constructively discuss performance over the period.
3. The manager and the employee will agree any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.

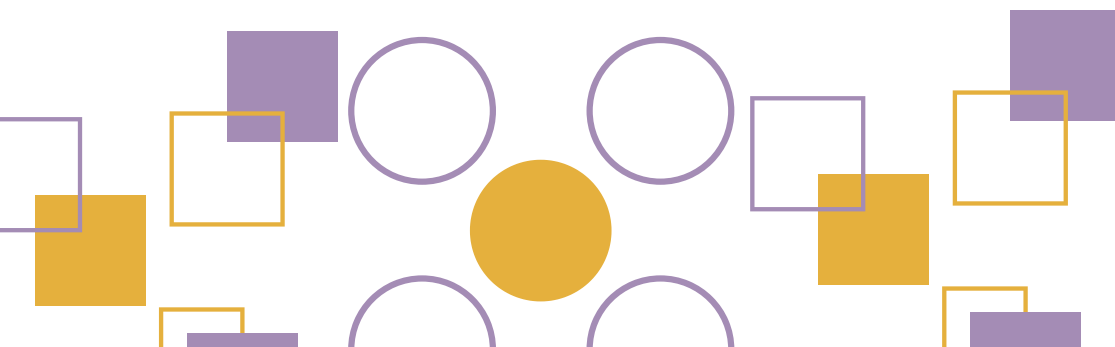




# PERFORMANCE IMPROVEMENT

## **PROCEDURE**

1. GSS Group will advise the employee of any shortfall in their performance and give them an opportunity to respond.
  2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. GSS Group will provide support such as training where appropriate.
  3. If the employee is given a verbal warning, the manager should make a note of it, date it, and sign it.
  4. The manager will advise the employee in clear terms what they see as a performance problem or unacceptable conduct. To highlight the deficiency, they should use specific examples, and refer to the correct policy or procedure.
  5. The manager will allow the employee to respond before deciding and consider the employee's responses. The employee may have a support person present at such meetings.
  6. The manager will decide if more action is needed.
  7. If a written warning is to follow, the manager is to:
    - document it and give the employee a copy
    - give the employee the opportunity (and their support person the opportunity) to sign the warning
    - keep a copy on file
  8. The warning must clearly define:
    - the deficiency
    - a clear explanation of the expected standard
    - by when the employee needs to achieve it
    - how the business will help the employee achieve the improvement required
    - consequences of failing to improve
  9. The manager concerned will keep a record of all meetings, training and/or coaching given and a summary of discussions and put a copy on the employee's personnel file. This should include date, location, and time of discussion.
  10. They will continue to support the employee and note the support they give, for example, training or counselling.
  11. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps 4–10 above. This document needs to warn the employee in clear terms GSS Group will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.
- Note: some circumstances justify going straight to a second or final warning.





# GROSS OR SERIOUS MISCONDUCT

Summary (instant) dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

## **PROCEDURE**

1. The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
2. The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall consider the employee's response and circumstances.
3. If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
4. The manager should keep a file of all evidence collected and action taken in these circumstances.
5. GSS Group will send the employee a letter of termination noting brief details.

# GRIEVANCE COMPLAINTS

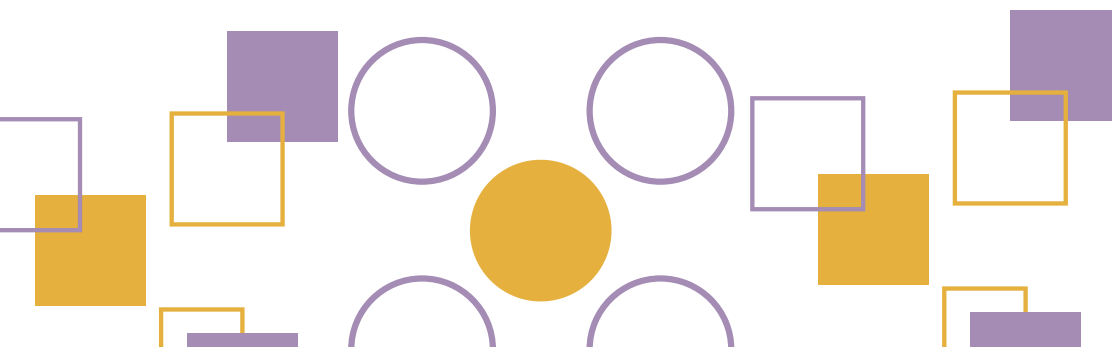
GSS Group supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them.

We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, GSS Group will escalate a grievance to the next higher level of authority for more discussion and resolution and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly, and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

## **PROCEDURE**

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.





# CONFLICT OF INTEREST

Conflict of interest arises whenever the personal, professional, or business interests of an employee are potentially at odds with the best interests of GSS Group

All employees are required to act in good faith towards GSS Group Employees need to be aware of the potential for a conflict of interest to arise and should always act in the best interests of GSS Group

As individuals, employees may have private interests that from time-to-time conflict, or appear to conflict, with their employment with GSS Group Employees should aim to avoid being put in a situation where there may be a conflict between the interests of GSS Group and their own personal or professional interests, or those of relatives or friends. Where such a conflict occurs (or is perceived to occur), the interests of GSS Group will be balanced against the interests of the staff member and, unless exceptional circumstances exist, resolved in favour of GSS Group

It is impossible to define all potential areas of conflict of interest. If an employee is in doubt if a conflict exists, they should raise the matter with their manager.

## **PROCEDURE**

Employees must:

- declare any potential, actual or perceived conflicts of interest that exist on becoming employed by GSS Group to management
- declare any potential, actual or perceived conflicts of interest that arise or are likely to arise during employment by GSS Group to management
- avoid being placed in a situation where there is potential, actual, or perceived conflict of interest if possible

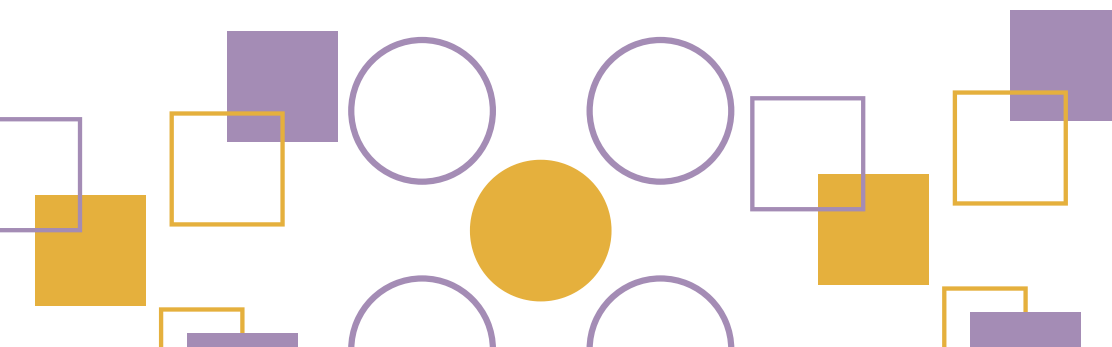
If an employee declares such an interest, GSS Group will review the potential areas of conflict with the employee and mutually agree on practical arrangements to resolve the situation.

Employees must disclose any other employment that might cause a conflict of interest with GSS Group to their manager. Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at GSS Group If such involvement does affect performance or attendance it will be considered a conflict of interest.

Employees must not set up or engage in private business or undertake other employment in direct or indirect competition with GSS Group using knowledge and/or materials gained during employment with GSS Group

Engaging in other business interests during work hours will result in strong performance improvement action.

Failure to declare a potential, actual or perceived conflict of interest or to take remedial action agreed with GSS Group in a timely manner, may result in performance improvement proceedings including dismissal.





# INTELLECTUAL PROPERTY AND SECURITY

All intellectual property developed by employees during their employment with GSS Group including discoveries or inventions made in the performance of their duties related in any way to the business of GSS Group will remain the property of GSS Group

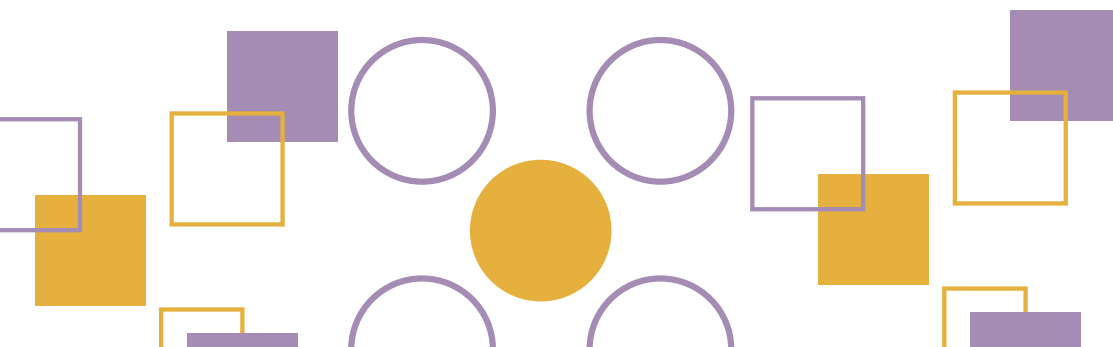
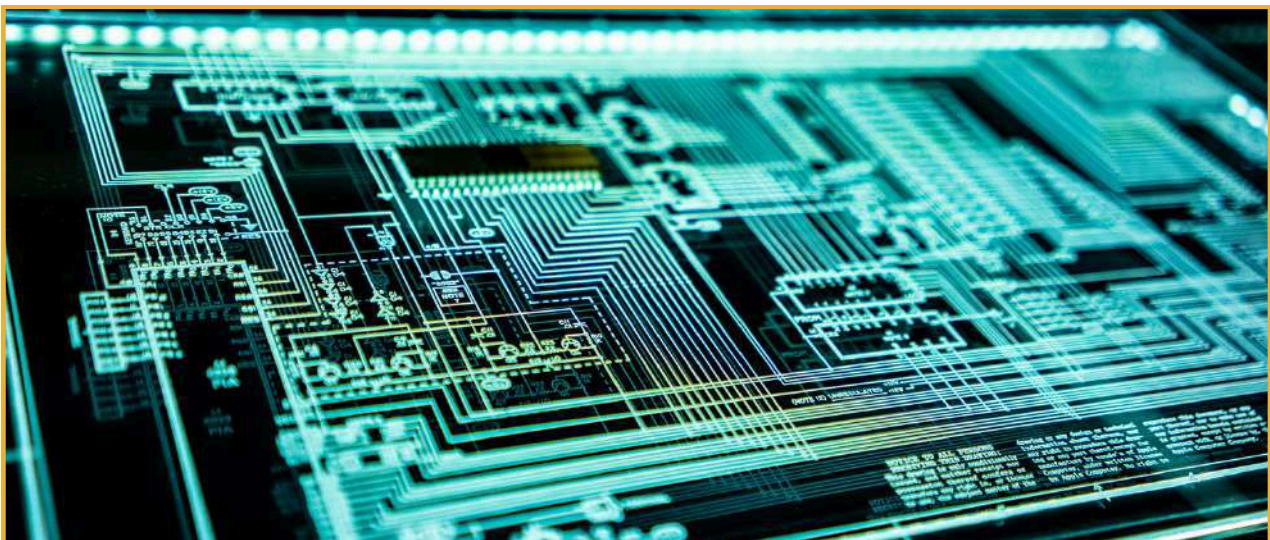
Employees may be given access to confidential information, data, business property, keys to premises or any other business-related property/information in the performance of their duties. This must be protected and used only in the interests of GSS Group

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of GSS Group; or
- authorise or be involved in the improper use or disclosure of confidential information;
- during or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to GSS Group and related bodies, clients, or businesses, which is not in the public domain.

Employees must act in good faith towards GSS Group and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and GSS Group may also pursue monetary damages or other remedies.





# ENVIRONMENTAL BEST PRACTICE

## **POLICY**

GSS Group will comply with all local, state, and federal laws and regulations on:

- disposing of hazardous waste (including EPA's list of prescribed industrial waste), trade waste (i.e. waste added to the sewer) and wastewater
- safe handling, storage and transport of hazardous waste and dangerous goods
- noise
- land use
- air pollution and carbon emissions

## **PROCEDURE**

GSS Group will set targets each year to increase energy and water efficiency and seek opportunities for reducing and recycling waste. To do this, we will:

### GENERAL

- investigate ways to reduce consumption or recycle waste
- publish monthly energy and water use on the staff notice board including savings made, and report on greenhouse gas emissions
- give preference to maintenance and other contractors using green products

### ENERGY

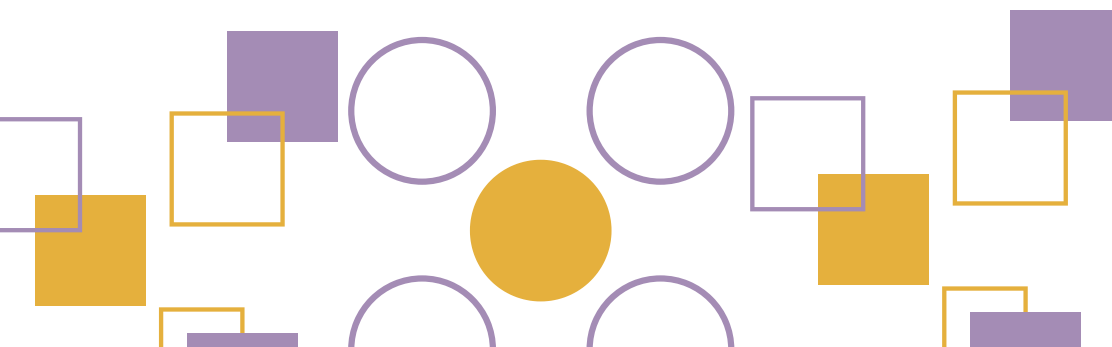
- buy electrical and lighting systems rated as energy efficient
- use accredited Greenpower, either in part or whole

### WATER

- buy appliances rated as water efficient
- buy plumbing devices (e.g. taps) with built-in flow restrictors in kitchen and washing up areas, or add these to existing fittings

### WASTE

- look for opportunities to improve waste management. Sustainability Victoria has tips on good waste management.





# GSS GROUP

# POLICIES

You must read all the policies contained in this document and listed below. Company policies are a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of GSS Group

Please read each of the policies listed below and tick where shown to indicate you are aware of the rules and responsibilities you have whilst employed by GSS Group



## GSS GROUP POLICY LINK

1. Code of Conduct Policy
2. Community Service Leave Policy
3. Conflict of Interest Policy
4. Data Security Policy
5. Discrimination Policy
6. Diversity Policy
7. Drug and Alcohol Policy
8. Email, Communication Etiquette Policy
9. Environmental Policy
10. Equal Opportunity Employment Policy
11. Equal Opportunity, Anti-discrimination, Bullying Policy
12. Environmental, Social and Governance Policy
13. Family and Domestic Violence Policy
14. Fatigue Management Policy
15. First Aid Policy
16. Force Continuum Policy
17. Grievance and Dispute Policy
18. Harassment Policy
19. Mobile Phone Policy

20. Modern Slavery Policy
21. Occupational Health and Safety Policy
22. Parental Leave Policy
23. Performance and Misconduct Policy
24. Performance Management Policy
25. Personal Leave Policy
26. Recruitment Policy
27. Sexual, Racial, Harassment, Violence and Bullying Policy
28. Social Media Policy
29. Uniform and Presentation Policy
30. Use of Company Property Policy
31. Website and Privacy Policy
32. Working with Children Policy
33. Workplace Hygiene Policy

# COMPANY CONTACT



1800 657 765



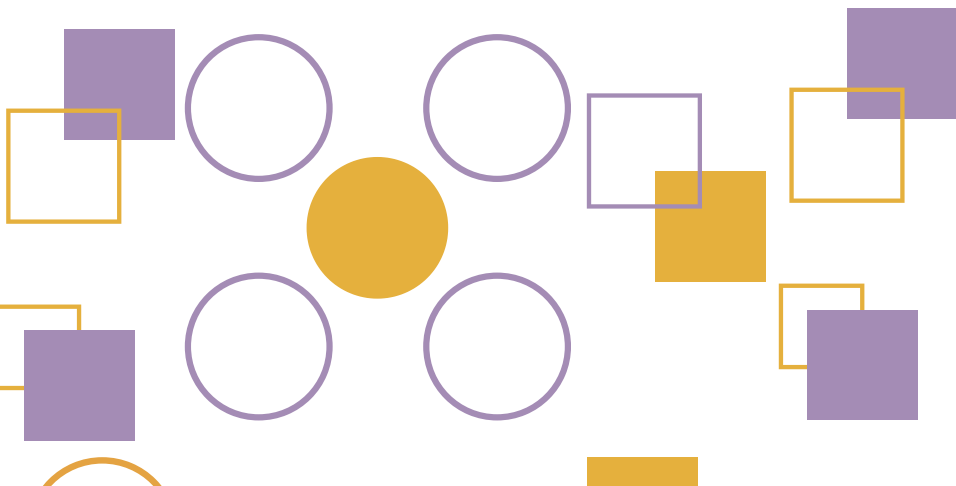
info@gssgroup.au

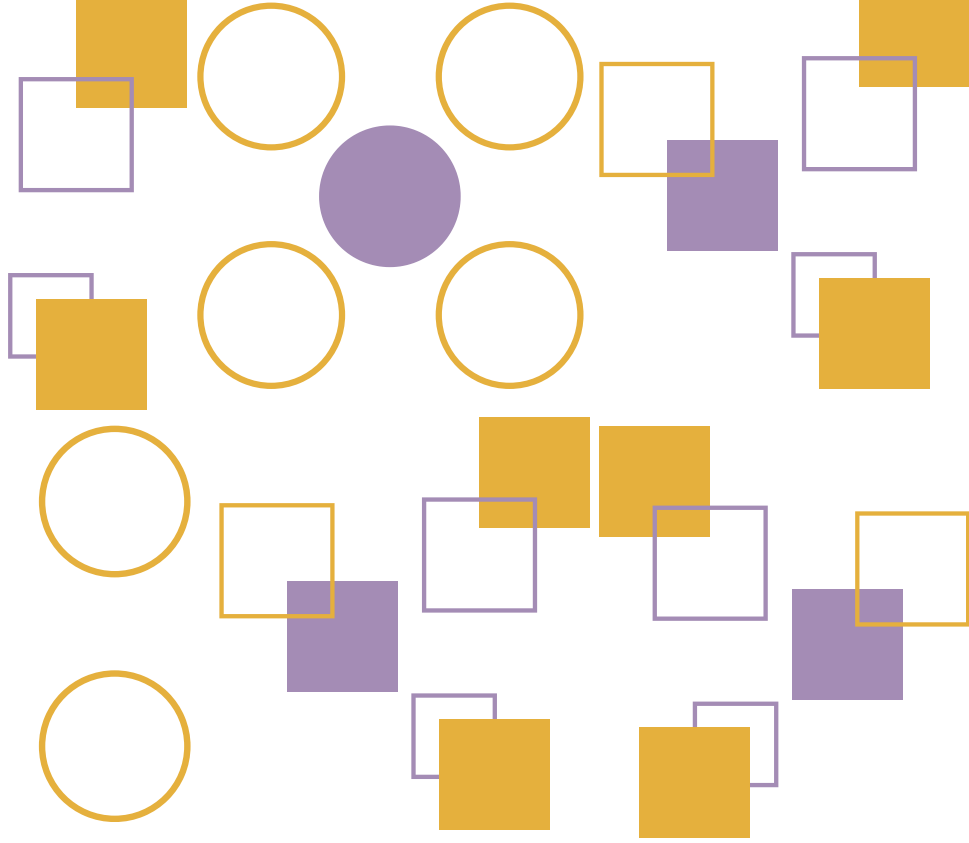


F01/122 Studio Lane, Docklands  
VIC 3008



www.gssgroup.au





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**LET'S GROW**

**TOGETHER**