



THE BETTA GROUP

# Working with THE BETTA GROUP Policies and Practices

This document describes the policies, requirements and practices of The Beta Group as they relate to People Management Systems internally and externally.

## Contents

1	Scope .....	2
2	References and Requirements .....	2
3	Organisational Structure .....	2
4	Accountabilities .....	2
5	Selection and Recruitment .....	3
6	Employment Benefits and Conditions .....	3
6.1	Superannuation .....	3
6.2	Annual Leave .....	3
6.3	Sick Leave .....	4
6.4	Parental Leave .....	4
6.5	Long Service Leave .....	5
6.6	Domestic and Family Violence Leave .....	5
7	Domestic and Family Violence .....	5
7.1	Responding to Disclosures of Domestic and Family Violence .....	6
7.2	Maintaining Confidentiality .....	6
7.3	Providing Support to Employees Experiencing Domestic and Family Violence .....	6
7.4	Employees who commit acts or threats of Domestic or Family Violence .....	7
8	Code of Conduct .....	7
9	Conflict of Interest Management .....	8
10	Gifts and Hospitality .....	9
11	Whistle Blower .....	9
12	Equal Opportunity Employment (EEO) .....	9
13	Discrimination .....	9
14	Bullying and Harassment .....	10
15	Sexual Harassment .....	10
16	Discrimination vs Bullying .....	11
17	Forgery Fraud and Dishonesty .....	11
18	Company Property .....	11
19	Theft or Embezzlement .....	11
20	Confidentiality and Intellectual Property Protection .....	12
21	Unauthorised entry, Use or Trespassing .....	12
22	Use of Provided Mobile Phones, Email and Internet .....	12
22.1	Mobile Phones .....	12
22.2	Email and Internet .....	12
22.3	Offensive or Inappropriate Material .....	13

22.4	Introduction of Viruses.....	13
23	Social Media use.....	13
24	Breaches of Company Requirements (Code of Conduct).....	14
25	Whistle Blower .....	14
26	Issue Resolution .....	14
27	Employee Assistance (need to consider how we do this?) .....	15
28	Diversity and Inclusion .....	16
29	Indigenous Engagement.....	17
30	Reconciliation Action.....	17
31	Supplier Diversity .....	17

# 1 Scope

This system applies to all activities conducted by the company The Betta Group, in their own and client premises. The requirements apply to direct employees (full-time, part-time, permanent, temporary, contract, casual and work experience participants), General Managers, contractors and consultants who may represent The Betta Group to third parties.

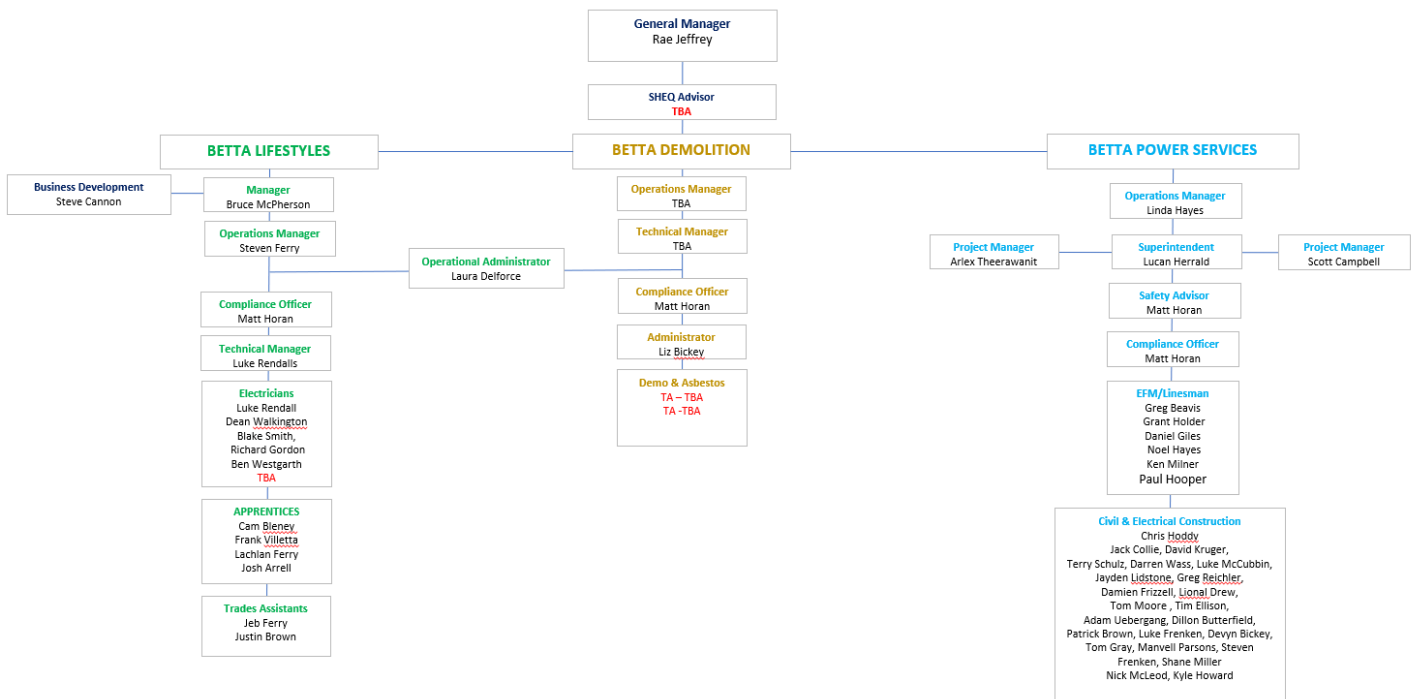
This document describes the policies, requirements, and practices of The Betta Group as they relate to People Management Systems internally and externally.

# 2 References and Requirements

- National Employment Standards (NES)
- Fair Work Act 2009
- Industrial Relations Act 2016
- Domestic and Family Violence Protection Act 2012
- Domestic and Family Violence Prevention Strategy 2016-2026

# 3 Organisational Structure

The current organisational structure of The Betta Group is shown below:



# 4 Accountabilities

Every person working within the business has role accountabilities. These accountabilities are based on:

- Role Requirements
- Legislative requirements
- Organisation specific Health Safety, Environment & Quality system, and procedures
- Specific accountabilities defined by our customers when we are working within their processes

Health, Safety, Environment & Quality Accountabilities are documented within the HSEQ Accountabilities matrix. Accountabilities are also included in the induction.

## 5 Selection and Recruitment

Our people are our greatest resource, and our business can only be successful with the right people (skills, qualifications and attitudes) in the right roles.

The Betta Group commits to an equal opportunity employment process. Candidates are evaluated on suitability for the role (skills, qualifications and attitudes)

When a vacancy arises within the organisation, candidates may be sourced through the following:

- Persons that have shown interest in opportunities
- Previous applicants
- Applications gained through advertisements

Applications are reviewed by the General Manager to identify the most suitable candidate/s for interview and the selection process.

The process for evaluation of candidates is:

- Interview
- Confirmation of qualifications and experience
- Reference checking

## 6 Employment Benefits and Conditions

### 6.1 Superannuation

Superannuation of 9.5% is paid for an employee who is:

- between 18 and 69 years old (inclusive) **and** is paid \$450 or more (before tax) in salary or wages in a month
- employed full-time, part time, casual, or on a contract (if the contract is wholly or principally for their labour).

Employees who are under 18 years old must meet these conditions **and** work at least 30 hours per week to be entitled to SG contributions.

### 6.2 Annual Leave

All employees (except casual employees) are entitled to paid annual leave based on their ordinary hours of work.

An employee is entitled to 4 weeks annual leave for each 12 months of service

Annual Leave is paid at the employee's base rate of pay for their ordinary hours during the period of leave. At The Betta Group, all reasonable requests for leave will be allowed, and there is no minimum or maximum amount of accrued annual leave that can be taken at a time.

### 6.3 Sick Leave

Full-time and part-time employees are entitled to 10 days paid personal leave (for sick and paid carer's leave) each year. Paid personal leave accumulates from year to year.

Sick and carer's leave (also known as personal leave or personal / carer's leave) lets an employee take time off to help them deal with personal illness, caring responsibilities and family emergencies

An employee may have to take time off to care for an immediate family or household member who is sick or injured or help during a family emergency. This is known as carer's leave, but it comes out of the employee's personal leave balance.

Immediate family members or household members include:

- Spouse or former spouse
- De facto partner
- Child parent
- Grandparent
- Grandchild
- Sibling
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner)

A household member is any person that lives with the employee.

### 6.4 Parental Leave

Employees can get parental leave when a child is born or adopted. Parental leave entitlements include:

- maternity leave
- paternity and partner leave
- adoption leave
- special maternity leave
- a safe job and no safe job leave
- a right to return to old job.

Parental leave is leave that can be taken when:

- an employee gives birth
- an employee's spouse or de facto partner gives birth
- an employee adopts a child under 16 years of age.

Employees are entitled to 12 months of unpaid parental leave. They can also request an additional 12 months of leave

Employees are entitled to parental leave if they have worked continuously for at least 12 months. Casual employees are also entitled to unpaid parental leave if they have been working regularly and systematically for at least 12 months.

## 6.5 Long Service Leave

The entitlement to long service leave is based on a qualifying period of continuous service.

Employees are entitled to take 8.6667 weeks of paid long service leave after a period of 10 years' continuous service.

When an employee has completed their first 10 years of continuous service, they are entitled to take an additional 4.3333 weeks paid long service leave once they have completed a further 5 years' continuous service. For continuous service beyond this point, access to further leave accrued is not subject to a qualifying period.

## 6.6 Domestic and Family Violence Leave

People experiencing domestic and family violence are likely to require time away from the workplace. Domestic and family violence leave is provided for personnel to take time off for reasons including:

- Medical or legal assistance
- Attend appointments, including various support services and health professional
- Attend court appearances
- Relocate to new accommodation to make safety arrangements
- Take action relating to the safety of children

All employees are entitled (including part-time and casual employees) to five days unpaid domestic and family violence leave each year. This entitlement comes from the National Employment Standards. Additional paid leave may be provided of up to 5 days.

## 7 Domestic and Family Violence

The Betta Group commits to assisting employees affected by domestic violence. Domestic and family violence occurs when one person in a relevant relationship exhibits behaviour towards the other person which is: physically, emotionally, psychologically or economically abusive, threatening, coercive, or aimed at controlling or dominating the other person causing them to fear for their or someone else's safety or wellbeing.

Best practice has shown that a safe and supportive work environment can provide a person affected by domestic and family violence with a safe haven. Similarly, the provision of information about services and support acts to enable a person to remaining safe, both in the workplace and outside the workplace.

Stand up against domestic and family violence is not always easy, however The Betta Group can make a contribution by supporting affected employees and promoting a safe, respectful working environment.

## 7.1 Responding to Disclosures of Domestic and Family Violence

It is recommended that employees experiencing domestic and family violence be encouraged to raise the matter with their immediate supervisor, a manager. However, they may feel more comfortable disclosing their experience to a peer or close colleague, therefore, it is important that all employees are aware of how to respond to a disclosure and are aware of their responsibilities in these situations.

Employees are not expected to counsel their colleagues but refer them to the appropriate networks for support and counselling.

## 7.2 Maintaining Confidentiality

Domestic and family violence issues should always be discussed in a safe confidential place. It is important that the privacy of employees experiencing domestic and family violence is strictly maintained, and that disclosures of domestic and family violence are only provided to other employees (such as managers) as required, and only with the consent of the employee experiencing the violence.

In addition, it is important that information pertaining to a disclosure of domestic and family violence is kept strictly confidential and is not recorded on the employee's personnel file without their permission (with the exception of recording domestic and family violence leave). If an employee chooses to record information about their domestic and family violence experience, it is important that only information that relates to the workplace is documented, as this information could be used if a domestic and family violence issue is brought before the courts.

Domestic and family violence incidents involving children may need to be reported to a relevant authority, in line with relevant legislation. This should be undertaken in consultation with the employee experiencing violence as well as a specialist family violence service. (Refer to Support services section of this document)

It is recommended that only the following information be recorded and stored securely and confidentially on an appropriate data management system:

- the date and time discussions occurred
- the details of domestic and family violence incidents as relevant to the workplace
- the details of support your organisation has provided to the employee
- whether a referral has been made to justice services, for example, the police or child protection.

## 7.3 Providing Support to Employees Experiencing Domestic and Family Violence

As an organisation we commit to making all reasonable efforts to create a safe and supportive workplace for employees experiencing domestic and family violence. It is also essential that employees who disclose their experience of domestic and family violence are listened to, believed and given complete control over how to manage their situation, including accessing the support options available to them.

We will provide support to the employee regardless of whether or not they plan to take the matter further, for example making a formal report to police or engaging with a domestic and family violence support service. In addition to providing a safe and supportive environment, organisations can support employees in the following ways:



- providing information on the Employee Assistance Program (EAP)
- providing information on the domestic and family violence resources and support services available externally
- providing information on the organisation's domestic and family violence leave options
- supporting changes to duties and responsibilities when requested
- supporting changes such as relocation, change of hours and change of contact details in order to increase their safety
- supporting them to develop a workplace safety plan, in consultation with a specialist family violence service.

#### 7.4 Employees who commit acts or threats of Domestic or Family Violence

If the organisation has evidence an employee may be using violence and/or abuse and it satisfies a civil standard of proof, then they can and should consider taking appropriate action. The action needs to be considered in a number of contexts, including the spectrum of behaviour, organisational reputation and workplace impacts, and may include:

- monitoring the situation
- referral to support services (e.g., counselling)
- contacting external agencies (such as the police)
- temporary adjustments to the workplace or operations
- disciplinary action.

Disciplinary action may be appropriate when domestic and family violence comes directly into the workplace, and there are clear grounds for an employer to take action, including dismissal.

For example, an employee assaulting another person in the workplace is clearly misconduct and/or a criminal offence. The person who uses or may use violence and abuse in personal relationships should be made aware that there may be negative workplace consequences for their behaviour. However, there may be circumstances in which it may be appropriate for a workplace to take disciplinary action against an employee because of conduct occurring outside of the workplace, in an employee's personal relationships.

If the organisation becomes aware of alleged use of domestic and family violence occurring outside the workplace, disciplinary action may be appropriate if there is a connection between the alleged use of domestic and family violence and employment because:

- the conduct is likely to damage the relationship between the employer and the employee
- the conduct damages the employer's interests
- the conduct is incompatible with the employee's duty as the employee

## 8 Code of Conduct

All workers are expected to conduct themselves in a manner that supports creating a workplace free of discrimination, harassment and bullying. Workers should carry out their work tasks in a way that promotes strong workplace productivity and minimizes work recalls.

When situations arise that call for judgement to be made on appropriate behaviour consider the following:

- Is it legal?
- Does it feel like the right thing to do?

- Does it align with the organisation's values
- Will the action ensure safety of people, environment or company or client assets
- Would the action if reported in the media harm the organisations reputation
- Would I like to be spoken to or treated in this way

Workers are required to adhere to all workplace processes and procedures. In instances where this does not occur, an investigation will be carried out and may result in disciplinary action being taken. The disciplinary process will include the following steps:

- An investigation will be conducted to determine what has taken place and to understand any factors relating to the circumstances surrounding the situation
- Where appropriate, the worker may be stood down from work while the investigation is carried out
- Any allegations resulting from the investigation will be presented to the worker
- The worker will be given an opportunity to respond to any allegations
- Management will determine appropriate action, if any, based on all of the information
- If the outcome results in a potential termination of employment, the worker will be given the opportunity to be heard on this prior to any final decision being made

In the case of serious misconduct in the workplace, there may be grounds for immediate suspension of duties and will likely result in dismissal of the worker. Serious misconduct is when a worker causes serious and imminent risk to the health and safety of another person or to the reputation or profits of their employer's business; or deliberately behaves in a way that's inconsistent with continuing their employment.

Examples of serious misconduct include:

- Theft
- Fraud
- Assault
- Vandalism
- Being drunk at work, or under the influence of illegal drugs
- Refusing to carry out work duties.

## 9 Conflict of Interest Management

A conflict of interest occurs where a person or an organisation has a vested interest in a transaction or dealing and where that vested interest or distraction interferes with the independent exercise of judgement or advice.

A conflict of interest can be avoided by:

- Not having any conflicts of interest in the first place but if one arises declaring, without doubt, the conflict of interest to the associated party
- making it very clear when speaking about the transaction or dealing that a conflict of interest is present
- not using privileged information for personal gain
- not having a financial interest in any transaction or dealing
- giving advice for a fee rather than a commission
- avoiding situations which give rise to speculation as to motives
- carefully thinking through the transaction or dealing, as to any potential conflicts of interest and addressing them before they arise.

Personnel are to act in the best interest of The Betta Group. Personnel must avoid any personal, financial or other interest which may be in conflict with their duties and responsibilities to the organisation.

## 10 Gifts and Hospitality

A gift (or hospitality) is a bribe when someone is offering something of financial value that is to the advantage of another person and in doing so is intending that individual to perform a function improperly or secure business or a business advantage.

Gifts or hospitality of any kind will not be requested, given or accepted by any officer of Orcoda if this action could be reasonably regarded as unduly influencing the recipient or creating a business obligation on the part of the recipient. This applies to direct payments and payments in kind, including the provision of goods or services, personal favours and entertainment (e.g., meals, travel etc).

## 11 Whistle Blower

The Betta Group takes malpractice and impropriety extremely seriously and will deal with legitimate concerns and or complaints in a responsible and effective manner.

It is a fundamental requirement of an employee's or contractor's obligations that they faithfully serve their employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information that they believe demonstrates malpractice or wrongdoing anywhere within the Company, then this information should be disclosed internally without fear of reprisal and, where appropriate, independently of line management.

## 12 Equal Opportunity Employment (EEO)

The Betta Group is committed to providing a workplace that ensures equal employment opportunities (EEO) for all employees.

EEO is the creation of workplace conditions that ensures that all people have an equal chance to seek and obtain employment and promotion. EEO requires that workers are selected, promoted and treated on the basis of their individual talents and capabilities. The policy of selection based on merit is compatible with EEO principles. EEO legislation prohibits discrimination in employment.

## 13 Discrimination

We are committed to ensuring that all workers are able to work in an environment free of discrimination and harassment. Under Federal and State anti-discrimination laws, discrimination in employment can be on the following basis:

- Gender
- Marital status
- Pregnancy
- Family responsibilities
- Age
- Race
- Religion

- Trade union activity
- Criminal record
- Political belief and activity
- Social origin
- Sexual orientation

Discrimination undermines respectful working relations and may lead to low morale, absenteeism and resignations. We do not tolerate any form of discrimination in our workplace/s. Any reports of discrimination or harassment will be treated seriously and investigated promptly confidentially and impartially.

## 14 Bullying and Harassment

The Betta Group is committed to providing a workplace free of bullying or harassment. All employees will be held accountable for their actions in the workplace. Inappropriate behaviour in the workplace will be considered to be a serious breach of conduct and will be dealt with quickly and fairly.

Bullying occurs in a workplace if:

- A person or group of people repeatedly act unreasonably towards another person or group of people, or if
- The behaviour creates a risk to health and safety

Unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances.

Some examples of bullying might include aggressive behaviour, teasing or practical jokes or excluding someone from work-related events.

Harassment in the workplace is any unwelcome or uninvited conduct from another person in that workplace. Harassment can include offensive jokes, name calling, offensive nicknames or offensive pictures or objects.

Interfering with another employee's ability to do their job is also considered harassment – for example, hiding someone's tools.

An employee who feels they are being bullied or harassed can raise their concern with the offender directly if they feel comfortable to do so. It is possible that the offending person may be unaware that their actions are having a negative impact on another worker. If the offending behaviour continues, the employee should raise this with the General Manager immediately. Any employee who suspects another employee is being bullied or harassed at work, should discuss this with the General Manager.

Bullying and Harassment does not include:

- Differences of opinion between colleagues
- Reasonable comments made and actions taken by supervisors or managers in relation to a person's work performance

## 15 Sexual Harassment

There will be no tolerance for sexual harassment in The Betta Group.

Sexual Harassment happens if a person:

- Subjects another person to an unsolicited act of physical intimacy
- Makes an unsolicited demand or request for sexual favours
- Makes a remark with sexual connotations
- Engages in any other unwelcome conduct of a sexual nature

And the person engaging in the conduct does so:

- With the intention of offending, humiliating or intimidating the other person; or
- In circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Any worker, client or visitor to The Betta Group who believe they have been subjected to sexual harassment should report this to the General Manager immediately.

## 16 Discrimination vs Bullying

Discrimination happens when there is an 'adverse action' such as termination of employment, or a demotion because of a person's characteristics such as their race, religion, age or gender.

Bullying happens when someone in the workplace repeatedly behaves unreasonably towards another person or group of people and causes a risk to health and safety in the workplace. This behaviour doesn't have to be related to the person or group's characteristics and adverse action doesn't have to have occurred.

## 17 Forgery Fraud and Dishonesty

Altering or misusing official company documents, records, stored or knowingly furnishing false information is considered a breach of The Betta Group policy. Providing such information to others outside of the organisation or making false statements in public or private about The Betta Group business matters is also considered a breach of policy. Further, personnel may not use any logos or intellectual property of The Betta Group without permission from the General Manager.

## 18 Company Property

It is important that all workers understand the Company's expectations in relation to the use of Company property, equipment and tools.

Workers issued with company property are required to maintain it in a satisfactory condition and account for such items as and when required. Workers are to always keep all Company tools and equipment in safe custody.

All care should be taken when using company tools and equipment especially those of a fragile nature. Such property would include uniforms, technical manuals, keys, tools & equipment.

## 19 Theft or Embezzlement

Breaches of policy include:

- stealing property or services
- knowingly possessing or transporting stolen property
- unauthorised acquisition or use of funds belong to the organisation or that of individuals working for the organisation

## 20 Confidentiality and Intellectual Property Protection

The protection of confidential business information and organisational methods is vital to the interests and success of The Betta Group. Confidentiality and Intellectual Property protection is included in contracts of employment.

Personnel who improperly use or disclose organisational methods (trade secrets) or confidential business information will be subject to disciplinary action, including termination of employment and possible legal action. Even if they do not actually personally benefit from the disclosed information.

## 21 Unauthorised entry, Use or Trespassing

Personnel shall not:

- Enter or use facilities or property of The Betta Group for an improper purpose or without proper authorisation
- The use of company's facilities or equipment may be approved by the General Manager
- Wear company uniforms when not directly involved in company activities in a manner that would bring disrepute to The Betta Group

## 22 Use of Provided Mobile Phones, Email and Internet

### 22.1 Mobile Phones

Company supplied mobile phones shall not to be used for personal use. However, it is accepted that the occasional personal call may be made where the call is essential. Where there are an unreasonable number of personal calls, it will be to the expense of the worker. The worker authorises the deduction of such expenses of any monies owing.

Personal mobile phone should only be used during meal breaks excepting in emergency situations.

### 22.2 Email and Internet

Workers must access the internet only in performing legal, business-related tasks during normal working hours. Unless authorisation is obtained from management, private use of the internet is not to take place at any Worker's workstation.

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

Users must report any security violations involving the internet to management as soon as possible and assist in investigating and resolving the problem. The following items are classed as unacceptable use of email:

- The transmission or distribution of offensive material to any person, whether a fellow worker or otherwise, in any email message
- No information should be included which infringes State or Commonwealth Acts, or company policies on Sexual Harassment, Workplace Harassment and Discrimination.
- Use of offensive, discriminatory or defamatory language

- A message (particularly external email message) containing information which contravenes any internal Operating Guideline., Email messages must not contain any information which may risk our professional reputation, or leave users or ourselves open to any legal action
- Messages that infringe the copyright or intellectual property rights of any third parties.
- Representing you as someone else, real or fictional or sending email anonymously
- Transmission of unsolicited commercial information (i.e., junk mail, advertising)
- Expressing of personal views and opinions as if they constituted official commentary from the company.

### 22.3 Offensive or Inappropriate Material

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

The organisations systems must not be used to access, store, and distribute material that is pornographic, harassing, hateful, racist, sexist, abusive, obscene, discriminatory, offensive or threatening.

This includes sexually orientated messages or images, and messages that could constitute sexual harassment. All users of systems should be familiar with and use systems in accordance with discrimination, sexual harassment and workplace harassment policies.

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

### 22.4 Introduction of Viruses

Care must be taken when opening email attachments from unknown or unsigned sources, due to viruses.

The General Manager must authorise all downloading of software for business use, to ensure the intellectual property (IP) rights of third parties are not infringed, and ensure spyware and viruses are not introduced to the organisations computer systems.

Software for personal use must not be downloaded to or uploaded from the organisations computer systems.

Users should not send or download excessively large files, which may slow network performance. Compress large files prior to sending; files that will be shared internally should be saved on a network drive for easy access instead of being emailed.

## 23 Social Media use

The Betta Group respects the rights of all personnel to self-expression using social media.

Your responsibilities to the organisation may continue when you are using the internet, or other social media, even if this occurs in your capacity as a private citizen, outside the workplace and outside business hours.

Examples include blogging, and using Facebook, LinkedIn, Snapchat and Twitter.

If you refer to your work life in any capacity, there may be implications for The Betta Group's business and reputation. When participating in social media forums, all employees are responsible for their own actions and behaviour. Be aware that the internet creates a permanent record of information that is published online.

Consider that information or comments posted online may easily be forwarded on, and your actual audience may be considerably wider than you originally intended.

When using social media, you must:

- Continue to uphold the Code of Conduct when referring to The Betta Group or your role as an employee
- Not discuss confidential projects that you or others in the organisation are working on
- Not disclose non-public information regarding The Betta Group
- Do not post disrespectful or otherwise inappropriate, intimidating, offensive, false or malicious comments or information about the organisation, other employees including supervisors or managers, or any of the organisations business partners, customers or competitors.

Any activity which represents a failure to meet these obligations may be determined as misconduct or serious misconduct resulting in disciplinary action and termination of employment.

## 24 Breaches of Company Requirements (Code of Conduct)

If you fail to comply with the Code of Conduct, you may be subject to disciplinary action ranging from informal feedback and coaching to formal disciplinary process. Breaches of the Code of Conduct that are deemed serious misconduct may result in immediate termination of employment.

Breaches of the Code of Conduct that also breach the law may be referred to the police or other relevant authorities for investigation. For example – sexual harassment, fraud or breaching the confidential information and intellectual property code after leaving employment.

## 25 Whistle Blower

The Betta Group takes malpractice and impropriety extremely seriously and will deal with legitimate concerns and or complaints in a responsible and effective manner.

It is a fundamental requirement of an employee's or contractor's obligations that they faithfully serve their employer and not disclose confidential information about the employer's affairs. Nevertheless, where an individual discovers information that they believe demonstrates malpractice or wrongdoing anywhere within the Company, then this information should be disclosed internally without fear of reprisal and, where appropriate, independently of line management.

## 26 Issue Resolution

It is the policy of The Betta Group to ensure that all workers are able to raise workplace issues and have them dealt with appropriately. It is also the intent of the Company to minimise the effects any such situation in the workplace.



From time to time, issues may arise in the workplace that require attention and resolution. A dispute can exist when one or more people disagree about something in the workplace, and the matter remains unresolved.

Resolution is the process by which a dispute or grievance is brought to an end.

Where a dispute exists, the employee or employees involved should bring the issue to the attention of the General Manager. The two parties can then discuss the matter with a view to resolving the issue at that point. No employee will be unfairly treated as a result of raising such issues.

If the matter is ongoing after those discussions, then an external facilitator or mediator may be called upon to assist in reaching an outcome.

The Betta Group is committed to creating a workplace culture of inclusiveness and honesty.

This can only be achieved with employees and management working together.

## 27 Employee Assistance

Support Services for Reference, will be displayed on notice boards, and discussed at Team Monthly Meetings

1800RESPECT – 1800 737 732 24 hour	24-hour national sexual assault, family and domestic and family violence counselling line for any Australian who has experienced, or is at risk of, family and domestic and family violence and/or sexual assault.
Sexual Assault Hotline 1800 010 120 0730 – 2330 7 days	The Queensland Sexual Assault Helpline offers telephone support and counselling to any Queensland who has, or thinks they may have, been sexually assaulted or abused. It is also for those who are concerned someone they care about might be assaulted or abused.
Lifeline 13 11 14	Lifeline has a national number who can help put you in contact with a crisis service in your state. Anyone across Australia experiencing a personal crisis or thinking about suicide can call.
DVConnect Womensline 1800 811 811 24 hours 7 days	Womensline helps women to obtain safe refuge accommodation, confidential counselling and referral to other services
DVConnect Mensline 1800 +00 636	Mensline provides confidential counselling, information and referral to men affected by domestic and family violence.
Victim Assist Queensland 1300 546 587	Find out about getting financial help. The Queensland Domestic and family violence Resource Service provides direct support, tips and brochures on how to handle domestic and family violence.
TRANSLATING & INTERPRETING SERVICE — 131 450	Gain free access to a telephone or on-site interpreter in your own language. Available 24 hours, every day of the year.

Relationships Australia 1300364 27	Support groups and counselling on relationships, and for abusive and abused partners.
QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE (QIFVLS) — 1800 88 77 00	QIFVLS is a not-for-profit organisation providing free legal advice and counselling services to Aboriginal and Torres Strait Islander peoples.
PENDA Download in Google Play or the iTunes App Store	Penda is a free, national app with legal, financial, and personal safety information and referrals for women who have experienced domestic and family violence. It was developed by the Women’s Legal Service Qld with funding from Financial Literacy Australia.
DV WORK AWARE	Information for women employees in Queensland affected by domestic and family violence
Gambling help 1800 858 858 24 hours 7 days	The Gambling Help service is a free and confidential support The Gambling Help services are located in 14 regions and operate out of approximately 30 sites across Queensland. All services are free and confidential.
Beyond Blue 1300 224 636	Beyond Blue works with the community to improve mental health and prevent suicide, so that all people in Australia can achieve their best possible mental health.
MensLine Australia 1300 789 978	Provides support to men with emotional or relationship concerns

## 28 Diversity and Inclusion

At The Betta Group we encourage diversity and inclusion. We believe this helps us achieve our objectives of creating a workplace where we safeguard the health and wellbeing of employees and those we work with whilst working toward exceeding customer expectations.

Through diverse and inclusive teams, we gain access to the best available talent, we harness creativity and problem solving and we have insight into our diverse customers and other stakeholders including the communities in which we work. This enhances our performance and enables future growth

Diversity can be visible or invisible and include difference of gender, ethnicity, and indigeneity, though experience, religious beliefs, age, education, disability, sexual orientation and gender identity.

The Betta Group is committed to providing an inclusive workplace where everyone feels respected and safe. That means providing and promoting an environment that does not condone or tolerate inappropriate workplace and business behaviour (including discrimination, harassment, bullying, victimisation and vilification)

At The Betta Group, everyone has a part to play in actively and intentionally behaving with inclusion in mind.

We value the diversity of our team members and a culture of inclusion at all levels and in all parts of our organisation because it enables us to achieve our objectives.

- We empower team members to manage their productivity, effectiveness and personal situation.
- We will consider all requests for flexible ways of working.

## 29 Indigenous Engagement

Our vision for reconciliation is an Australia that provides equal opportunities to everyone. The Betta Group will ensure that Aboriginal and Torres Strait Islander people feel welcome and valued in our business as employees, customers, suppliers and visitors.

The Betta Group seeks to increase the indigenous participation rate and employment outcomes of Indigenous Australians within our organisations.

- We aim to be an employer of choice, and where possible within business conditions, trainee programs will be supported.
- Build and develop a positive working relationship with the community and relevant stakeholders about improving employment outcomes for Indigenous Australians.
- Redress, through affirmative action in employment, the past disadvantage experienced by Indigenous Australians.
- Create a Work environment that is free from discrimination, promotes an understanding of indigenous culture, and is culturally respectful and inclusive.

## 30 Reconciliation Action

Our Aboriginal and Torres Strait Island Affairs reconciliation strategy is based on the following core areas of focus

- Increase the number of Aboriginal and Torres Strait Islander team members working within our business as we can
- Ensure Aboriginal and Torres Strait Islander team members access career development and increase representation at all levels of our business
- Increase our procurement from, and support for, Aboriginal and Torres Strait Islander businesses
- Supporting organisations who are focused on improving the lives of Aboriginal and Torres Strait Islander People

## 31 Supplier Diversity

The Betta Group commits to review procurement spend and where possible redirect to indigenous businesses where the spend can create greater social good and give businesses a strong competitive advance.