



Policies Manual

November 2020



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Welcome to the Mills Recruitment policies manual

This manual is important and provides information on the general terms and conditions of your employment/engagement, safety, your responsibilities and the support that you can expect from Mills Recruitment. Please read the manual carefully and if you have any queries, then do not hesitate to seek clarification from your Recruitment Consultant.

Mills Recruitment welcome any suggestions you may have to improve our service to both our clients, independent contractors and employees. Please direct your suggestions to the Recruitment Consultant you are in contact with.

Mills Recruitment history

Mills Resources was established in 2010 in response to a growing demand by the Australian market for a professional approach to white collar recruitment. Since this time, Mills Resources has developed into Australia's premier white-collar personnel recruiter for the mining, engineering and oil and gas industries.

In May 2016, Mills Resources acquired the business interests of Gem Recruitment, as there were strong synergies between the businesses. Gem Recruitment, an established boutique recruitment agency, serviced blue chip clients with permanent and casual recruitment services for administrative and professional employees.

Trusted Labour was established in 2016 in response to a growing demand by the Australian market for a professional approach to blue collar building and construction recruitment.

In November 2020, marking the 10 year anniversary Mills Resources rebranded to Mills Recruitment.

Effective, close relationships with our workers are central to the philosophy of Mills Recruitment. We aim to gain a thorough knowledge of your expectations and requirements and deliver opportunities which best support your career goals.

Our relationship begins with the assumption that it will be a long-term affiliation between you and Mills Recruitment. We believe that we are only as good as our employees and your successful performance ensures our success. Mills Recruitment strive to provide on-going support to our employees to ensure that they remain productive and content during their assignments.

We take pride in the flexibility of our services, the accuracy of our selection processes and our ability to deliver according to our worker's and client's expectations. In short, we do our job well in order to contribute to the success of your career.



Definitions

For the purposes of the Mills Recruitment & Trusted Labour's policies manual:

"You", "your" or "worker" means the employee of Mills Recruitment or Mills Corporation Pty Ltd or the independent contractor to Mills Recruitment. Some parts of this manual are not applicable to independent contractors, specifically remuneration, superannuation, leave and taxation.

"Employee", "employees" means an employee engaged on either a permanent, casual or fixed task contract of employment with Mills Recruitment.

"Casual" means employees employed on a casual basis, who perform work on an intermittent or irregular basis such as assignments with Mills Recruitment's clients.

"On-hire employee" means employees who are employed by Mills Recruitment to perform work on a fixed task or maximum term basis with an advanced commitment as to the duration of regular days or hours of work.

"Independent contractor" means worker who supplies labour to Mills Recruitment, through an established company that has an ABN, they provide their own insurance and invoice Mills Recruitment for payment of these services. Independent contractors are engaged under an Independent Contractor Agreement and independent contractors are responsible for their own taxation, superannuation and supply their own tools of the trade.

"Mills Recruitment", "company" or "employer" means Mills Recruitment.

"Client" "company" or "on-hire client" means Mills Recruitment's client, who the employee or independent contractor undertakes assignments at their worksite or office.

Attendance and absenteeism

Your standard hours of work are contained in your Assignment Agreement/Independent Contractor Agreement. If you are unable to attend due to sickness, you must inform your Manager and Mills Recruitment prior to the commencement of your shift or before **8am** by calling your Mills Recruitment Consultant on their mobile number – details are on the website. Mills Recruitment will contact the client and make alternative arrangements for that day or the rest of the assignment.

Code of conduct

Mills Recruitment expect all workers to conduct activities undertaken on behalf of the company so that all legal, statutory and regulatory requirements, including the codes of conduct of any professional or industry bodies with which Mills Recruitment have formal or informal ties, are properly observed.



You have an obligation to behave honestly and with propriety at all times because it is morally and legally right to do so, and because Mills Recruitment depend on their reputation for integrity, and on the trust and confidence of everyone we deal with, for our business success.

A strict code of conduct is set out in this policy. You must read, understand and adhere to this policy at all times.

Protect your position of trust

We expect you to devote all your working time and efforts to Mills Recruitment's interests and to avoid any activity that may distract from, or conflict with, those interests. Specific circumstances or requirements include:

Conflict of interest

A conflict of interest may occur when you, as an individual, have private interests or motivations which conflict (or appear to conflict) with your employment/engagement duties. This is always a sensitive issue and it is not possible to define all potential areas of conflict of interest.

Employees must not have any employment, consulting or other business relationship with a competitor, client or supplier of Mills Recruitment or invest in any competitor, client or supplier without prior written permission from the Director of Mills Recruitment. Outside employment may also constitute a conflict of interest if it places you in the position of appearing to represent Mills Recruitment, involves providing services substantially similar to those of Mills Recruitment or lessens the efficiency, alertness or productivity normally expected of employees. All outside employment must be approved in advance by your manager and the Director of Mills Recruitment.

Independent Contractors are not prohibited from working with other companies, however, so that Mills Recruitment are aware and can manage conflicts of interest, all other engagements of a similar nature should be declared to your manager and the Director of Mills Recruitment.

If you become aware of a potential conflict of interest, you should declare it to the Director of Mills Recruitment and your manager. Failure to disclose a conflict of interest is a serious issue. If you are concerned about your situation, you should speak with the Director of Mills Recruitment and your manager so that the issue can be clarified and resolved.

Insider trading

You must not trade, either directly or through associated parties, in securities (shares) or buy or sell any property or assets on the basis of information not generally available to the public and which you have acquired through your assignment/engagement with Mills Recruitment or the client.

Acceptance of business courtesies

You must not accept anything of value from someone doing business with Mills Recruitment (or the client) when the gratuity is offered or appears to be offered in exchange for any type of favourable treatment or advantage. To avoid even the appearance of impropriety, you must not accept any gifts or promotional items of more than nominal value. You may accept meals, drinks or



entertainment where such courtesies are unsolicited, infrequently provided, reasonable in amount and are directly connected with business discussions.

Confidentiality

You must maintain the highest level of confidentiality at all times in relation to all Mills Recruitment and client related information and matters. This may mean that specific issues relating to matters must not be discussed with spouses, family members and close friends. You should be especially careful of discussing Mills Recruitment or client matters in public places such as public transport, restaurants and lifts.

Business conduct

These policies are to be observed without exception at all times.

- Compliance with all laws and regulations: Adherence with all relevant laws and government regulations.
- Business dealings: Honest dealings with clients, suppliers and consultants.
- Company resources: You must only use Mills Recruitment's or the client's resources, including telephones, faxes, photocopiers, computers and property appropriately to facilitate Mills Recruitment's or the client's business. They are not to be used for personal purposes.
- Accurate books and accounts: All payments and transactions undertaken on behalf of Mills Recruitment must be properly authorised and accurately and completely recorded in accordance with generally accepted, established accounting principles.

Confidentiality

During the course of your employment/engagement with Mills Recruitment, there may be a need to disclose commercially sensitive information and/or information not in the public domain about Mills Recruitment or the client with whom you are completing an assignment/engagement with, their clients and servants, agents and associates and suppliers. This information is disclosed to you on a confidential basis in the course of your employment/engagement.

You must not, without the prior written authorisation from the Director of Mills Recruitment or your manager, use, publish, disclose or authorise anyone else to use, publish or disclose directly or indirectly, confidential information or any other data or information not in the public domain, which you have or gain knowledge of.

It is your responsibility to take all appropriate and prudent steps to ensure that the confidentiality and security of information is maintained.

Your obligation with respect to confidentiality of information survives the termination of your employment/engagement with Mills Recruitment.

Your remuneration is a confidential matter between you and Mills Recruitment. Mills Recruitment keeps this personal information confidential and also expects you to do so.



Dress standards policy

It is important for the reputation and the success of Mills Recruitment that we present a professional and appropriate appearance to our clients and the public. This policy applies to all workers of Mills Recruitment.

The purpose of this policy is to ensure that Mills Recruitment's workers look professional and dress appropriately for their role.

What is acceptable?

Clothing should be suitable and appropriate to the role and should also be neat, tidy, clean, and ironed (if appropriate) at all times. Any uniform supplied to a worker by Mills Recruitment or the client must be worn whilst on duty. It is a worker's responsibility to maintain any supplied uniform.

Safety aspects of clothing should be considered at all times. Clothes that present a health and safety risk in the opinion of your manager will not be acceptable.

What is unacceptable?

Some examples of inappropriate dress for the white-collar environment include:

- Clothing that is untidy, stained, torn, frayed, holed or generally scruffy;
- Statement t-shirts;
- Denim;
- T-shirts and crop tops;
- Strapless or spaghetti strap tops or dresses;
- Jeans, sweatpants, shorts & low-slung pants;
- Sneakers, hiking boots, thongs, bare feet;
- Baseball caps and other casual headwear e.g. beanies.

Some examples of inappropriate dress for the blue-collar environment include:

- Clothing that is untidy, stained, torn, frayed, holed or generally scruffy;
- Statement t-shirts;
- Crop tops;
- Strapless or spaghetti strap tops or dresses;
- Low slung pants;
- Sneakers, hiking boots, thongs, bare feet;

Other unacceptable attire

Jewellery

Any jewellery that could pose a hazard or risk of harm to the health or safety of a person in the workplace, in particular rings or chains that may become entangled in machinery are not acceptable attire.



Hair

Depending on a worker's job requirements a worker may be required to tie back their hair or wear a hair net to avoid any potential hazards.

Body and facial piercing

Minimal piercing is acceptable if it poses no potential harm to health and safety and the worker is not in a customer service role.

Tattoos

Tattoos or body art that may be considered offensive or rude must be covered when undertaking assignments/engagements on behalf of Mills Recruitment. This excludes cultural body art. Tattoos should be covered if the worker is undertaking a customer service role.

Exemptions and other considerations

This policy is not intended to restrict participation in occasions such as Jeans for Genes day and similar community/workplace initiatives. Please see your manager for more information on when alternative dress may be worn.

Religious and cultural beliefs will also be taken into consideration, as will comfort for varying physical situations.

If you have any specific clothing requirements, please discuss these with your manager or Recruitment Consultant.

Casual dress days

Clothes worn on casual dress days should still be neat and tidy. Strapless and spaghetti strap tops and dresses, thongs, shorts and scruffy or revealing attire are still not acceptable. For further clarification of what constitutes appropriate casual dress, the worker's manager or Recruitment Consultant should be consulted.

Policy breaches

If a worker's clothing is not appropriate, the worker will be given an opportunity to discuss this, and why the attire does not comply, with either their manager, Recruitment Consultant or the Director of Mills Recruitment. The worker will also be given an opportunity to respond.

It is important to note that what is acceptable attire will be at the discretion of Mills Recruitment. However, reasonable accommodation will be given to workers where necessary.

Breaches of this policy may also lead to disciplinary action.

Drug and alcohol policy

Mills Recruitment are committed to providing a safe environment for their workers and ensuring their workers do not pose a health and safety risk to clients. Drugs and alcohol can influence a worker's ability to maintain safe practices, endangering themselves and others in the workplace. All



workers have an obligation to present fit for work. This means workers must be in a state (physical, mental and emotional) which enables them to perform assigned tasks competently and in a manner which does not threaten the safety or health of themselves or others.

Research has proven that drugs and alcohol can impair an individual's performance for many hours after the time they were consumed.

It is Mills Recruitment's policy that workers must remain **uninfluenced** by drugs and alcohol for the duration of their shift. Workers must inform their manager immediately if they may have a blood alcohol level above 0.00ml/l or are under the influence of non-prescription drugs.

This policy relates to all workers of Mills Recruitment including employees, on-hire employees and independent contractors. Additionally, it includes workers engaged in after-hours work or on standby availability.

A worker must not drive a Mills Recruitment or client vehicle or operate machinery if they may be above the 0.00ml/l blood alcohol limit or are under the influence of non-prescription drugs. The only exception to this policy would be where prescription drugs are used and a letter from your doctor is supplied stating what duties you are able to complete in a safe manner.

Any kind of substance abuse is regarded as a medical condition and we would encourage workers, to seek professional support and assistance should this be the case. The possession, consumption or administration of illegal drugs by a Mills Recruitment's worker will result in the police being notified and disciplinary action being taken.

If you feel at any time you are in breach of this policy, you are required to notify your manager or the Director of Mills Recruitment immediately. Additionally, if you suspect any other Mills Recruitment's worker is in breach of this policy you are required to advise your manager or the Director of Mills Recruitment immediately.

Workers may be subject to pre-employment, random or causal drug and alcohol testing conducted by both Mills Recruitment or as undertaken by clients at their worksites. Failure to adhere to either Mills Recruitment's or the client's drug and alcohol policies will be considered serious misconduct and may result in termination of employment.

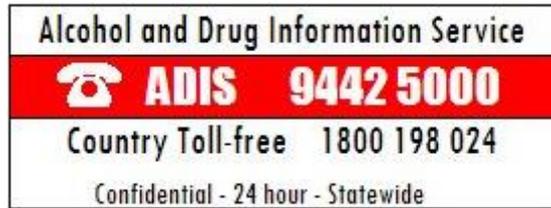
Confidentiality

Mills Recruitment will conduct all testing and safeguard all information to protect the privacy of workers. Sensitive information will not be disclosed to third parties unless it is in the required course of business.

Employee support

The Alcohol and Drug Information Service is a confidential, non-judgemental 24 hour/seven days a week helpline for anybody seeking assistance with alcohol or other drug use supported by the Health Department of Western Australia. Please view their website <http://www.dao.health.wa.gov.au/> or contact them for further information.

Bringing Great People Together



Alcohol at work functions

From time to time Mills Recruitment or their clients will host social functions and workers are required to avoid excessive alcohol consumption and not to take illegal drugs during or prior to these events. The following guidelines outline safe drinking limits:

Guidelines for safe drinking limits suggest that to not exceed a blood alcohol level of 0.05%, which is the maximum limit permitted for safe driving, drinkers should consume no more than:

- For males, three standard drinks in the first hour and one per hour after that.
- For females, two standard drinks in the first hour and one per hour after that.

A standard drink is equivalent to a glass of wine, a nip of spirits or a middy of full-strength beer.

Workers should ensure they do not drink and drive. Should workers breach this policy this may lead to disciplinary action and ultimately result in the termination of their employment/engagement.

Emergency contact information

It is important to advise Mills Recruitment of any changes to your contact details, including your bank account and emergency contact details.

Employee assistance program

Mills Recruitment has partnered with Working Life to provide an employee assistance program for its currently engaged workers. Working Life is committed to providing professional support to any worker who feels they may benefit from some additional assistance. Mills Recruitment's Employee Assistance Program is designed to support employees through challenging times.

What is an employee assistance program (EAP)?

An EAP is a confidential counselling service provided by Mills Recruitment for currently engaged workers and their immediate family members. This service is provided by Working Life who are trained professionals willing to support workers through difficult times. Counselling is an opportunity to talk to a professionally trained person who can offer advice, support and a new outlook on issues which are causing concern. It is generally accepted talking with an experienced counsellor can assist solving problems.



Where are Working Life Located?

Working Life's offices are located in West Perth; however, they can provide support in every location and you can access counselling support wherever you live. Counselling will be provided face to face, telephone, online, or via video link.

How do I make contact?

To make an enquiry or appointment all you or your family member needs to do is make a TOLL FREE phone call +61 1300 369 072 or send an email request to mail@working-life.net

Employee performance and misconduct

Providing feedback is an essential part of developing workers. Feedback should be given in both a formal and informal manner.

Workers are expected to participate in the client's formal performance review processes, where applicable.

If Mills Recruitment becomes aware of a worker's performance issues, Mills Recruitment may counsel the worker in these matters along with the worker's manager.

If there are on-going performance issues, Mills Recruitment may implement a formal performance management process which will be fair and transparent and give the worker reasonable time to improve their performance. If ultimately, Mills Recruitment & Trusted Labour decides that the worker has not improved their performance their contract may be terminated.

Misconduct and serious misconduct

As misconduct is a serious offence and may result in termination of employment/engagement, Mills Recruitment will fully investigate any matters of misconduct. Examples of these include:

- An action which contravenes the employee's employment/independent contractor's engagement Mills Recruitment's or the client's policies and procedures;
- Disobedience or disregard for a lawful direction;
- Violence in the workplace;
- Use of abusive, insulting or obscene language;
- Misconduct due to alcohol or substance abuse;
- Disregard for safety rules;
- Improper use of the internet, email or other Mills Recruitment's/client's equipment/resources;
- Dishonesty, theft or misappropriation of money;
- Conviction of an offence rendering the worker unfit for continuing engagement with Mills Recruitment;
- A repeat offence.



When managing misconduct, Mills Recruitment will demonstrate procedural fairness and be sensitive to issues. Mills Recruitment will deal in a confidential and timely manner. A time period to complete the disciplinary process is not imposed, however, it is expected that all workers fully participate the process.

Serious misconduct may include any offence of misconduct described above, however, given the seriousness of the offence would result in summary dismissal or immediate termination of employment/engagement. As with misconduct, serious misconduct will be managed with the principles of procedural fairness.

Fitness for work policy

Mills Recruitment, in conjunction with our clients, are committed to providing and maintaining a working environment in which our workers are not exposed to any hazards arising from not being at work due to fatigue, stress, medication, use of alcohol, other drugs or another reason.

All workers of Mills Recruitment are required to present for work in a fit condition in order to perform their duties in a safe, competent and efficient manner. Workers have a duty to take reasonable care so as not to expose themselves or others to safety or health risks.

All Mills Recruitment workers have a responsibility to:

- Ensure they are fit for work;
- Notify Mills Recruitment or their Manager whilst on assignment/engagement of any potential impairment;
- Declare to Mills Recruitment any medications that may impact on their ability to perform their duties;
- Ensure medication is taken as directed;
- Notify Mills Recruitment and their Manager whilst on assignment/engagement of any breach of either this policy or the client's own fitness for work policy, including where other colleagues may be considered unfit for work.

Through implementation of this policy and with the total commitment of Mills Recruitment's management and workers, our fitness for work objectives will be achieved.

Mills Recruitment's clients may also have in place policies addressing fitness for work at their worksites and these policies should be read and adhered to in conjunction with this policy.

Hours of work and overtime

Hours of work and overtime for employees are paid in accordance with the National Employment Standards, applicable Award and employee's contract of employment. Independent contractors are paid for the hours worked and invoiced.



Unless otherwise agreed, workers should work 38-40 hours per week. Mills Recruitment may request a worker to work reasonable additional hours if the work levels are particularly busy. To ensure flexibility in meeting client requirements, hours can be averaged in accordance the relevant Award or NES.

Any overtime should be authorised by your manager PRIOR to being worked and you should advise Mills Recruitment if you are required to work outside the span of hours or on weekends (unless outlined in assignment agreement/engagement).

Internet, email and computer use policy

As a worker of Mills Recruitment, you may be allocated a computer to assist you in the performance of your duties. This may occur directly by Mills Recruitment or the client. These information technology systems (the system) are at all times the property of Mills Recruitment or the client.

Any messages composed, sent or received on the system are, and will remain at all times company property. Mills Recruitment/the client reserves the right to review, audit, intercept, access and disclose all messages created, received or sent via the company's server system. This policy applies to all workers who have use of the system, through internal and external use as well as any other person who may be associated with the company's network, website or blog.

The system includes but is not limited to:

- All internet, email, instant mail and computer facilities;
- Desktop computers;
- iPhone, blackberries, PDAs and any other handheld electronic device;
- Computer usage inside and outside working hours (includes personal home computer access to the company's IT system); and
- Any other means of accessing email, internet and computer facilities.

Worker usage

Workers are not to use the client's IT systems for personal use.

For Mills Recruitment's Recruitment Consultants, reasonable personal use of Mills Recruitment's email and internet systems are permitted during lunch breaks.

Workers are not permitted to access another worker's email or internet account without prior consent or managerial authorisation.

Transmitting and receiving information and other materials

Workers are not permitted to use the system to view, transmit, or store any prohibited material as defined by this policy. Workers should not include in any email any form of communication that would not be acceptable if communicated in a public forum. Further, workers are strictly forbidden from accessing internet sites that may be offensive if viewed by other staff or any external party.



Examples of email communication that are not acceptable include:

- Sexually or racially offensive messages and jokes;
- Sexually or racially offensive graphics, photos, drawings and cartoons and;
- Defamatory communication.

If a worker receives inappropriate material from any source, such as that outlined above, the worker is strictly forbidden from forwarding the material to other workers or client workers and is instructed to immediately delete the offending material from the system.

Workers must not use the system to:

- Solicit or endorse any non-job-related commercial ventures, outside organisations, or religious and/or political causes;
- Send chain mail;
- Store or transmit information of a sensitive, confidential or personal nature;
- Send information to any media outlet – newspapers, TV, radio – without managerial authorisation or;
- Send, store or download offensive or defamatory material.

To maintain the professional presentation of documentation, all emails should be checked for spelling and grammatical errors.

Internet

No worker should upload, download, use, retrieve or access any material on the system that:

- Is offensive or inappropriate including text, images, sounds or any other material that may be of a sexual nature, indecent or pornographic material;
- Insults, offends, intimidates or humiliates another person;
- Is illegal and unlawful;
- Violates copyright and intellectual property rights;
- Is defamatory or could adversely affect Mills Recruitment & Trusted Labour's or the client's reputation.

Mills Recruitment reserves the right to monitor its employee's usage of its systems to ensure they are being utilised in an acceptable manner.

Copyright

Workers must not use Mills Recruitment's or client systems to violate copyright or other intellectual property rights, breach an individual's privacy, create legal or contractual obligations on behalf of Mills Recruitment or the client, disclose any confidential information, gain unauthorised access into any other computer, deprive other workers' access to (or use of) any system or send or cause to be sent any SPAM emails.



System Security

Workers should ensure they do not download computer programs without prior permission of the Director of Mills Recruitment or their manager, which could cause Mills Recruitment's or client systems to be hacked or damaged.

Workers who have been allocated a portable device such as a laptop, tablet or mobile phone should ensure that these devices contain passwords to restrict access and they protect the device from loss, damage or theft of the asset and intellectual property it contains.

Consequences

Misuse or overuse of the system as outlined in this policy will not be tolerated by Mills Recruitment. A worker found to be in breach of this policy may face disciplinary action by either the client and/or Mills Recruitment.

Social media policy

Mills Recruitment embraces social media as an important tool for stakeholder engagement. Mills Recruitment encourages its workers to use social media in a personal capacity as a way to reach out and develop their personal and professional networks. Workers should be aware that all information exchanged within social media networks online or otherwise falls within the public domain and can be easily traced and that Mills Recruitment's clients have in place their own policies regarding social media which should be adhered to.

"Social media" and relevant information technology includes the transmission of text and images by, but not limited to, Facebook, Instagram, Twitter, Myspace, Wikipedia, LinkedIn, Flickr, Urban Dictionary and YouTube. It also includes Weblogs including corporate blogs and personal blogs, discussion boards and forums and other websites that allow individual users or companies to use simple publishing tools.

Workers must take care to clarify whom they are representing when using social media. They must take responsibility for the accuracy and appropriateness of what they say in any social media communications which reference Mills Recruitment or any of their clients or from communications which could identify Mills Recruitment or their clients.

Workers are to refrain from inappropriate behaviour on any form on social media sites. Inappropriate behaviour includes but is not limited to where a worker engages in wilful or deliberate behaviour that is inconsistent with the continuation of their contract of employment/engagement and/or conduct that causes an imminent and/or serious risk to the reputation, viability or profitability of Mills Recruitment or Mills Recruitment's clients. Inappropriate behaviour includes, but is not limited to:

- Posting material that is or may be construed to be offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order, or is otherwise unlawful;



- Implying that you are authorised to speak as a representative of Mills Recruitment or one of Mills Recruitment's clients;
- Using or displaying Mills Recruitment's or their clients' logos, trademarks or branding;
- Using or disclosing any private, other worker's personal and confidential information obtained during your employment/engagement with Mills Recruitment;
- Using your relationship with Mills Recruitment or any of its clients, to promote or endorse any other business, charity or other activity, particularly if you are to gain in any personal way or that could be considered as being linked to your employment/engagement;
- Disclosing any information about Mills Recruitment and its clients that is not already in the public domain; or
- Making any comment or posting any material that might otherwise cause damage to Mills Recruitment's or their clients' reputation or brings them into disrepute.

You must:

- Only disclose and discuss information that is already available in the public domain;
- Ensure that all content published is accurate and not misleading and complies with all relevant Mills Recruitment's and/or client policies;
- Be polite and respectful to all people you interact with; and
- Adhere to the Terms of Use of the relevant social media platform/website, as well as copyright, privacy, defamation, contempt of court, discrimination, harassment and other applicable laws and Mills Recruitment's Privacy Policy.

Social media for business purposes

You must have approval from the Director before you are permitted to represent Mills Recruitment on social media channels by posting on social media sites on Mills Recruitment's behalf. When you post information or material on social media sites on behalf of Mills Recruitment you must:

- Ensure that the content you post is factually accurate and complies with Mills Recruitment's policies;
- Ensure that the content you post does not constitute legal advice or fall outside of your area of knowledge or expertise;
- Ensure that the content you post is not obscene, defamatory, threatening, harassing, discriminatory or hateful to another person or entity, including Mills Recruitment, its employees, clients, contractors, competitors and/or other business-related individuals or organisations;
- Ensure that the content you post is not confidential or commercially sensitive to Mills Recruitment its employees, clients, contractors, competitors and/or other business-related individuals or organisations, or otherwise inappropriate for communication via these channels;
- Ensure that the content you post does not include another person's personal information without their express written consent;
- Ensure that the content you post does not breach applicable legislation including laws relating to copyright, privacy, financial disclosure, discrimination/equal opportunity and defamation;



- Be respectful of all individuals and communities with whom/which you interact online; and
- Be polite and respectful of others' opinions.

Permitted posts relating to Mills Recruitment's activities via social media channels will generally be:

- Part of Mills Recruitment's marketing or communication strategies.
- Part of an approved approach to communicating information regarding Mills Recruitment to its customers and wider community e.g. updates via Twitter or LinkedIn groups on Mills Recruitment happenings.

Social media for personal purposes

Mills Recruitment acknowledge that, generally, activities carried on outside of your employment/engagement are your own affair. However, activities that impact on or affect your job performance, the performance of others, or Mills Recruitment's business interests or reputation or those of its customers or clients are a proper focus for Mills Recruitment policy. Accordingly, in your personal use of social media you must follow these guidelines:

- You must not refer to Mills Recruitment, its workers, clients or workers of a client in a derogatory or negative manner.
- If you cite Mills Recruitment in your employment or professional profiles, you must ensure that the information is accurate and up to date.
- You must not 'tag' or identify as relating to Mills Recruitment or any of its clients any images or videos taken at Mills Recruitment or client events and social occasions, without prior approval from the Director of Mills Recruitment or the relevant client. This will include, for example, photographs of client events in which Mills Recruitment's logo or any of their clients' logos are visible.
- If you have a personal blog and wish to post content referring to Mills Recruitment or its clients or from which Mills Recruitment or its clients could reasonably be identified, you must ensure that the Director of Mills Recruitment or the client approve the content before you post it.
- You must not represent any social media posts as being the views of Mills Recruitment or its clients without consent from the Director of Mills Recruitment or the relevant client.
- You must not engage in conduct online that is likely to bring Mills Recruitment into disrepute or otherwise damage its interests.
- You must not engage in conduct that would breach any policy of Mills Recruitment including but not limited to policies relating to discrimination, harassment and bullying.

Workers are personally responsible for content published on social media networks.

LinkedIn

LinkedIn information is applicable to Mills Recruitment's permanent employees only.

LinkedIn is a networking tool which can provide a competitive advantage to Mills Recruitment's business and as such, Mills Recruitment is taking steps to ensure that this advantage is protected.



Recruitment Consultants employed by Mills Recruitment must provide a copy of their LinkedIn contacts upon commencement with Mills Recruitment. These contacts are deemed to be the consultant's 'personal contacts'. Any contacts consultants connect with during their employment with Mills Recruitment will be deemed 'Mills Recruitment contacts'.

Mills Recruitment contacts will include those contacts which you connected with during your employment with Mills Recruitment. You will learn of the contact's name, position and email address during the course of your employment with Mills Recruitment.

At the conclusion of your employment with Mills Recruitment all Mills Recruitment contacts must be deleted from the employee's Linked-In account and employees must not to reconnect with Mills Recruitment contacts for a period of six (6) months after the conclusion of your employment.

On conclusion of your employment with Mills Recruitment, employees must remove any photographs or marketing material utilised by Mills Recruitment.

Consequences

Social Media usage may be monitored. Any worker identified as breaching this policy will be subject to appropriate action, including termination of employment/engagement and Mills Recruitment may seek remedies available at common law. Mills Recruitment's workers located at client workplaces must adhere to client social media policies.

Leave policies

All leave policies are paid in accordance with the Fair Work Act, the National Employment Standards and Mills Recruitment's contracts of employment.

Casual employees and independent contractors are not eligible for paid annual, personal/carer's leave or compassionate leave, however, casual employees can access unpaid carer's and compassionate leave in accordance with the NES.

On-hire employees are eligible for paid leave in accordance with their contract of employment.

Annual leave

The information in this section is applicable to permanent and on-hire employees only.

Permanent employees are entitled to four weeks of paid annual leave for each year of continuous service with Mills Recruitment. Part-time employees accrue leave on a pro-rated basis.

Mills Recruitment does grant pro-rata annual leave provided that holiday plans are acceptable to your manager and have regard to the company's staffing requirements at the time. As July to September are priority sales months extended annual leave will not be approved for Recruitment Consultants, unless there are extenuating circumstances. Employees should have completed a minimum of six months' service before requesting annual leave.



To ensure employees maintain their wellbeing, Mills Recruitment encourage employees to take their annual leave within 12 months of leave becoming due. Mills Recruitment may direct an employee with accrued leave in excess of 35 days to take at least one year's leave entitlement (i.e. 20 days) within the next six months.

Personal leave and carer's leave

The information in this section is applicable to permanent and on-hire employees only.

Mills Recruitment employees are entitled to 10 days' paid personal/carer's leave for each completed year of service. This leave is cumulative i.e. leave unused in one year may be carried over to subsequent years. Part-time employees accrue personal leave on a pro-rata basis. Personal leave is not paid out upon termination.

Personal/carer's leave may not be taken in advance of this entitlement being earned. Accordingly, any leave taken in excess of this entitlement will be treated as leave without pay unless the employee concerned chooses to take annual leave for the relevant period.

Should you suffer a serious or prolonged illness that affects your attendance or work performance, then you should discuss your situation with the Director of Mills Recruitment so that appropriate arrangements can be made. Where exceptional circumstances exist, employees may request special consideration by contacting the Director of Mills Recruitment.

For employees to be eligible for paid personal/carer's leave they must take reasonable steps to advise the Director of Mills Recruitment via telephone of their absence from work prior to their normal commencement time.

Upon return to work employees are requested to complete a personal/carer's leave form.

Employees are required to provide a medical certificate after two or more consecutive personal days. A medical certificate is also required if you are absent from work on the working day immediately prior to or following a public holiday or a period of annual leave. If it is not reasonably practicable for employees to provide a medical certificate, a statutory declaration by the employee can be made stating the reasons for the absence and expected duration of the absence. You may be requested to present a medical certificate if you have on-going single day absences during the year.

Paid carer's leave

Paid carer's leave can be taken when an employee is required to provide care and support to a member of their immediate family or a member of the employee's household because of:

- A personal illness or injury of the member; or
- An unexpected emergency affecting the member.

Immediate family includes a spouse of the employee, child, parent, grandparent, grandchild or sibling of the employee, or the child, parent, grandparent, and grandchild or sibling of the employee's spouse.



Personal leave/carer's leave is paid at the employee's base rate of pay for the ordinary hours they would have worked during the period. Casual employees are not entitled to paid carer's leave.

A medical certificate is required after two or more consecutive days taken as carer's leave. A medical certificate is also required if you take carer's leave on the working day immediately prior to or following a public holiday or a period of annual leave. If it is not reasonably practicable for employees to provide a medical certificate, a statutory declaration by the employee can be made stating the reasons for the absence and expected duration of the absence. You may be requested to present a medical certificate if you have on-going single day absences during the year.

Unpaid carer's leave

Casual, on-hire employees and those full-time and part-time employees, who have used their entitlement to paid personal/carer's leave, are entitled to up to two day's unpaid carer's leave for each occasion where a paid carer's leave above applies.

Compassionate leave

Mills Recruitment will provide permanent and on-hire employees with up to two days paid compassionate leave on each occasion that such leave is required and approved. In exceptional circumstances, the Director of Mills Recruitment, may grant further compassionate leave. Exceptional circumstances include the death of a close family relative or the occurrence of other traumatic events affecting you or members of your immediately family. Compassionate leave will be paid at the employee's base rate of pay for ordinary hours they would have worked during the period.

Casual will receive unpaid compassionate leave.

Domestic violence leave

Mills Recruitment will provide workers with up to five days unpaid domestic violence leave each calendar year when such leave is required. In exceptional circumstances, the Director of Mills Recruitment, may grant further unpaid domestic violence leave. Workers are requested to inform their manager and the Director of Mills Recruitment prior to commencing this leave. Mills Recruitment will provide support through the Employee Assistance Program.

Upon return to work employees are requested to complete a leave form and may be required to provide evidence or a statutory declaration to support their claim.

Long service leave

Long service leave is paid to employees in accordance with Western Australia's Long Service Leave Act 1958, until this is replaced in the National Employment Standards. After 10 years of continuous service with Mills Recruitment, employees are entitled to $8\frac{2}{3}$ weeks long service leave.

Long service leave must be taken at a time which is convenient to both you and your manager/the Director of Mills Recruitment, taking into account the staffing requirements of the business.



If you leave Mills Recruitment after your long service leave has vested (ie 10 years), any long service leave that you have accrued but not taken will be paid out to you.

Long service leave is paid at the employee's base rate of pay for the ordinary hours they would have worked during the period. An employee's base rate of pay does not include:

- Incentive or bonus payments;
- Loadings;
- Overtime or penalty rates;
- Allowances.

Parental leave/part-time employment

Parental leave is paid to employees in accordance with the Fair Work Act and the National Employment Standards. Parental leave does not apply to independent contractors.

Unpaid parental leave

All employees are eligible for 52 weeks' unpaid parental leave if they have completed at least 12 months' continuous service with Mills Recruitment. This includes casual employees, who have completed regular and systematic assignments with Mills Recruitment over the previous 12 months and had it not been for the birth or adoption of a child, would continue to be offered and accept assignments from Mills Recruitment.

Employees, who are deemed as the primary care giver, are able to access unpaid parental leave for the:

- Birth of their child or their partner's child; or
- Adoption of a child, who is not the birth child of the employee or the employee's partner, is under the age of 16 and has not lived continuously with the employee for six months or longer.

An employee, who is the primary care giver, may request a further 52 weeks of unpaid parental leave (up to 104 weeks of leave in total). Employees are required to give Mills Recruitment four weeks written notice of this request.

Employees who are not the primary care giver may request up to eight weeks' unpaid parental leave at the same time as the employee deemed the primary care giver. This is called concurrent leave. Concurrent leave may be taken in separate periods of at least two weeks. To qualify for concurrent leave, both parents must be employed.

Paid parental leave

Paid parental leave is available to employees who meet the Government's eligibility criteria as assessed by the Department of Human Services. Eligible employees can access 18 weeks of government funded parental leave pay at the rate of the National Minimum Wage. The 18 weeks of paid parental leave forms part of the 52 weeks of unpaid parental leave above. Employees will need to contact the Department of Human Services to lodge their claim and be assessed as eligible to



receive parental leave pay. Full-time, part-time, casual and on-hire employees may be eligible. To be eligible for paid parental leave an employee must:

- By the primary carer of a newborn or recently adopted child;
- Be an Australian resident;
- Have met the paid parental leave work test (see below) before the birth or adoption occurs;
- Have received an individual adjusted taxable income of \$150,000 or less in the financial year prior to the date of birth, adoption, or date of claim, whichever is earlier; and
- Be on leave or not working from the time they become the child's primary carer until the end of their paid parental leave period.

The Department of Human Services has rules concerning administering the paid parental leave scheme (including Dad and Partner Pay) and employees are encouraged to view their website for further information: <https://www.humanservices.gov.au/customer/services/centrelink/parental-leave-pay>

Employees will meet the paid parental leave work test if:

- They have worked for at least 10 of the 13 months prior to the birth or adoption of their child; and
- Worked for at least 330 hours in that 10-month period (just over one day a week), with no more than an eight-week gap between two consecutive working days.

Mills Recruitment will make the payment to eligible employees who have 12 months' continuous service with them and will remain an employee during the paid parental leave period. Payments for paid parental leave are made during Mills Recruitment's normal pay cycle (ie weekly). Employees must ensure they do not work while on paid parental leave.

If less than the standard parental leave period is taken, the unused portion of the paid or unpaid leave cannot be preserved in any way.

Employees on fixed term contracts can only have leave granted for the term of their contract.

Paid and unpaid parental leave, up to a maximum of 104 weeks, may be shared between employee couples when in the role of primary care giver.

Applying for parental leave

Employees should discuss their intention of taking parental leave with the Director of Mills Recruitment as soon as practicable and must give at least 10 weeks' notice in writing of the date they are commencing parental leave and the period of leave to be taken. This should be re-confirmed four weeks prior to the leave commencing. Employees should furnish Mills Recruitment with a medical certificate stating their date of confinement or certification confirming details of the adoption.



Commencement of parental leave

Unpaid parental leave commences six weeks before the expected date of birth, unless employees wish to utilise annual leave. Employees wishing to work within this six-week period will be required to provide a medical certificate confirming that the employee is fit for work and whether it is advisable for the employee to continue in their current position.

Paid parental leave commences any time from the birth or adoption of their child and must be taken as one continuous 18-week period. Paid parental leave must be taken within the first 52 weeks of parental leave.

Keeping in touch day

Employees who are on parental leave can use “keeping in touch days” to stay in touch with Mills Recruitment. Mills Recruitment would only request this of an employee in exceptional circumstances. Employees are able to attend work for up to 10 days during their parental leave, without it affecting their unpaid parental leave entitlements. Employees will be paid their normal salary for the day’s (or part day’s) work and these days can be worked singularly or at one time. Minimum qualifying periods apply for requesting keeping in touch days and Mills Recruitment follows the recommendation that the employee not attend work for a keeping in touch day until 42 days after the birth of the employee’s child.

Adoption of a child

Employees adopting a child are entitled to two days of unpaid leave to attend interviews or examinations required for the adoption procedure. Other accrued leave can be taken in lieu of this entitlement.

Employees who have been granted leave for an adoption which does not eventuate will have their parental leave terminated. Paid or unpaid personal leave for a period certified by a medical practitioner will be granted or the employee may apply to return to work.

Other leave entitlements

Employees can substitute unpaid parental leave with accrued annual leave or long service leave for all or part of the period as long as the aggregate of leave does not exceed 104 weeks.

Pregnant employees not yet on parental leave who suffer an illness related to the pregnancy, or are required to undergo a pregnancy related medical procedure, may access paid personal leave or once this is exhausted, unpaid special maternity leave.

Employees on parental leave are not entitled to paid personal leave and other paid absences.

Bereavement

If an employee's pregnancy terminates, they are entitled to a period of paid or unpaid personal leave which has been certified as necessary by a registered practitioner.

If an employee has a medically defined late pregnancy miscarriage, gives birth to a stillborn child or the child dies following the birth, the pregnant employee retains an entitlement to up to 18 weeks’ paid parental leave.

Bringing Great People Together



Return to work

You should give six weeks' notice in writing of your intention to return to work from parental leave. Your return to work date will be at the discretion of Mills Recruitment, however, every endeavour will be made to accommodate your return to work within the six weeks' notification.

On return to work, you will resume the position that you held prior to going on leave or prior to your transfer to a safe job if that were the case. Casual and on-hire employees will return to the Mills Recruitment pool of candidates for suitable available assignments. If that position no longer exists then subject to the absolute discretion of Mills Recruitment, you may be offered another position to comparable status and pay. This offer may be subject to additional conditions of employment agreed between you and Mills Recruitment.

Permanent employees may request to return on a part-time, job-share or reduced hours' basis to their position that they held prior to commencing parental leave. Mills Recruitment should be advised of this request at least six weeks prior to your return date and requests will be considered in line with business requirements.

An application to resume duty within six weeks of the birth of the baby must be supported by a medical certificate indicating that the employee is fit to resume duty.

Mills Recruitment will endeavour to consult and communicate with permanent employees who are on parental leave and any proposed organisational changes which will have an impact on the employee will be discussed with the employee.

Employees cannot have their employment terminated on the grounds of a parental leave application or absence on parental leave. This does not affect the rights of Mills Recruitment to terminate employment for other contractual reasons or the expiry of a fixed term contract at the end of the contract period.

Employees may resign, in writing, at any time during the period of leave.

Continuity of service

For Mills Recruitment permanent employees, absence on paid or unpaid parental leave will not break your continuity of service, however, it will not count as service when calculating your length of service or leave accruals.

Superannuation

For the period of paid and unpaid parental leave, Mills Recruitment's contributions to the employee's superannuation fund will cease.

Contract of employment

The terms and conditions set out in your contract of employment continue to apply whilst on parental leave.



Community service leave

In accordance with the NES employees, including casual employees, are entitled to be absent from work for the purpose of performing certain community service activities such as voluntary emergency management activities and jury service.

If you are a casual or on-hire employee on assignment and are summons to undertake jury service, Mills Recruitment recommends you speak with the Jury Pool Supervisor to discuss whether you could defer your jury service until your assignment has concluded or be assigned to a shorter court case. If, however, this is not possible, Mills Recruitment will pay you at your normal pay rate (excluding any incentives, bonuses, loadings, monetary allowances, over time and penalty rates).

Mills Recruitment requires employees taking community leave or completing jury service to advise Mills Recruitment as soon as practicable before taking the leave and provide acceptable evidence that the employee will be engaging in eligible community service.

Leave without pay

This information is for permanent employees.

Mills Recruitment recognises that there may be times when there is a family emergency, illness, family commitments or other exceptional circumstances where an employee does not have sufficient annual or personal leave available to cover their absence. In such cases, leave without pay may be approved. The following conditions generally apply to unpaid leave being granted:

- Unpaid leave is not automatic and will be considered only in exceptional circumstances;
- Unpaid leave will be allowed only after all accrued annual leave has been taken; and
- During periods of leave without pay, employment is suspended and other leave entitlements and remuneration entitlements will not accrue.

Applications for leave without pay should be discussed with the Director of Mills Recruitment & Trusted Labour.

Mobile phones and phone calls at work

Worker's personal mobile phones should be switched off or set to silent during working hours. Workers are able to check for messages and make calls during normal break times.

Personal calls on a client provided mobile phone should be limited. Any excessive use of company resources may be monitored and the worker subject to a disciplinary action.

Additionally, Mills Recruitment is aware that workers may use their mobile phones for business purposes while driving in their personal vehicle. If the worker does not have Bluetooth or a "hands free" mobile kit fitted in their vehicle, Mills Recruitment expressly prohibits workers taking or placing business related calls whilst driving. This extends to text messaging, surfing the Internet, receiving



or responding to email, checking for phone messages, or any other purpose related to your employment/engagement.

Notice, termination and redundancy

The information below is applicable to permanent, casual and fixed task employees (except redundancy) with Mills Recruitment.

Notice periods

There are many reasons why an employment relationship may come to an end. For example, both parties may voluntarily agree to discontinue the relationship, or there may be a significant breach which makes the relationship impossible to continue with, or one of the parties may simply no longer want to continue with the relationship with the other, or the client may refuse to allow access to the employee. This policy sets out what will happen in the event of termination of the employment relationship.

All employees, including those on fixed task or maximum term contracts, are able to give or receive notice of termination in accordance with their contract of employment.

As a casual employee, you are employed on short-term assignments and can advise Mills Recruitment at any time that you do not wish to be offered any future assignments. If you are unable to complete an existing assignment, then no less than one day's notice in writing must be given, so that Mills Recruitment has time to find a replacement worker.

If you wish to give notice in accordance with your contract of employment, it should be in writing (either delivered personally to Mills Recruitment or by email). Notice to the client will not be deemed to be notice given.

If you fail to give proper notice, you agree that Mills Recruitment may reconcile the value of the shortfall in notice period from your final pay or otherwise be entitled to recover the amount of the shortfall as a debt owing from the employee.

Notice of termination given by Mills Recruitment under this policy is subject to the National Employment Standards and any applicable Award.

Immediate termination

We may terminate your employment immediately (i.e. without notice), in the event of misconduct or a serious breach of the terms of your employment. In this case your salary and accrued entitlements will be paid up to the time of termination only.

Where the client refuses for any or no reason to allow the employee on site to carry out work, Mills Recruitment is entitled to treat the employment relationship as "frustrated", and no notice shall be required to be given.



If a maximum term or fixed task contract applies, notice of termination is deemed to have been given at the start of the contract and no further notice, other than that outlined in your contract, is required to be given by Mills Recruitment.

If you do not turn up for work and fail to notify Mills Recruitment or the client or fail to have a good reason, then after three days it will be deemed that you have abandoned your employment and no notice of termination is required to be given by Mills Recruitment. In such a case, Mills Recruitment may seek recovery of the value of the shortfall in notice from the employee.

Notice of termination to be given by Mills Recruitment under this policy is subject to the National Employment Standards and any applicable Award.

Monies owed

In line with your contract of employment, you agree to repay any outstanding advances or other payments due to Mills Recruitment by you within 14 days of termination of your contract of employment. You also agree that the sums payable to you on termination may be reconciled to take into account any sums you owe to Mills Recruitment.

Mills Recruitment/client property

On the last day of your employment, you will be required to return to either Mills Recruitment or the client all work property such as keys, security passes, policy manuals, documents. No employer or client property, including intellectual property should be removed from Mills Recruitment or the client's premises.

Redundancy

Where a permanent employee's position has been identified as surplus to Mills Recruitment's requirements and no suitable alternative position is available, Mills Recruitment may pay a redundancy payment to terminate the employment contract. The following guidelines will apply:

- Any decision to make an employee redundant will be within the sole discretion of Mills Recruitment.
- Mills Recruitment will consult with employees who are affected by major change before any decision of redundancy is made.
- Employees will be entitled to a severance pay in accordance with the National Employment Standards.
- Employees will receive their annual leave or pro-rata annual leave. The entitlement will continue to accrue up to the final day of employment.
- Employees who have been employed with Mills Recruitment for longer than seven years will be entitled to pro-rata long service leave.
- Superannuation will be paid on accrued annual leave. However, superannuation will not be paid on severance pay or any long service leave entitlement.
- Taxation of annual leave and long service leave will be made at scheduled rates. Taxation of severance pay will attract lower tax rates.



*Salary is ordinary time and exclusive of overtime, penalty rates, shift allowances and bonuses.

In the case of redundancy, employees may request a statement of employment and Mills Recruitment may provide notification to Centrelink.

The following exemptions apply for redundancy payments:

- Where employment is terminated as a consequence of misconduct or serious breach of employment;
- Employees who have less than one year's service or who are on probation;
- Employees who are engaged for a specific period of time (fixed or maximum term contract employees) or for a specific task or tasks;
- Casual employees.

Redundancy provisions are subject to the National Employment Standards and any applicable Award.

Offers of employment by clients

As part of your contract of employment or your independent contractor agreement, it is agreed that you will not seek or accept a direct offer of casual, contract or permanent employment from any client to whom you are introduced by Mills Recruitment without first notifying Mills Recruitment.

Office closure

For permanent employees, Mills Recruitment closes for business over the Christmas/New Year period. During this time, employees (not casual or on-hire) may elect to take annual leave or leave without pay on days which are not gazetted public holidays.

Outside appointments

For permanent, casual and on-hire employees, it is a condition of your employment that while employed by Mills Recruitment you will not undertake employment, work as a contractor to any other organisation or engage in any business without the prior written consent from the Director of Mills Recruitment.

Casual employees on short-term assignments and independent contractors are exempt from this policy, however, any conflicts of interest should be declared.

Part-time/flexible employment

Mills Recruitment strives to be a family friendly and flexible employer. Employees who:

- are parents of children who are school age or younger;
- have caring responsibilities (as defined by the Carers' Recognition Act 2010);



- have disabilities;
- are 55 years or older; or
- are experiencing family violence or who are caring or supporting a family or household member who is experiencing family violence

are able to request changes in their working arrangements to assist in balancing their caring responsibilities. Whilst each request will be considered on its merits, employees should have completed 12 months of continuous service with Mills Recruitment before making any request. Any request should be made in writing and outline details of changes sought and the reasons.

Personal protective equipment and tools

In line with your contract of employment or independent contractor agreement, you may be required to provide in good working order your own tools of trade and personal safety equipment including:

- Safety boots
- Safety glasses (if applicable)
- Safety helmet (if applicable)
- Suitable work clothes as indicated by site directives

Please ensure any PPE or tools you bring to site are in good working order and that you have adequate insurance to cover your tools. You are responsible for ensuring that you don't leave your tools at the worksite and transport them safely to and from the worksite each day.

Personal property

It is recommended that workers do not leave any personal belongings at the client's workplace. Mills Recruitment accepts no responsibility for worker's effects that are stolen at a client's workplace.

Policies of clients

All workers must adhere to and follow the policies and procedures of Mills Recruitment's clients whilst on assignment. If there are any inconsistencies between Mills Recruitment's policies and procedures and the client's policies and procedures, workers should firstly follow the client's policies.

Mills Recruitment reserves the right to discipline employees and independent contractors in line with their own policies, however, if the client's policy is more stringent (ie reporting to authorities for certain breaches), the client's policy may prevail.



Privacy

Mills Recruitment privacy policy can be found on Mills Recruitment's websites. When you are employed/engaged by Mills Recruitment, you agree to Mills Recruitment's privacy statement and the collection of personal and sensitive information. This information is collected to allow Mills Recruitment to perform specific tasks and functions of their business. Mills Recruitment will respect personal and sensitive information it holds on you and will maintain a high level of confidentiality and integrity.

Subject to some exceptions outlined in the National Privacy Principles, you have a right to see and have a copy of personal and sensitive information about you that Mills Recruitment hold. Mills Recruitment's Personal Details & Privacy Form outlines Mills Recruitment's policy further.

All workers should ensure that they abide by Mills Recruitment's privacy policy and seek to protect private information they are exposed to as part of their assignment. This includes:

- Following Mills Recruitment's or the client's procedures regarding privacy collection, use, disclosure and storage of private information.
- Ensuring that private and confidential information is locked away;
- Destroying all private and confidential information in a secure manner – this may be by shredding, placing documents in a locked bin or other secure methods utilised by clients;
- If you use a Mills Recruitment or client provided laptop or phone, ensure that you have sufficient passwords and pin numbers to protect the information contained on these devices;
- Be aware that when utilising non-secure wireless internet in public places information passed over this medium can be accessed by third parties and is not secure.

Probationary reviews

All permanent Mills Recruitment's employees will be subject to a three-month probationary period. During this time, the Director will meet with you to discuss your performance. Should your performance consistently be unsatisfactory during this time and Mills Recruitment has informed you of this, at the completion of the three-month period, Mills Recruitment may terminate your contract of employment. Mills Recruitment reserves the right to extend your probationary period and any such extension will be discussed with you prior to the extension.

Problem resolution and personal grievances

The following procedures are to be followed to prevent or settle problems, claims, disputes or grievances that arise during your assignment with Mills Recruitment:

- The problem should be discussed with your manager;
- If the problem is unresolved, you should discuss the problem with either your primary contact at Mills Recruitment or the Director of Mills Recruitment;



- All parties to the problem will co-operate to ensure that issues are dealt with fairly and promptly without interference to the services provided by Mills Recruitment.

Workers should ensure that Mills Recruitment is kept informed of problems at all times.

The Workplace Behaviour Policies section outlines problem resolution steps in more detail.

Public holidays

Mills Recruitment is closed to the public for business on all gazetted public holidays, however, Mills Recruitment's clients may operate their business as normal.

For permanent employees, public holidays are paid at the employee's base rate of pay for the employee's ordinary hours of work on that day. Part-time, casual and on-hire employees are not entitled to payment for a public holiday if the employee is not rostered to work on that day.

Public transport strikes

Mills Recruitment acknowledge the difficulties facing workers when public transport strikes and is flexible about times of arrival and departure on these days. However, every effort should be made to arrive and depart as near as possible to normal working hours. Any changes in hours of work should be cleared with your manager.

Mills Recruitment will not reimburse any taxi fares expended in attending work in these circumstances and will not pay the worker for any time lost. Mills Recruitment reserves the right to use its discretion in applying this policy.

Reimbursement of expenses

Should you be required to incur work-related expenses during the course of your employment/engagement, you may seek reimbursement from Mills Recruitment or the client (in accordance with the client's practice). Examples of work-related expenses may include:

- Use of own vehicle on work-related business;
- International or domestic travel on work-related business;
- Use of taxis whilst travelling on work-related business;
- Attending work-related conferences or seminars.

Mills Recruitment will reimburse you for genuine work-related expenses where authorised by Mills Recruitment or the client. You are expected to obtain approval prior to incurring the expense.

For Mills Recruitment consultants who seek reimbursement for entertainment, you must identify if it is a client or candidate meeting for each expense, including advising details of the client name/company or candidate name/role being interviewed for. Additionally, you must provide a tax



invoice/receipt (not credit card receipt) as the Mills Recruitment requires details of the expense and GST component for ATO deductibility purposes.

If you are claiming reimbursement for petrol-related expenses, again Mills Recruitment would need details of the client visit.

Religious holidays

Should you wish to celebrate religious holidays, other than gazetted public holidays, annual leave should be utilised.

Remote site employment (FIFO)

Workers will be notified by your Recruitment Consultant if the following conditions apply to a specific assignment. Any further conditions will also be outlined to you by your Mills Recruitment's Recruitment Consultant.

Travel

Travel to and from site will, in most cases, be supplied at no cost to you or alternatively an allowance will be paid for you to drive your own vehicle to site or as stipulated in your assignment agreement/independent contractor agreement.

Where air travel is involved, a weight limit may apply therefore alternative arrangements may need to be made for tools or other personal belonging. This will be stipulated in your assignment agreement/independent contractor agreement.

24 hours **must be given** to your manager or Mills Recruitment's Recruitment Consultant if you are unable to attend your flight.

Accommodation

At remote locations with camp accommodation, meals and single accommodation will be supplied at no cost to you unless otherwise indicated. Should meals be provided, an appropriate allowance may be paid by the client as stipulated in your assignment agreement/independent contractor agreement.

Mills Recruitment will pass onto employees/contractors any costs incurred by clients for the following:

- Failure to hand in your room key;
- Missing items such as towels; and/or
- Damage to room or facilities.

This list is not exhaustive.



Tools

Tools of trade will be transported to and from site as directed by the client. It is strongly suggested that you insure your tools of trade whilst in transit and on a remote site. Mills Recruitment does not insure your tools as a condition of employment/engagement.

Rest & recovery (R&R)

Rest and recovery will be available only as advised by the client through Mills Recruitment. Please note that not all assignments will attract R&R.

Conduct

Your conduct on site should be exemplary. If you are directed to leave the site due to misconduct, or if you leave prior to completion of your duties or without the client's approval you will be liable for your own return fare and any other associated expenses, unless otherwise agreed in writing by Mills Recruitment and the client.

Further, you are bound by the rules and regulations issued by the site management with respect to accommodation, messing and any other facilities available to you.

Site control

You will be under the care and supervision of Mills Recruitment's client during the period of any assignment/engagement with regard to working hours, safety regulations and the manner and proficiency in which work is to be performed. Should you feel that client requirements differ substantially from the work indicated by Mills Recruitment, then you should, in the first instance, raise this with your Mills Recruitment's Recruitment Consultant.

Rest breaks

Workers working longer than five hours per day need to take a minimum unpaid meal break of 30 minutes to a maximum of one hour at a time which is mutually convenient between Mills Recruitment or the client and the worker. Workers may take a morning and, for clerical and warehousing employees who are working longer than an 8-hour shift, an afternoon rest break of ten minutes provided this does not cause undue disruption to working arrangements. It is also recommended that you take a break every hour if you are continuously typing and that this break should include some stretching.

Remuneration

Time recording

Timesheets should be completed and returned weekly to Mills Recruitment for processing and payment. Timesheets are to be authorised by your manager and returned to Mills Recruitment no later than **5.00pm Monday via email** (timesheets@millsresources.com.au or timesheets@trustedlabour.com.au). Timesheets should be completed with particular care and in a



complete, accurate and timely manner. If you are having problems getting your timesheet to us, please advise us immediately so to avoid delayed payment of your wages.

The Mills Resources pay week runs from Saturday to Friday inclusive & Trusted Labour's pay week runs from Monday to Sunday inclusive.

Payment

Wages are released from Mills Recruitment's bank Thursday morning by electronic transfer to your nominated bank account and dependent upon individual bank processing time may take up to 72 hours to be received through to your nominated bank account. All wages are paid via electronic transfer into your nominated bank account. Should you wish to change your banking details, please contact admin@millsresources.com.au.

Payslips will be forwarded to your nominated personal email address weekly (usually Wednesday morning).

Future payments may be adjusted should actual working hours or other details differ from the information provided on authorised time sheets received by Mills Recruitment. In accordance with your contract of employment, any overpayments will be set-off from future payments.

Taxation

If you are a permanent, casual or on-hire employee, Mills Recruitment will deduct from your pay any taxation liability in accordance with your completed taxation declaration. It is your responsibility to supply your tax file number and fill out a taxation declaration form as provided in your starter pack. Failure to do so will unfortunately result in your pay entitlements being taxed at the highest rate in accordance with taxation legislation.

Independent contractors are responsible for their own taxation and are paid via invoice to be forwarded on a weekly basis for services rendered. Independent contractors must provide confirmation of their registered ABN and GST issued by the Australian Taxation Office prior to the commencement of their engagement.

Statutory requirements/insurance

Employees will be covered for all statutory requirements by Mills Recruitment, these being:

- Public Liability Insurance
- Professional Indemnity
- Workers' Compensation Insurance
- Superannuation

Independent contractors are required, prior to their commencement, to supply a Certificate of Currency for the above insurances.



Smoke free environment

Mills Recruitment aims to provide and maintain a working environment where workers are not exposed to hazards. Mills Recruitment recognises that environmental tobacco smoke is a health hazard and workers should be protected from the involuntary inhalation of tobacco smoke. Smoking is prohibited in all work locations where Mills Recruitment's workers are located. Separate policies may exist at the client's workplace.

Smoking and smoke breaks

Smoking should occur during the worker's lunch break, however, if with prior agreement from the worker's manager, the worker may take one short smoke break during the day. Workers should freshen breath and wash hands prior to resuming work after smoking breaks.

All workers located at the client's workplace should follow the policies and procedures of the client, including smoking areas and smoking breaks.

Worker support

To discuss available options regarding quitting smoking please contact the Quitline on 13 7848 or view their website <http://www.quitnow.gov.au/>

Superannuation

This information is applicable for all permanent, casual and fixed task employees.

In accordance with your employment contract and statutory requirements, Mills Recruitment will pay superannuation to a complying superannuation fund of your choice. Superannuation will be paid monthly into your superannuation fund. If you have not nominated a superannuation fund, contributions will be made into our default fund, Australian Super.

You may elect to make additional contributions from your post-tax salary. If you would like to make additional contributions, please advise Mills Recruitment in writing. Any contributions made should be within legislated amounts.

If you decide to change your superannuation fund, please advise Mills Recruitment immediately.

Independent contractors are responsible for their own superannuation arrangements.

Travel insurance

Mills Recruitment have purchased travel insurance to cover workers who undertake business related travel of greater than 100km from their residence or office. Exclusions and limitations apply. Should you require the product disclosure statement or to make a claim, please contact the Accounts Administrator/Financial Controller.



Vehicle use

Mills Recruitment workers may be required to use client vehicles or their personal vehicle for business purposes. Any worker who uses a vehicle for business purposes must ensure that they are familiar with this policy prior to undertaking a journey.

Casual and on-hire employees must not drive a client vehicle or utilise their personal vehicle for client related business without first seeking the approval from the Director of Mills Recruitment. Once permission has been granted, casual and on-hire employees should ensure that the vehicle has adequate insurance to cover them driving the vehicle prior to use.

Any worker (including independent contractors) who drives a vehicle on Mills Recruitment's related business must hold a current valid Western Australian driving licence of the appropriate class. Workers who use either client vehicles or their personal vehicles for business purposes must immediately notify their manager and the Director of Mills Recruitment in the event of the loss (or potential loss) of their driving licence.

Where a worker drives a client vehicle or their personal vehicle for business purposes without a valid driver's licence, the worker will be responsible for any and all costs and/or damages (including the cost of hiring a replacement vehicle).

Vehicles are to be driven with due care and all road traffic and parking rules to be observed.

Traffic and parking infringements are the responsibility of the person driving the vehicle when the offence occurred. If that person cannot be identified, the vehicle logbook and any other appropriate resources will be used to determine the responsible person.

All drivers must obey the road rules regarding consumption or use of drugs and alcohol.

In the event that an accident occurs whilst the driver is intoxicated (above the legal limit) or under the influence of illicit drugs and damage occurs, insurance policies are invalid. In such circumstances the driver of the vehicle will be held personally liable for all costs related to both damage and injury to all parties and property involved.

If a worker causes an accident in which a client vehicle is damaged whilst in their care, then they shall be responsible for payment of any excess payable on the insurance policy.

Client vehicles may be fitted with a GPS system. Workers consent to the use of a GPS system in any client vehicle they may be required to operate.

Workers should take all reasonable steps to ensure that a vehicle they are responsible for is not damaged or stolen. As a general rule, keys and any valuables or personal property must not be left unattended in vehicles.

Mills Recruitment endorse a smoke free work environment and as such, smoking is prohibited in vehicles whilst utilised for business purposes. At the discretion of Mills Recruitment or the client,



any worker who smokes in a client vehicle, or who permits a passenger to do so, may face disciplinary action.

Under current legislation hand-held mobile telephones must not be used whilst driving a motor vehicle. Accordingly, all workers using vehicles on Mills Recruitment or client related business are strictly forbidden from speaking on a hand-held mobile telephone whilst driving. Drivers should ensure that their hand-held mobile telephones are switched off whilst driving.

Vehicles may be fitted with Bluetooth or a “hands free” mobile telephone device which allows a driver to accept calls whilst in the vehicle. Notwithstanding that this complies with the current road rules, drivers are encouraged to pull over and stop the vehicle prior to responding where it is practicable to do so.

When carrying passengers on Mills Recruitment or client related business the driver is responsible for ensuring any passengers conduct themselves appropriately in the vehicle. Reasonable steps must be taken by the driver to ensure that passenger conduct is in line with all company policies and complies with required road rules.

If a worker is involved in a traffic crash or other incident, the worker must ensure that no fault or liability is admitted. Accidents or serious incidents are to be reported to the Director of Mills Recruitment or the relevant manager at the client and where necessary reported to the police. The worker must ensure that they exchange contact details with any other parties involved in the accident/incident and this information is to be provided to the Director of Mills Recruitment/the relevant manager at the client as soon as practicable.

Any accidents or mechanical problems on client vehicles must be reported promptly to the relevant manager at the client.

Whistle-blower Policy

Mills Recruitment is committed to operating legally (in accordance with applicable legislation and regulation), ethically (in accordance with recognised ethical principles) and properly (in accordance with organisational policy, procedures and our values).

Workers may have concerns about conduct at Host Employers or within Mills Recruitment which appears to be illegal, unethical or otherwise improper, but may feel apprehensive about reporting these concerns because of fear of adverse repercussions. The aim of this policy is to make workers feel confident about raising concerns internally, by offering a reporting and investigative mechanism that is confidential, objective and protects workers from reprisal or repercussions.

Purpose

The purpose of this policy is to:

- encourage the reporting of matters that may cause harm to individuals or financial or non-financial loss to Host Employers or Mills Recruitment or damage to their reputations;



- enable Mills Recruitment to investigate reports from whistle-blower's in a way that will protect the identity of the whistle-blower as far as possible;
- establish a policy for protecting whistle-blower's against reprisal by any person internal or external to Mills Recruitment;
- help to ensure Mills Recruitment maintains the highest standards of ethical behaviour and integrity.

Policy

All Mills Recruitment's workers have a responsibility to help detect, prevent and report instances of suspicious activity or wrongdoing (**Reportable Conduct**). Examples of types of conduct (or deliberate concealment of such conduct) which should be reported include:

- Conduct that is dishonest, fraudulent or corrupt;
- Criminal conduct (such as theft, drug sale or use, violence, harassment, or criminal damage to property);
- Failure to comply with any legal or regulatory obligation;
- Suspicion of Modern Slavery/ Human Trafficking;
- Unfair or unethical dealing with a client;
- Unethical or other serious improper conduct;
- Conduct that may cause financial loss or reputation damage to Mills Recruitment or a Host Employer.

Where a worker of Mills Recruitment believes on reasonable grounds that any other worker has breached any provision of the general law, that worker must report their concern to their manager (for workers located at Host Employers) or the Director of Mills Recruitment (darryl@millsresources.com.au or 0448 941 832). If you feel that your manager may be complicit in the breach, you should report the matter to:

- The Host Employer's nominated Whistle-blower Protection Officer (WPO); or
- The authority responsible for the enforcement of the law in the relevant area.

The worker making their concern known shall not suffer any sanctions from Mills Recruitment on account of their actions in this regard provided that their actions:

- are in good faith;
- are based on reasonable grounds; and
- conform to the designated procedures.

If you make a report to the Director under this Policy, he will:

- if he believes the behaviour complained of to be trivial or fanciful, dismiss the allegation and notify the worker making the allegation of his decision;
- if he believes the behaviour complained of to be neither trivial nor fanciful, ensure that the allegation is investigated, a finding is made, and the worker making the allegation is informed of the finding.



Any such investigation shall observe the rules of natural justice and the provisions of procedural fairness. Disclosures may be made anonymously, and this anonymity shall as far as possible be preserved by Mills Recruitment.

Investigation Process

Investigation processes will vary depending on the precise nature of the conduct being investigated. The purpose of the investigation is to determine whether concerns raised are substantiated with a view to Mills Recruitment rectifying any wrongdoing uncovered to the extent that this is practicable.

The investigation will be thorough, objective, fair and independent of the whistle-blower. Identified whistle-blowers will be kept informed of the outcome of the investigation arising from their report, subject to confidentiality and privacy considerations and the Host Employer's policy.

Protection of Whistle-blowers

Workers who report under this policy may have their identity disclosed to a Host Employer's WPO, otherwise this information will remain confidential. Mills Recruitment will ensure that all files relating to whistleblowing reports are kept secure, and that information received is held in confidence and is only disclosed to a person not connected with the investigation if:

- The whistle-blower has been consulted and has consented to the disclosure; or
- It is required by law.

Mills Recruitment recognise that "whistle-blowing" can be very stressful and will support workers while matters relating to this policy are being resolved. Mills Recruitment will take whatever action is possible to ensure that whistle-blowers are not personally disadvantaged for making reports, whether by dismissal, demotion, any form of harassment, discrimination or any form of current or future bias.

False reporting could have significant effects on Host Employer's or Mills Recruitment's reputations, the reputations of other workers and could waste resources. Any deliberate false reporting will be treated as misconduct and subject to disciplinary procedures.

Any worker found in breach of the provisions of this policy will be subject to disciplinary procedures, up to and including dismissal.

At all time, workers located at Host Employers should follow the Host Employer's policies and procedures on whistleblowing.

Workplace behaviour policies

1. Equal opportunity
2. Harassment
3. Sexual harassment

Bringing Great People Together



4. Bullying
5. Victimisation

Mills Recruitment is committed to ensuring that our employees, contractors, clients and candidates are free from exposure to discrimination, sexual harassment, bullying and victimisation (together known as “unacceptable behaviour”) when engaged by or in dealings with Mills Recruitment.

Equal opportunity

Mills Recruitment value our workers and believe in conducting business ensuring fair, equitable and non-discriminatory employment and operational practices. It is our aim to provide a workplace which maximises the talent, potential and contribution of all workers and ensures equal opportunity for all.

Definition

Equal opportunity in employment means that a worker is judged on their ability to do their job based on merit rather than any assumption about the worker based on particular characteristics. Discrimination occurs where a person distinguishes between individuals or groups because of a characteristic that applies, or is assumed to apply, to that individual or group, so as to disadvantage some and advantage others.

Discrimination on any of the grounds listed below is unlawful:

- Gender or gender reassignment;
- Pregnancy and potential pregnancy;
- Sexual preference;
- Age;
- Marital status;
- Political beliefs and activities;
- Trade union membership;
- Race;
- Religious beliefs;
- Family responsibility;
- Criminal;
- Physical, intellectual or psychological impairment.

This policy applies to our recruitment, employment and engagement practices, including recruitment undertaken on behalf of our clients. It also applies to Mills Recruitment’s performance management, promotional processes, training and our remuneration and bonus structures.

Harassment

Definition

Unlawful harassment includes any unwelcome advance or request, offensive comment or action concerning a prohibited ground or attribute. It is behaviour towards another person that is intimidating or embarrassing.

Bringing Great People Together



Harassment may occur among any participants in the workplace. In particular, it may also occur where a person uses harassing behaviour to control, influence or affect the career, salary or job of another person under their authority. Harassment can:

- Create an intimidating, hostile or offensive working environment;
- Adversely affect a person's work performance;
- Adversely affect a person's employment or promotion prospects; and
- Reflect on the integrity and standing of the employer.

Sexual harassment

Definition

A person sexually harasses another person if they:

- Make an "unwelcome sexual advance";
- Make an "unwelcome request for sexual favours"; or
- Engage in other "unwelcome conduct of a sexual nature".

And a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Conduct of a sexual nature can include:

- Subjecting a person to any act of physical intimacy;
- Making, orally or in writing, any remark statement with sexual connotations to a person or about a person; and
- Making any gesture, action or comment of a sexual nature.

Examples of sexual harassment

Sexual harassment can involve any physical, visual, verbal or non-verbal conduct of a sexual nature including either one-off incidents or a series of incidents. It also includes workplace behaviour or behaviour in connection with work, for example, at a Christmas party or at a work function outside of work hours.

Depending on the circumstances, some other examples of sexual harassment are:

- Displays of sexually graphic material including posters, pictures, calendars, cartoons, graffiti or messages left on boards or desks;
- Electronic mail messages, screen savers, material of a sexual nature downloaded from the internet, faxes or gifts;
- Deliberate and unnecessary physical contact, such as patting, pinching, fondling or deliberately brushing against another body, attempts at kissing;
- Leering or staring at a person's body;
- Inappropriate humour such as sexist jokes or comments;

- Innuendo, suggestive or derogatory comments about a person's physical appearance, inferences of sexual morality or tales of sexual performance;
- Repeatedly asking someone out, especially after prior refusal; and
- Intrusive inquiries into a person's private life or in reference to a person's sexuality.

Workplace bullying

Definition

Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by a person or persons against another or others in the course of employment/engagement. It includes behaviour that harms, threatens, victimises, intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients or customers.

Examples of workplace bullying include:

- Acts of violence;
- Loud and abusive language;
- Yelling and screaming;
- Unexplained rages;
- Unjustified criticisms and insults;
- Constant humiliation;
- Unjustified threats of dismissal or other disciplinary action;
- Acts of sabotaging an employee's work by withholding information required to fulfil tasks;
- Hiding documents or equipment;
- Constantly changing targets or work guidelines;
- Overloading an employee with work and impossible deadlines;
- Not providing appropriate resources and training;
- Isolating or ignoring an employee on a constant basis; or
- Practical joking.

Bullying can take place between:

- Men and women;
- A worker and a manager (or supervisor);
- Co-workers;
- A worker and another person in the workplace (i.e. visitor);
- A group of workers.

While some workplace bullying involves verbal abuse and physical violence, bullying can also be subtle intimidation. Workplace bullying can be carried out indirectly via letters, email and telephone text message, blogs and via social networking sites such as Facebook, MySpace and similar.

Bullying does not include:

- Genuine and reasonable disciplinary procedures;



- Constructively delivered feedback or counselling that is intended to assist colleagues to improve their work performance or the standard of their behaviour. For example, objective comments which indicate observable performance deficiencies; or
- Directing and controlling how work is done (a fundamental right of all employers).

Victimisation

Definition

Victimisation means subjecting or threatening to subject someone to a “detriment” (see below), because they propose to, have, or are believed to have, under this policy, equal opportunity legislation or occupational health and safety legislation:

- Asserted their rights under this policy, or the relevant legislation;
- Alleged that another person has breached this policy or the relevant legislation; or
- Assisted someone is raising an issue.

What is a “detriment”?

A “detriment” in employment includes demotion, dismissal, transfer, suspension, loss of a benefit, being ostracised from work- or work-related social functions, or being the subject of gossip or innuendo.

Application

This policy applies to all workers who work for Mills Recruitment, regardless of whether or not they work full-time, part-time, on-hire, casual or as independent contractors.

This policy applies to the behaviour of all Mills Recruitment’s workers, during the course of their employment/engagement:

- In the workplace (including client’s workplaces);
- Work undertaken outside normal working hours;
- During work activities, including dealing with customers; and
- At work related events, including conferences and social functions.

Mills Recruitment encourage all workers to report cases of “unacceptable behaviour”. Mills Recruitment do not permit retaliation against a person just because they propose to, have or are believed to have made a complaint of unacceptable behaviour under this policy, equal opportunity legislation or occupational health and safety legislation.

Where a complaint arises during the course of an on-hired worker’s assignment with one of our clients, we will work with our client to ensure the complaint is effectively managed and resolved.

Consequences

Unacceptable behaviour will not be tolerated by Mills Recruitment. Any worker found to have unacceptable behaviour will be personally responsible for his or her conduct.



Disciplinary action may be taken against any worker who is found to have engaged in any such behaviour. Depending on the seriousness of the incident this may include termination of employment or contract of engagement.

A worker who makes a fraudulent or vexatious complaint may face disciplinary action or termination of employment/engagement where appropriate.

Complaints procedure

Facing the issue

Where possible it is suggested that the aggrieved person speak directly with the person concerned to try and resolve the issue. The worker should explain to the person involved that the behaviour is offensive and that it is unwelcome and should stop. Should the aggrieved person not feel comfortable to have this discussion, then their manager or the Director of Mills Recruitment should be contacted to report the issue.

How to report the issue

The worker should approach their manager and the Director of Mills Recruitment. This person will either undertake a formal or informal complaint procedure depending upon the nature of the complaint and the desired outcome of the complainant.

Informal complaint

Once the worker has lodged an informal complaint, their manager or the Director of Mills Recruitment will communicate with the individual concerned and attempt to resolve the issue and move forward.

Formal complaint

Once the worker has lodged a formal complaint, the Director of Mills Recruitment will assist in facilitating a resolution to the situation which may result in a workplace investigation taking place.

External complaint

Whilst a worker may seek information/resolution from external agencies such as the Equal Opportunity Commission or the Human Rights and Equal Opportunity Commission at any stage of the process, all workers are encouraged to seek resolution of any issue of this nature internally prior to seeking any outside intervention.

Workers will not be penalised or victimised for making a complaint. Wherever possible, Mills Recruitment will make every effort to maintain confidentiality of any complaint with only those persons who need to know about the actual complaint being privy to the nature of the complaint.

Should a worker make a complaint, Mills Recruitment will make every effort to deal with the complaint and where necessary, investigate the nature of the complaint in a prompt and impartial manner. The Director of Mills Recruitment reserves the right to alter the order of the complaint procedure and reserves the right not to follow the above sequence where deemed necessary by Mills Recruitment in individual circumstances.



Workplace health and safety (WHS)

Mills Recruitment is committed to ensuring the health, safety and welfare of all persons (including employees, contractors and clients) at its workplace. At Mills Recruitment, every endeavour is made to provide workers with a safe, comfortable and healthy working environment. Employees, independent contractors, Mills Recruitment and clients must work together to achieve this aim.

Mills Recruitment's separate WHS policy should be read, understood and adhered to at all times. This includes completing the WHS on-line training module prior to commencing work.

Workers are required to take all reasonable care to ensure their own safety and that of other persons. They are also required to comply with all instructions and directions established to provide a safe and healthy workplace. Workers must follow the client's policies and procedures at all times.

Mills Recruitment will comply with all applicable health and safety laws, regulations, standards and other relevant legislation. Accidents and incidents should be reported to Mills Recruitment and the Accident/Incident Report Form completed and returned to Mills Recruitment for investigation. Mills Recruitment will ensure injured employees return to suitable work at the earliest possible opportunity through equitable claims management and rehabilitation practices.

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