

**millennium**

**Employee Code of  
Conduct Handbook.**

Updated 11 Nov 2021

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## ABOUT US

### 1 Introduction

Millennium Services Group Limited (Millennium) has produced this handbook so that all employees can better understand the Company and how it works, the role each person plays in its development and success and the career opportunities available to them. This handbook also supports Millennium's commitment to open communication.

The information contained in this Handbook is general in nature, applying across the range of Millennium Services Group Limited companies. It should be read in conjunction with your Expression of Interest for Employment Form and the Letter of Offer provided to all new employees upon commencement of employment with the Company.

This 'Employee Code of Conduct Handbook' plays an important role in your working life and induction to the Company and as such, you are required to carefully read of all the content contained herein.

This document sets out Millennium's expectations of you in terms of your behaviour and actions at work and also what you can expect in return by way of support, in order that you may enjoy a long, safe and rewarding association with the Company. This information will assist you in upholding the values of the Company and protecting the interests of its clients.

If you have any issues or concerns, in the first instance, please contact your Manager or local Payroll Dept.

### 2 Our History

Millennium Services Group Limited listed on the ASX in November 2015.

Millennium has built its reputation based on personalised service, attention to detail and care for its clients and employees.

Millennium started as a Security services company in 2003 in New South Wales and grew steadily to provide class-leading security, cleaning and integrated services on the eastern and southern seaboard of Australia. In 2015 Millennium expanded operations into New Zealand and in late 2016 extended its service offerings to Western Australia as a result of its successful acquisition of the Airlite Group, a leading cleaning and integrated services provider based in Perth. In August 2017 we commenced operations in Tasmania.

Millennium understands the importance of providing clean, safe and secure environments for its clients, the community and employees.

Millennium recognizes and appreciates the significant contribution its employees make toward the company's ongoing success and profitability and prides itself on providing unparalleled service delivery to the industry.

We value our workforce, and are committed to creating a team based, collaborative working environment for all who decide to join us.

### 3 Our Charter

Our Charter is to:

- Adopt and display a positive and constructive management approach, demonstrating commitment to Millennium, its people and its commercial partners
- Foster amongst all employees a high level of individual commitment and motivation towards the Company and one another
- Use authority in a responsible and consistent manner
- Assist in the transfer of underlying values from senior management down through the wider management group, including Supervisors and Leading Hands
- Understand and apply legal and company requirements, policies and procedures that help ensure the consistent, safe and equitable treatment of employees
- Support and develop a culture of continuous improvement, fostered by open communication at all levels of the Company
- Enhance communication throughout the Company, particularly across the different departments, sites and service streams

### 4 Our Values

- **SERVICE:** We care about the needs and expectations of our clients and community and our people are driven to provide outstanding customer experiences.
- **TEAMWORK:** We understand that working together, united as a team we are stronger and the safety and wellbeing of our people is our top priority.
- **ACCOUNTABILITY:** We take ownership for delivering results for our clients
- **INTEGRITY:** We act ethically, maintain strong corporate governance and are transparent and respectful to all our stakeholders

### 5 Our Customer Service Promise

Customer service is the focus of all our activities and is paramount to our ongoing success. Millennium aims to consistently exceed our customer's needs and expectations. We pride ourselves in our ability to respond to specific customer requests in the shortest possible time frame, thereby building excellent customer relations.

We encourage you to seek out and identify opportunities to improve our customer service and to feel confident to bring your ideas to the attention of your Supervisor or Manager.

## 6 Our Quality Promise

The quality and reliability of the services we provide to our clients is the responsibility of every person employed by the Company. At Millennium we believe in 'Doing It Right the First Time' particularly in relation to service delivery, cost management and customer satisfaction.

We encourage you to seek out and identify opportunities to improve our service quality and to feel confident to bring your ideas to the attention of your Supervisor or Manager.

## 7 The Environment and Community

Millennium considers responsible environmental management to be an integral part of day-to-day business operations throughout the Company. Employees shall minimise operating expenses wherever possible and make use of recycling facilities where provided.

The Company endeavors to conduct its business in ways that will:

- Protect the health and safety of its employees, clients, suppliers and the public
- Improve its awareness and management of environmental issues in order to reduce any adverse impacts upon the environment
- Promote and implement cleaner production and best practice environmental management to the management and development of its operations
- Employees shall follow all Company procedures designed to minimise waste or expenditure and actively participate in the Company's 'Go Green' program

We encourage you to seek out and identify opportunities to improve our environmental management and to feel confident to bring your ideas to the attention of your Supervisor or Manager.

## WORKING FOR MILLENNIUM

## 8 Our Expectations

Prior to your commencing work with Millennium you completed an Expression of Interest for Employment form. You were then provided with a Letter of Offer and a copy of this Employee Code of Conduct Handbook and The Terms and Conditions of Employment. These documents outline your general employment conditions with the Company and the expected workplace behaviours and standards. (These documents together form the conditions of your employment)

Should you require any further information you can: -

- Ask your Supervisor or Manager for access to the relevant Industrial Relations Award; or
- Contact your Account Manager or State Payroll Department

### 8.1 The Company's Expectations of All Employees

Millennium expects the following general standards of behaviour from all employees, regardless of their seniority or location:

- Be committed to the job and to making a positive contribution
- Work safely
- Be fair, reasonable and honest in all dealings with the Company and its clients
- Properly use electronic communication facilities
- Minimise waste and expenditure
- Show respect to fellow employees, managers and company property
- Maintain a professional standard of personal appearance and dress
- Be open to new ideas and new ways of working
- Communicate openly and work cooperatively with managers, fellow employees and clients
- Observe and contribute to a non-discriminatory workplace
- Act professionally at all times
- Protect the commercial interests and reputation of the Company and its clients

### 8.2 The Company's Commitments to All Employees

In return Millennium makes the following commitments to all employees:

- Provide competitive and fair remuneration
- Create an environment in which employees are treated with respect, dignity and courtesy
- Be fair and reasonable in dealing with employee concerns or issues
- Keep employees informed about the Company wherever practicable, including regular communication on major issues and initiatives
- Continually encourage employee input and feedback on relevant Company programs and initiatives
- Provide adequate facilities and equipment for work to be effectively completed
- Provide the safest working environment practicable
- Provide opportunities for training, development and career progression
- Support employees' rights of freedom of association and right to join a union

### 8.3 Your Presentation

Given that the majority of our work is undertaken on client premises and in many instances in contact with members of the public it is vital that each day you present yourself for work in a manner that displays a professional standard of appearance and personal grooming that incorporates: -

- A clean and well-maintained uniform (where uniform is required)
- Clean and workplace appropriate Black footwear and socks
- No visible tattoos
- No form of visible body art including but not limited to nose, eye, tongue or lip rings or studs
- No multiple earrings/studs

- No Excessive amounts of personal jewellery
- No extravagant hair styles (I.e. Mohawk, or hair dyed an unusual colour)

#### 8.4 Your Commitment to the Job and to Making a Positive Contribution

Our Company must remain dynamic, diligent and focused if we are to be successful. In this environment we require employees who: -

- Are hardworking, punctual in attendance, conscientious, and committed to the Company's ongoing viability and success
- Act in accordance with the requirements of the law and this Code
- Apply themselves diligently and exclusively to the discharge of their duties during working hours
- When absent due to sickness or for any other reason, personally notify their Manager as soon as practicable, (and preferably before the normal commencement time), of their intended absence and their likely date of return to work
- Do not take excessive amounts of unpaid sick leave or regularly take sick days next to public holidays, rostered days off or weekends, whether with or without evidence or testimony eg. a medical certificate.
- If for any reason, you are running late, you must ensure you contact your Manager / Supervisor to let them know. Text messages are not an acceptable form of communication.
- When provided with adequate training and support, work at a pace consistent with employees of similar experience and skill, and do not make repetitive mistakes or continual procedural errors
- Are ready and willing to work weekends, public holidays and additional hours in order to meet Company operating requirements
- In the case of managerial employees, over a reasonable period regularly achieve Position Description Key Accountabilities and consistently manage their teams in a manner that reflects and reinforces the Company's identified values and beliefs as outlined in this document.

## PEOPLE AND CULTURE

### 9 Your Human Resources Team

The Human Resources Department is responsible for coordinating and overseeing your ongoing employment with the Company. Some of the key services that the Human Resources Department provides include: -

- Recruitment and selection
- Employee induction
- Training and development
- Employee relations
- Equal employment opportunity (EEO), harassment, discrimination and workplace bullying
- Employment contracts
- Conditions of employment
- Workplace, Health and Safety

- Workers compensation and rehabilitation
- Performance management and counseling
- Wage, salary and benefits management
- Superannuation fund management

### 9.1 Salaries and Wages

Wages are paid fortnightly with the pay week commencing on a Monday and finishing on a Sunday.

Your wages are calculated on the basis of the time sheets you submit which you must sign on and off each day. (Failure to do this may result in incorrect payment). Any employee found signing on or off for another employee or altering another employees time sheet may be subject to disciplinary procedures or termination of employment. Salaries are paid monthly on the 15th day of the month for the whole calendar month. (Management only excluding WA)

All wages and salaries are paid by direct deposit into a bank, building society or credit union account nominated by you. You will be required to confirm in writing your designated account details prior to receiving your first pay. (Thereafter you can change your banking details by contacting the payroll department).

The Company has the facility to make authorised deductions from your pay in areas including superannuation, uniform bonds, health insurance, Police Check etc., to arrange your deductions, please contacting the payroll department.

### 9.2 Leave Entitlements

Your regular pay slip provides up-to-date information in relation to your current Annual Leave entitlements. Should you have any queries or concerns regarding your entitlements, please contact the payroll department.

### 9.3 Performance and Conduct

As an employee you are expected to perform your duties as instructed and to the quality and standard required of the company.

At any time should we find that your performance or conduct is not acceptable, we will give you three opportunities to improve your performance;

1. Verbal warning;
2. First written warning;
3. Final written warning

Failure to address the issues outlined in the warning process may result in termination of your employment. Further training is always available, so please ensure you ask for it if you feel you need it.

### 9.3 Termination of Employment

Should you choose to terminate your employment from Millennium you are required to notify the Company in writing and to provide the applicable period of notice as outlined in the relevant Industrial Award or as specified in your Letter of Offer. Should circumstances arise whereby you do not provide some or all of the specified notice, the Company shall be entitled to deduct payment in lieu of notice from any outstanding payments due. (For more information, contact the Payroll Dept.)

Upon your resignation or termination of employment with Millennium, all items that are the property of the Company no matter what their state of condition, are to be returned to the relevant State office on your last day of employment. These items include:

- Keys;
- Uniforms;
- Photo ID;
- Phone (if applicable); and
- Any other items provided as part of your employment.

#### 9.4 Personal References

Millennium does not provide personal written references for any employee terminating their employment from the Company. Upon application to the Payroll Dept. the Company may however issue you with a Certificate of Service that confirms the nature and period of your employment.

#### 9.5 Updating Your Personal Information

Should your basic personal information change during your employment with the Company you are required to notify the Payroll Dept. who will ensure that your records are updated accordingly.

This is particularly important in relation to your home address and phone number, next of kin and whom to contact in the case of an emergency. On an ongoing basis your personal information will be maintained and managed in accordance with the company's [Privacy Policy](#) that is available at [www.millenniumsg.com/investor/governance](http://www.millenniumsg.com/investor/governance).

#### 9.6 Contacting the HR/Payroll Department

If you require specific advice or support that your immediate Supervisor or Manager cannot provide, or if you wish to talk with someone confidentially and independently, you should contact the Payroll Dept. as follows: -

Melbourne Head Office	Phone: 1300 240 132 Email: <a href="mailto:payroll@millenniumsg.com">payroll@millenniumsg.com</a>
WA Office	Phone: +61 8 9443 6789
NZ Office Auckland	Phone: +64 9 632 1139

## 10 Your Privacy

Millennium is committed to ensuring that your personal information, including your health information, is handled by the Human Resources Department in accordance with the Privacy Act 1998 (Cth) and any other relevant privacy legislation.

When you apply for a position or on commencement of employment with Millennium, you are asked to supply information to enable the processing of your employment application and for the ongoing maintenance of your employment. Generally, this information includes:

- Name, address and personal contact details;
- Date of birth and citizenship;
- Referee details;
- Passport and/or visa details;
- Superannuation information;

- Disabilities;
- Health details;
- Previous employment details;
- Qualifications;
- Salary details;
- Bank account details
- Criminal history details;
- Tax file number; and
- Emergency contact details

Additional personal information will also be collected during your employment with the Company, in order to manage our ongoing employment relationship. Examples may include time sheets, leave requests, medical certificates, performance appraisals, etc.

In most circumstances, personal information will be collected directly from you. At the time information is being collected, you will be advised if there is a legal requirement for you to supply the information, for example if it is required by immigration, tax law or for the purposes of compliance any of the Company's contractual requirements.

The primary purpose for our collection of your personal information is to process your employment application, to maintain your employee records and to administer your employment, salary and superannuation.

We may also need to collect your information if we are legally or contractually bound to do so, such as under the Child Protection (Working with Children) Act 2012, or to check visa status through the Commonwealth's Visa Entitlement Verification Online service.

Personal information collected or held by Millennium will be used for managing processes associated with your employment relationship with the Company.

These activities may include the following:

- Recruitment, selection and appointment;
- Payroll processing;
- Superannuation administration;
- Workplace Health & Safety and Worker's Compensation;
- Staff training and development;
- Staff appraisals, probation and promotion.

Millennium may also use personal information in the following circumstances:

- In order to deal with management of grievances or disciplinary processes;
- For the recovery of debts;
- For insurance purposes and the management of work-related travel;
- For overall Company planning or for purposes required by legislation, for example Australian taxation legislation, employment legislation and immigration legislation
- Other related HR processes, such as reporting on workforce profiles in an aggregate non identifying format; and
- In accordance with relevant Company policies and this Code of Conduct

Millennium will store your personal information in electronic format. Our security procedures along with our technological systems provide a rigorous security environment that restricts

access to authorised staff only.

- Millennium will generally only disclose your personal information to third parties if you have authorised us to do so, or if we have told you of our requirement to do so. However, from time to time the Company may be required to disclose your information in circumstances such as:
- If required to do so by law. This could be required by subpoena, court order, Writ, a Worker's Compensation Commission, or other Commonwealth government agencies, such as the Department of Human Services (Centrelink), the Australian Taxation Office, the Fair Work Commission, the Commission for Children and Young People, or their equivalents; or
- If there are reasonable grounds to believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of any individual

In the general course of business, your personal information may be provided to:

- Referees;
- Our insurers;
- WorkCover; and Our contractor's, suppliers or service providers

No personal information about staff will be released to the media by the Human Resources Department without the consent of the individual concerned.

You have the right to access your personal information that is held by Millennium. You are also entitled to request that personal information held about you is accurate and up to date, and therefore be amended accordingly. As the accuracy of that information held depends largely on the information you provide, we recommend that you:

- Advise us immediately if there are any errors in your personal information; and
- Keep us updated with regards to any changes to your personal information, such as your name and contact details
- Employees can request to make changes to, or access their personal information held in their personnel file by contacting the Human Resources Department.
- Employees will be required to provide a written signed request if they wish to:
- Examine the contents of their personal file; or
- Have any correction made or additional material added to their file; or
- Request copies of certain documents on their file

Access to personnel files must be carried out in the presence of a Human Resources staff member. Files cannot be removed from the Human Resources Department and documents cannot be removed from the file.

If you have a grievance about the way your personal information is being managed by Millennium, or have a question regarding privacy, you should contact the Company's Privacy Officer at: [Privacy@millenniumsg.com](mailto:Privacy@millenniumsg.com)

## 11 Your Training and Development

Millennium is committed to the training and development of its workforce for the mutual benefit of employees and the Company alike to:

- Ensure a high standard of competence and effectiveness
- Help employees acquire a variety of skills and to provide greater job satisfaction and challenge

- Help employees in planning their careers
- Provide the Company with greater flexibility in meeting business requirements efficiently and effectively

Millennium has an online platform called 'Millennium People Hub' or 'People Hub' that enables effective and efficient delivery of training content anywhere and at any time along with the ability for you to update your personal information. All employees are issued with a unique user access to both view and update your personal information as well as complete the selected training you are required to complete online. All cleaning and security training modules on all key topics are to be completed prior to employment and some during employment modules are available within People Hub.

Feature of the program are;

- Simple user-friendly menus for PC or smart phone devices
- Multiple-choice responses plus Drag and Drop
- Real time recording of module progress and completion
- Certificate issued at completion of the modules.

The Company will provide training and retraining of employees as required, whether formal, internal or external, to assist employees in maintaining and developing their level of skills/knowledge and competency.

## 12 Your Performance Reviews

Feedback about how you are performing your job is important as it enables you to improve your performance, identify training that you may benefit from, receive praise and to discuss further career opportunities. This feedback may be informal and irregular, or formal such as scheduled annual performance reviews.

## 13 Your Suggestions and Ideas

At Millennium, we understand that our productivity, efficiency, and competitiveness are dependent upon the relationship we have with our employees. It is imperative that we all share a common commitment to achieving the Company's mission and that we all work to a clear corporate vision that encompasses common standards.

To achieve these objectives, we desire that all employees be regularly informed about new developments within the Company and provided with an ongoing opportunity to participate in decision-making processes and to provide comments, suggestions and opinions.

Employees, for their part, must feel confident and willing to contribute positively whenever the opportunity arises.

Millennium has established a series of formal and informal systems to keep employees informed about Company goals, plans, financial achievements, staff changes and relationships with customers and suppliers.

These include:

- Publications- (staff memos and notices)
- Area meetings
- Work section meetings
- Business Improvement Team (BIT) meetings

To keep yourself informed ensure you read the publications and notice boards at your worksite regularly and participate in meetings whenever the opportunity arises.

For employees who don't have regular access to a PC or company phone, we may from time use your mobile phone to provide important updates by SMS to the personal mobile phone number you provided when you joined the company.

## 14 Your Grievances and Issues

If you have an issue or concern that you would like resolved, we encourage you to bring it to our attention by:

- Initially, discussing your concerns with your immediate Supervisor or Manager who will endeavour to resolve the matter, ideally within a maximum timeframe of five working days.
- (If you do not feel that it is appropriate to raise the matter with your immediate Manager, please contact your Account Manager or local Payroll Dept).
- If you are dissatisfied with the response you receive from your immediate Supervisor or Manager, you can refer your grievance to next level of management within the company, (i.e. State Manager) who will attempt to resolve the matter, ideally within a maximum timeframe of five working days.
- You may request that a suitable person of your choice accompany and support you, which may include a union representative, colleague, friend or legal counsel representative.

## HEALTH SAFETY AND WELLBEING

### 15 Your Health, Safety and Wellbeing

At Millennium we are dedicated to the ongoing wellbeing of all our employees.

We consider health and safety to be an integral component of our day-to-day business operations and encourage all staff to actively participate in all aspects of Workplace Health and Safety.

When using Company or client equipment, employees shall exercise care and follow the operating instructions provided in order to minimise personal injury, and/or maintenance and replacement costs. In carrying out their normal duties, employees will always:

- Observe all safety regulations and consider their own safety and the safety of fellow employees
- Utilise designated Personal Protective Equipment (PPE) and safety equipment
- Not smoke on Company or client premises, except in designated areas
- Only undertake work for which they are trained, competent and medically fit to perform
- Promptly report any accident, injury, incident or unsafe or unhealthy condition of which they become aware
- Stop any work that becomes unsafe

Employees shall immediately report any damaged equipment, property or unsafe conditions to their manager.

### 15.1 Safety Training

Safety training is an integral part of our workplace operations. Millennium subscribes to the view that 'Employees don't know how to do their jobs unless they know how to do them safely'.

The Company has a continuing commitment to training all staff in Workplace Health and Safety.

Your Safety Committee helps to identify training needs and communicates these to our Senior Managers. You should request training if you believe that training will assist you to do your job in a safer way.

Training initiatives are reviewed annually to ensure that all employees can achieve and maintain a minimum competency level for their position.

### 15.2 Emergency Evacuation Procedures

It is essential that you are familiar with the evacuation procedures for the site[s] where you are engaged. Copies of site evacuation plans and procedures are available on the notice board in the cleaning room on the site where you work for quick reference.

### 15.3 Personal Protective Equipment (PPE)

As far as is practicable the Company designs its work procedures and physical working environments to minimise workplace hazards. Additionally, as part of our hazard reduction program we also provide Personal Protective Equipment to all employees, including earmuffs, ear plugs, face shields, goggles, safety boots, rubber gloves and face masks.

Upon commencement of employment or transfer to another site your Supervisor or Manager will advise you on how to obtain, correctly use and replenish Personal Protective Equipment suitable for your work specific area.

For your own protection it is a condition of your employment that you always wear and use all Personal Protective Equipment as issued to you. Failure to comply with this requirement may lead to performance counseling and the use of disciplinary procedures

### 15.4 Manual Handling

Almost every job within the Company requires some degree of physical effort. Millennium aims to minimise manual handling tasks wherever practicable by the provision of suitable mechanical devices. Where manual handling is required, we ask that you understand and apply the directions in the Work Instructions and the following simple rules:

#### **DO**

- Use our safe lifting technique: Always carry loads close to your body. When lifting, your spine should maintain its natural curved shape, and you should use the strong muscles in your upper legs to take the weight not your spine. This will usually mean bending your knees, positioning yourself close to the load and getting a secure hold
- Use any mechanical aids available
- Do warm up and stretching exercises prior to lifting
- Get assistance - team lifting reduces the weight
- Have regular rest breaks

#### **DON'T**

- Lift heavy weights
- Lift awkward loads by yourself

- Bend and twist whilst lifting or carrying heavy loads
- Lift above shoulder height
- Carry a load away from your body e.g. carrying at arm's length

This Manual Handling Procedure is detailed in the Company Work Instructions, a copy of which is available on all sites.

#### 15.5 Repetitive Work and Job Rotation

The nature of work that we perform can sometimes involve repetitive tasks and movements. We have implemented job rotation practices whereby employees change work tasks regularly to help reduce the potential for repetitive work injuries. Job rotation also provides variety of work, an increase in skill and greater job satisfaction.

You are requested to undertake muscular warm-up exercises when commencing work or returning from breaks. If you suffer from any shoulder, wrist or hand irritation, discomfort or pain you should report this to your Supervisor or Manager immediately.

#### 15.6 Machinery

Under no circumstances should you attempt to operate any form of machinery for which you have not been adequately trained, nor feel confident to use. Never reach under, through or over any guard and always know how to stop any machine that you are working with before you start it. Do not try to fix any machinery problems yourself. Report any breakdowns or defects to your Supervisor or Manager immediately.

If a machine or item of equipment has been tagged as: 'don't operate' or 'do not remove', you should contact your supervisor or manager to determine why the machine or equipment has been tagged and whether it is safe to be activated for use (I.e. Do not attempt to start or use yourself). Only trained and authorised employees are permitted to operate security apparatus on site.

#### 15.7 Hazardous Substances

During the course of your work you may come into contact with a variety of substances including chemicals used in cleaning and sanitation, gases such as ammonia and fuels like propane which can all be safely used provided the correct handling procedures are followed: -

- Read the product label together with the Material Safety Data Sheet (MSDS) (In the event that it has not already been provided, request your Supervisor or Manager arrange training in product use)
- Avoid eye and skin contact. Wear the Personal Protective Equipment you have been issued
- Never eat, drink or smoke when handling any chemical - wash hands after chemical use
- Avoid inhaling chemical fumes and dust
- Never mix chemicals unless instructed and trained to do so
- Transfer chemicals into clean and properly labeled containers only
- Always return chemicals to the proper storage area – Never store chemicals in direct sunlight or near heat sources
- Always report any major spillages immediately
- Clean up spillages using the correct procedures (In the event that it has not already been provided, request your Supervisor or Manager arrange training in spillage cleaning)

- Always dispose of empty containers as instructed
- Understand the actions to take in the event of an accident

If at any time you experience any sensitivity or allergic condition, please report it to your Supervisor or Manager immediately.

#### 15.8 Safety Signs

Safety signs are used on all our sites to draw your attention to issues in relation to;

- Hazard Management
- What to do in an Emergency
- Safety Requirements
- Personal Protective Equipment and
- Site Rules

These five types of signs in place on Millennium sites must always be obeyed.

#### 15.9 Accident and Incident Reporting

If you are injured at work, no matter how minor the injury, you must immediately:

- Receive First Aid (if required)
- Report the accident to your Supervisor or Manager, AND the WHS/Workers Compensation Coordinator in your state who will coordinate medical treatment and RTW plans as appropriate)

You should also report any incidents, near misses or hazards that you have identified and that you consider may make your workplace unsafe. The company or ROIMG will investigate all reports received and take appropriate action as expeditiously as possible.

#### 15.10 Visitors and Contractors

It is the responsibility of each Millennium employee allowing a visitor or contractor on site to ensure they are signed into the Visitors Book and receives a Visitors Pass and is made aware of and complies with site safety policies and requirements. Visitors include employees from other sites, members of the public, VIPs, employee's family members and children, customers and office staff.

#### 15.11 First Aid and Emergency Personnel

First Aid kits are restocked regularly and are located at all Company sites.

#### 15.12 No Smoking Policy

In compliance with client site regulations Millennium has a no smoking policy in the workplace. Employees who choose to smoke in their own time (in breaks, or before/after a shift) are required to cover their uniform and uniform logo and must comply with the site requirements, i.e., only smoke within designated areas away from public view and entrances. We strictly enforce our Company smoking policy and employees who fail to adhere to this directive may be subject to disciplinary procedures.

#### 15.13 Drugs and Alcohol

Millennium is committed to maintaining a safe and healthy workplace for all employees, subcontractors, clients and visitors, enabling them to perform their work in a productive manner, which does not jeopardise their own safety or the safety of others.

Millennium promotes zero tolerance and it is unacceptable to attend the workplace under the influence of drugs or alcohol. Millennium strictly prohibits the possession, use, sale and transfer of drugs and alcohol during work time or outside of work time on Millennium work

sites. If an employee conducts any of these activities, it will be considered gross misconduct and instant dismissal will follow. Millennium will conduct random drug testing.

Millennium employees must not:

- Be in possession of or traffic illegal drugs on Company or client premises
- Report for work or return from breaks affected by alcohol or illegal drugs
- Consume alcohol or illegal drugs on Company or client premises at any time, except where alcohol is specifically authorised by a Senior Manager for a specific social function
- Be in possession of, or use illegal weapons on Company premises
- Smoke in the workplace or client site - in compliance with client site regulations,
- Millennium has a no smoking policy in the workplace

Employees who are taking medication that could adversely affect their work performance or their safety or the safety of other employees shall immediately notify their Manager to ensure that suitable precautions can be established and implemented.

## THE WAY WE WORK

### 16 Fair, Reasonable and Honest

Employees will not steal Company or client equipment, stock, cash, files, records or other property, nor pass Confidential Information belonging to the Company or its clients on to a third party without prior authorisation.

Employees shall not deliberately mislead, defraud or assist another person to steal or defraud the Company, its clients or their fellow employees.

Employees are permitted to participate in business related meals or functions with customers, suppliers, contractors or competitors. Employees shall exercise care to ensure that such functions have an underlying business purpose and that their value and frequency are not excessive.

Employees shall not offer or accept cash in hand for work performed.

Employees shall not accept loans from any persons or entities having or seeking business with Millennium. (This does not apply in the case of employees entering into loan arrangements with financial or other institutions in the ordinary course of their private business).

Employees shall not purchase items for personal use from vendors having or seeking business with the Company, unless the value of such items is readily and objectively ascertainable. The employee must pay for the item at a price equal to that value. An employee may accept a discount on such, only if the discount is readily available, as a trade custom to general industry.

Employees shall not misuse Company or client assets, intellectual property or the services of Millennium employees (including contractors), for personal gain. This includes copying computer software programs, regardless of whether the programs are protected by copyright. Company letterhead must not be used when corresponding on personal or other matters not directly related to Millennium.

Employees shall not, without the prior written approval of their Manager, undertake any appointment, position or work that: -

- Results in the employee competing with Millennium
- Otherwise adversely affects Millennium
- Adversely hinders the employee in discharging their normal duties with Millennium

Employees shall not be directly or indirectly engaged, concerned or interested in any other trade, business or occupation which is or may be in direct or indirect competition with any aspect of the business of the Company, or adversely affect the performance of their employment duties or responsibilities to the Company.

Employees shall not be involved in any act whether in relation to their employment with the Company or otherwise which in the reasonable opinion of the Company brings or might bring the reputation of Millennium or its clients into disrepute

Employees shall not make substantial investments in a competitor, supplier, or customer organisation without seeking prior written approval from their Manager.

Employees shall inform their Manager if they are charged with a criminal offence which is punishable by imprisonment, or if found guilty will adversely impact their ability to meet the inherent requirements of the position they hold with the Company. At the Company's request or for the purposes of complying with a client's contractual requirements, the Company may direct an employee to undergo a Police Check.

Employees shall notify their manager of any loss, suspension or change to a registration, accreditation, licence or other qualification that adversely affects their ability to meet the inherent requirements of the position they hold with the Company.

Where deemed necessary by the Company, employees shall be subjected to a properly conducted search of their workstation, files and locker.

At the Company's request an employee can be directed to attend a doctor (nominated by the company) in order to undertake a medical examination to ascertain the employee's fitness or capacity to undertake their normal duties. Such an assessment may include an evaluation of whether the employee is under the influence of or affected by alcohol or any drug. In such circumstances, the employee agrees to provide or direct the doctor to provide the Company with a copy of the medical report in respect of any such medical examination undertaken.

#### 16.1 Personal Benefit

Employees shall not use Company or client information: -

- To gain improper advantage for themselves or others
- To cause harm to any person, the Company or the Board

Employees shall not use their position in the Company to influence Board members or other employees in the performance of their duty in order to gain advantage (either directly or indirectly) for themselves or any other person or body.

Employees will not seek (directly or indirectly) any gift, reward, inducement or benefit for themselves or any other person or body, in relation to their duties with the Company.

Employees shall not receive stock or presents with a value of more than \$100, (except promotional items and samples) from a customer, contractor or supplier.

## 17 Proper Use of Electronic Communication Facilities

Email should be utilised by all employees for principally business-related purposes only. Access for the receiving or sending of personal messages is permissible provided that such usage: -

- Is kept to an absolute minimum
- Occurs at irregular intervals
- Does not include the running of any form of personal business
- Does not include the running of personal activity such as sporting company, trade union etc.

All messages sent by electronic mail must be free from harassment, offensive/ bad language, sexual references, or any other un-professional content. This includes sexually explicit messages, images, cartoons or jokes.

Internet access is to be utilised by employees for primarily business-related purposes only. Access to the Internet for personal study/research is permitted provided that such usage: -

- Is initially approved by the employee's Manager
- Is kept to an absolute minimum
- Is conducted during lunchbreaks or outside of normal working hours
- Does not include the downloading or streaming of music or video files
- Does not include logging into or using online chat rooms

Under no circumstances shall any of the Company's electronic communication facilities be utilised by any employee for: -

- The intentional downloading, receiving, forwarding or storage of obscene messages, pornography or explicit images or any other images which may cause offence
- The making of derogatory, inflammatory, or discriminatory comments about the Company, another employee, supplier, or customer of the Company
- The disclosure of private or confidential information about the Company, its clients or an employee
- Any usage that is illegal, unethical or indecent
- Any usage that is detrimental to the Company's professional reputation

Employees issued with Company credit cards are not permitted under any circumstances to utilise such cards in relation to gaming or subscriptions sites; or to purchase items via the Internet without prior discussion and approval from their Manager.

- Occurs at irregular intervals
- Does not include the running of any form of personal business
- Does not include the running of any form of personal activity (sporting company, trade union etc.)

## 18 Social Media

All employees during their employment, and even after their employment with the Company, are subject to the Company's policy on the use and content of material posted on social media, as it may refer to the Company, its employees or the Company's clients or their assets. Employees are therefore required to familiarise themselves and abide by the Company's Social Media Policy. The policy states that employees should:

- Post with care – be aware that if you declare your association with Millennium and the client site you work at, what you say will reflect on the Company
- Not post images of themselves or their colleagues in Millennium or client branded uniforms
- Not post images of their workplace colleagues without their permission
- Not make derogatory comments about the Company or the clients worksite
- Not participate in arguments or debates on social media regarding the Company or the clients worksite which may reflect on either in a negative manner
- Maintain confidentiality regarding the Company and the client site at all times
- NOT make comments that could be considered discriminatory, bullying, defamatory, or inappropriate to Millennium or others
  - . Failure to comply could result in disciplinary action and/or legal proceedings.

## 19 Behaviour and Respect

Millennium believes that all employees are entitled to be treated equally and to have access to employment, promotion, training, transfers and the benefits of employment on the basis of merit.

### 19.1 Communicating Openly and Working Cooperatively with Managers and Fellow Employees

Employees should willingly: -

- Provide open, constructive and honest feedback whenever views are sought on new initiatives or current methods of work
- Contribute ideas, suggestions or concerns and be prepared to accept the Company's response in an objective and constructive manner
- Accept constructive feedback from Managers and fellow employees in a positive manner
- Follow appropriate instructions and work cooperatively with Managers and fellow employees

Millennium condemns all forms of discrimination and harassment. Such behaviour is unacceptable and will not be tolerated under any circumstances. The Company is committed to providing a safe and productive work environment free from discrimination and harassment, including threats to immigration status, for all employees. At all times, employees shall display courtesy, respect, tact and patience when dealing with fellow employees, Managers and clients.

Employees shall not:

- Verbally or physically abuse or strike a fellow employee, Manager or client, regardless of the provocation
- Use abusive language to deliberately cause offence, or to intimidate fellow employees or managers or clients

- Provide the private address or telephone number of another employee, manager or client without their prior permission

Employees shall respect all Company and client property and equipment and shall not deliberately or willfully cause any form of damage or destruction.

Employees shall comply with all lawful directions that may be given by their manager or any person having the authority to give directions. Any employee who doubts the propriety of such an order shall refer the matter to their Account Manager or State Manager.

Employees shall follow the lawful policies of the Company whether they agree with or approve of them or not.

### 19.2 Observing and Contributing to a Non-Discriminatory Workplace

Employees shall not discriminate against any other employee in relation to their: Sex, gender, disability/ impairment, marital status, political and religious belief or activity, lawful sexual activity, race, breastfeeding, gender identity or sexual orientation, status as a parent or carer, age, physical features, pregnancy or potential pregnancy, industrial activity, criminal record, medical record, employment activity (i.e. making a reasonable request about employment entitlements) or personal association with a person who has any of these attributes.

### 19.3 Sexual Harassment

Sexual harassment is unwelcome and uninvited conduct that is offensive from the view of the person harassed regardless of any innocent intent on the part of the offender.

Whether at work or attending Christmas parties, staff dinners or other functions, conferences or business trips, employees shall not engage in sexually harassing or offensive behaviour including but not limited to:

- Persistent, unwelcome demands of a sexual nature
- Sexually explicit or offensive letters, phone calls or email messages
- Requests for sexual favours
- Leering, patting, pinching, touching or unnecessary familiarity or physical touching
- Offensive comments about physical appearance, dress or private life
- Constant requests for drinks or dates especially after prior refusal
- Intrusive questions or comments about a person's private life or reference to a person's sexuality or physical appearance
- Visually displaying in the workplace derogatory objects, pictures or calendars
- Displaying screen savers containing any overtly sexual content

### 19.4 Personal Relationships

Millennium Group acknowledges that mutual friendships and relationships may develop at the workplace which are a private matter and as such do not constitute sexual harassment. Where such circumstances arise, it is expected that: -

- There shall be no adverse impact upon the work performance of the employees involved, nor upon any other employee
- Employees shall not engage in any form of behaviour, which though it might be consensual, could interfere with the working environment or offend other employees. (This includes making public displays of affection, or engaging in excessive personal communication during work hours)
- At all times, employees are expected to act professionally and responsibly when at work or when representing the Company
- Personal relationships shall be conducted in the employees' own time and external to

the Company's premises

- Neither employee shall divulge to the other confidential information that is not applicable to the performance of their positions within the Company

#### 19.5 Bullying and Physical Harassment

Bullying and physical harassment includes, but is not limited to circumstances where an employee: -

- Using physical intimidation to create fear in another employee
- Forces another employee to participate in an 'initiation' process
- Plays offensive or demeaning practical jokes on another employee
- Forces another employee to undertake demeaning tasks

#### 19.6 Reporting Discrimination, Sexual Harassment, Bullying and Physical Harassment

Any employee who believes that they have been subject to actions or words that may be discriminatory or that constitute unwelcome sexual or physical harassment should act upon such discrimination as soon as possible by notifying their Supervisor or Manager, or their local Payroll Dept.

#### 19.7 Children and Vulnerable Person Safety and Interaction

This directive applies to all Millennium employees and contract staff working on Contracted sites. In general, physical contact with children or vulnerable people is to be avoided unless there is a legitimate reason for such contact, or the contact is an expectation of the service provided.

### DO

- There may be circumstances where children or vulnerable people may initiate more intimate greetings such as hugging, and this should be sensitively discouraged
- Use non-invasive greetings commonly accepted in the community such as handshake or high five to respond
- First Aid should be administered in the presence of another adult (preferably one known to the child or vulnerable person) unless in an emergency and the delay in getting another adult would jeopardise their safety
- Contact Police if a lost child, or vulnerable person, is not claimed by a Parent or Guardian within a reasonable period of time. This may vary depending on the age of the child or the time of day/ night etc. Never remove a child from the premises/site unless necessary for the child's own safety and welfare
- If confronted with a situation of an older child threatening harm with a weapon, seek immediate assistance from security or Police, rather than attempting to disarm them
- Avoid being alone with a child or vulnerable person in any location that is not in visual contact with another adult, unless there is legitimate reason for doing so, for their own safety and welfare

### DON'T

- Don't remove items of clothing from a child or vulnerable person's body unless necessary for their immediate safety and/or prevent serious harm (e.g. to administer first aid).
- Don't use any language that is derogatory towards others in the presence of colleagues or customers including children or vulnerable people
- Don't announce lost children or vulnerable persons names over the P.A. System (Note: Please refer to the standing instructions of the client in the first instance as they may require the naming of the child as part of their procedures)

- Don't enter the Parent's Room unless required to as part of your work and you have permission from management. Try to conduct any work whilst the Room is empty or otherwise advise the occupants of the necessity of your presence and respect their privacy

## 20 Modern Slavery Policy

Millennium recognises that human rights concerns can arise not only in our own operations, but also via interactions with external parties – in particular our business relationships, customer interactions, supply chain management and the communities we serve.

This Policy applies to Millennium, its divisions, its wholly owned subsidiaries, its employees and our supply chain.

Millennium understands and accepts its legal responsibilities and has implemented policies and procedures in line with the Modern Slavery Act 2018. These policies and procedures are continually reviewed and improved.

### MANAGEMENT RESPONSIBILITIES

Millennium management will:

- Conduct business in a way that respects the rights and dignity of people, and avoids complicity in human rights abuses, while complying with legal and regulatory requirements which incorporate the protection of human rights.
- Avoid causing or contributing to adverse human rights impacts through Millennium's own business activities and address such impacts if they occur.
- Have systems and processes in-place to mitigate the risk of slavery and human trafficking within its supply chain and apply checks where higher-risk areas are identified.
- Not practice, tolerate or support the following forms of slavery in any form
  - Slavery, servitude (coercion to provide services) and forced and/or compulsory behaviour
  - Human trafficking (arranging or facilitating the travel or movement of a victim with a view to them being exploited)
  - Committing any offence with the intention to commit human trafficking
  - Aiding and abetting, counselling and/or procuring any of the above offences.
- Only use specified, reputable employment agencies to source labour, ensuring all employees have a right to work and are therefore protected by employee legislation
- Ensure our employees, clients and suppliers are aware of this policy using both verbal and written communication.

### EMPLOYEE, SUPPLIER & SUBCONTRACTOR RESPONSIBILITIES

Millennium employees, suppliers and subcontractors will:

- Abide by the requirements of this policy, as per the above management responsibilities
- Conduct business in a way that respects the rights and dignity of people, and avoids complicity in human rights abuses, while complying with legal and regulatory requirements which incorporate the protection of human rights
- Avoid causing or contributing to adverse human rights impacts through Millennium's own business activities, and address such impacts if they occur
- Raise any concerns and report any actual or suspected modern slavery at Millennium or our business partners either to the appropriate line manager, Human Resources Department or via the Millennium Whistle Blower program (see section 21)

Any suspected breach of this policy will be investigated and any person found to be in breach may face disciplinary action and being reported to the relevant authorities.

## 21 Whistle-Blower Program



Millennium has a Whistle-blower program that empowers employees and other stakeholders to play an active role in the elimination of improper conduct in the workplace.

The program is available if the matter cannot be addressed through the standard lines of reporting and communication (i.e. Supervisor or line-manager) or is more appropriately addressed through the independent provider.

This program provides access to STOPLINE, a confidential, independent provider of whistleblowing services who will take full details of your concerns via telephone, mail, email, fax or the company website. It is also important to remember our program enables individuals to maintain anonymity should they so desire.

STOPLINE is available to all Millennium employees, contractors or designated stakeholders and translation services can be provided if requested.

The program is available at; <http://millennium.stoplinereport.com/>

All reports are investigated and anyone making a disclosure must be acting in good faith and have reasonable grounds for believing the information disclosed represents reportable conduct. Unsubstantiated allegations that prove to have been made maliciously, or knowingly to be false, will be viewed seriously with disciplinary actions applied as appropriate.

We are pleased that you have chosen to join the Millennium Services Group of companies and look forward to a long, happy and productive relationship.

# TERMS AND CONDITIONS

## 22 Millennium Employee Terms and Conditions

### Overview

In your employment with Millennium Services Group Ltd. ('Millennium'), you are obliged to comply with these Terms and Conditions of Employment (Terms). Specific obligations in this document may remain in force indefinitely, particularly regarding your obligations not to use or disclose Confidential Information belonging to Millennium or any of its related bodies corporate within the meaning of the Corporations Act 2001 (Cth) (hereafter referred to as 'Group Companies' or clients).

These Terms are presented to you for the express purpose of ensuring you understand the expectations of Millennium on you to maintain quality and continuity of service. You are required to carefully read these Terms prior to signing them in acknowledgement that you will comply with the Terms, and that compliance with the Terms is required as a condition of your employment.

Any breach of the Terms may result in formal or informal counseling, a written warning, suspension of employment or, subject to the severity of the breach, dismissal. Millennium delivers a professional calibre of service in the retail and commercial marketplace, which may only be maintained with the joint cooperation of Millennium and its' employees.

#### 1. Uniforms and Appearance

- 1.1. You are issued with uniforms and equipment as is necessary for the performance of your duties in accordance with the operational requirements of your position. A record of all uniforms and equipment that has been provided to you is recorded on your file. On commencement and on ending your employment, you must sign a uniform request document confirming the uniform/s and equipment you have been issued, and the state of that equipment at the time it is issued to you (e.g. in respect of wear and tear).
- 1.2. You are responsible for all uniforms and equipment issued to you to enable you to perform the duties associated with your position. If uniforms and equipment issued to you are lost, stolen or damaged Millennium may require you to pay for, or reimburse, the cost of replacing the item, depending on the circumstances. You are to notify us of any such damage in writing within one working day of the loss, theft or damage occurring.
- 1.3. You may not loan to any person and may not ask to borrow from any person or contractor, any equipment or uniforms belonging to Millennium without Millennium's written consent. If another employee of Millennium asks to borrow your equipment or uniform, you must report this to your Supervisor immediately.
- 1.4. In the event of the termination or cessation of your employment you will, on the final day of your employment, at the request of Millennium, return in reasonable condition ALL equipment and uniforms issued to you throughout the course of your employment.
- 1.5. Should you fail to return any equipment or uniforms issued to you during your employment, you will be required to reimburse or pay for the cost of replacing these items. You are required to return all uniforms issued to you cleaned and pressed. All security uniforms and jackets must be dry cleaned prior to your last pay being deposited into your bank account.

- 1.6. You are required to maintain the appearance of the uniform by way of washing or dry cleaning the uniform, as required.
- 1.7. You may only wear the company-appointed equipment and uniform as approved and/or modified from time to time by Millennium.
- 1.8. You are encouraged to maintain a high standard of personal appearance, cleanliness and hygiene always and ensure your issued uniform is worn during your allocated shift.
- 1.9. Long hair is to be tied back in order not to impede the execution of duties and to prevent a WH&S risk.
- 1.10. You are either to have a clean-shaven face or a neat and tidy clipped/trimmed beard prior to the commencement of duty. Inappropriate and extreme hair colours and styles (e.g. Mohicans) are prohibited.
- 1.11. You are to wear work appropriate black shoes, which should be kept clean and polished unless prior approval for alternative footwear has been issued by your Manager.
- 1.12. Jewellery should be kept to a minimum. Facial piercings and Jewellery that could present a WH&S hazard or impede the execution of duties is prohibited.
- 1.13. Tattoos are to be covered.
- 1.14. You are to refrain from consuming alcohol for a minimum of 8 hours prior to commencing your shift and in accordance with any state or Federal legislation governing the consumption of alcohol.
- 1.15. You are to refrain from entering licensed premises while in uniform, unless for the express purpose of conducting or executing work-related duties.
- 1.16. Millennium promotes a NO DRUG OR ALCOHOL TOLERANCE POLICY. If you are found to be in possession of, or under the influence of, any drug other than a prescribed drug while on duty you will be instantly dismissed [If you bring alcohol to site or have alcohol in your possession while on site you will be formally interviewed and disciplinary action may result, including termination of your employment].
- 1.17. You are not to smoke in uniform while in view of the general public. If you are on a designated break, you can smoke in designated smoking areas established by the client. If you are smoking, site issued uniforms must be covered and any client or Millennium or company/client logos or branding must not be on display.
- 1.18. You will be issued with a Millennium Notebook and a pen which you must always carry on your person to record any instructions from your supervisor or information observed while on shift. In addition, if you are a security employee you are required to, while conducting the business of Millennium, carry your security licence, notebook, pen, and any other approved equipment issued as part of the duties associated with your employment.
- 1.19. If you are a security employee, and you have not obtained your photo advice or full licence, you are required to carry your letter of acknowledgement from the Security Industry Registry (SIR) or, in Queensland, The Office of Fair Trading, until you obtain your photo advice or full licence. If you are a security employee employed with the Company in Queensland, you are not permitted to work 'off receipt' from a letter of acknowledgement. In Queensland you are not qualified to work as a security guard until you have received your official licence. If you are renewing your Queensland Security Licence, you are able to work 'off receipt' provided that a hard copy has been provided to the Company and once renewed, an update copy of the licence is provided to the Company.

## 2. Confidentiality

- 2.1. You are obliged not to use or disclose Confidential Information belonging to Millennium or any Group Company or their clients. In your employment, you will

become aware of Confidential Information which will be made available to you in the interests of you performing duties associated with your employment. Any breach of the obligation not to use or disclose this information (other than as required by law or in accordance with the duties of your position) may result in us, or our clients, taking legal action against you for using or disclosing such Confidential Information.

- 2.2. All Confidential Information belonging to Millennium, any Group Company, and/or their clients or agents, is to be kept confidential by you (other than where the information is required to be disclosed by you in the performance of duties, or otherwise by law).
- 2.3. You are not authorised to speak for, or on behalf of Millennium or clients or agents of Millennium.
- 2.4. Statements or any form of information should not be made or offered to any person outside the normal chain of command.
- 2.5. Except as required by law, you are not to make any representation or give any undertaking with regard to blame or liability for issues with, or associated with, the premises to which you have been appointed or assigned to work. If any incidents arise, the matter should be directed to Millennium Senior Management or the client (if appropriate) for further consideration. A comprehensive report should be submitted to Millennium or the appointed representative of the client.
- 2.6. Except as required by law you are not to make any statements, representations or convey any opinions about blame or liability to the client, tenants of the client, media or other third party.
- 2.7. You are not, irrespective of your position, to remove any document, equipment or property including CCTV footage, belonging to Millennium or the client from site without first obtaining the written permission from Millennium. The Millennium logo/brand name must not be copied or used on any document that has not been authorised by Millennium Senior Management.
- 2.8. You must not permit an 'unauthorised person' to access any area of the client's property under your control or influence, including a site office, security or cleaner's lunch room, Security Manager's or Cleaning Manager's office, or any other area of the client's property, unless you have obtained the written permission of Millennium or the client. An unauthorised person includes ex-employees, family members including children, contractors or other people not employed or engaged by or the client. This direction applies prior, during and after your rostered hours.
- 2.9. During your employment, you must:
  - 2.9.1. Not solicit work from customers of Millennium or a Group Company;
  - 2.9.2. Not divulge confidential information obtained during your employment belonging to Millennium or a Group Company;
  - 2.9.3. Not compete with Millennium or a Group Company;
  - 2.9.4. Return all Millennium's belongings upon request;
  - 2.9.5. Not entice away other employees of Millennium or a Group Company; and
  - 2.9.6. Not do anything that would or could have the effect of damaging the reputation or goodwill of Millennium or a Group Company.
- 2.10. You will not at any time either during your employment or after the termination of your employment divulge any Confidential Information belonging to Millennium or any of its Group Companies to any other company, person or persons without the prior consent in writing of Millennium, nor use or attempt to use any information which you have acquired in the course of your employment in any manner which may injure or cause loss or be calculated to injure or cause loss to your employer.

- 2.11. All onsite activities including meetings, investigations, incidents or client information is to be considered confidential and should not be discussed with any third parties.
- 2.12. For the purposes of these Terms 'Confidential Information' means any information whatsoever of a confidential nature (whether provided verbally or by way of a document or other material in human or machine readable form) which relates to the Company or any Group Company, including but not limited to business ideas or concepts, business plans or projections, market research and marketing plans, finances, personnel of the Company and any Group Company, including but not limited to business ideas or concepts, business plans or projections, market research and marketing plans, finances, personnel of the Company and all Group Companies, clients, business partners or associates, intellectual property rights licensed to or by, or owned by the Company and all Group Companies and concepts not reduced to material form and any combination of such information in documents or otherwise.

### 3. Duty of Obligation to Report

- 3.1. You are to immediately report to the Account Manager any incident, which may prejudice or damage the relationship between Millennium and the client.
- 3.2. If you aid or assist fellow employees or any other person with any form of unauthorised or unlawful activity, you will be subjected to disciplinary action and the matter may be referred to the Police.
- 3.3. Any matter which may affect the safety or welfare of any person is to be reported immediately to your Supervisor.
- 3.4. In the event that an employee becomes aware of another employee's participation or planned participation in a criminal or negligent activity that may result in any damage to the reputation or property of Millennium, any Group Company or the client, the employee is to immediately notify their Supervisor or senior management.
- 3.5. Information received by any employee will, where possible, be treated in the strictest of confidence.
- 3.6. Under no circumstances are alcohol or drugs to be brought onto or consumed on any of Millennium Group Company's or any of their client's sites. All workers are to report any employees breaching this policy immediately to their Supervisor, Account Manager or relevant Millennium representative.
- 3.7. Under no circumstances are weapons of any description, or articles that may be used as a weapon (including but not limited to swords, bombs, kubatons, knuckle dusters, handcuffs, restraining devices or zip locks, pocket knives, Leatherman knives, multitools, extendable batons, guns, etc.) to be brought onto any Millennium site. You are to report the matter immediately to your Supervisor or any other Millennium representative if you become aware that any such articles have been brought onto site. If you bring any such items to site, the matter may be reported to the Police or any other relevant authority and this may result in disciplinary action being taken against you, including termination of your employment

### 4. Site Allocation or Appointment

- 4.1. Although you are employed with the view that you will predominately work at the one location subject to operational requirements, client requests and company workload, you may be required to work at alternative sites and locations.
- 4.2. Millennium will, where possible, consider your residential address and endeavour to place you at an available site closest to your home.

### 5. External Employment

- 5.1. If you wish to work on a casual basis for another employer outside your rostered hours with Millennium, you must convey this request in writing to your Account

Manager prior to commencing secondary employment.

- 5.2. Any outside employment must not pose any conflict of interest and at no time are you to work for another employer while wearing company uniform or represent yourself as being an employee of Millennium while engaged in external employment.
- 5.3. At no time are you to divulge any information, copy, distribute, use or supply documents or any other material or data belonging to Millennium or any Group Company to any other company without the written authorisation of Millennium Senior Management.

## 6. Integrity and Honesty

- 6.1. All remuneration for work performed will be in accordance with the relevant award and Fair Work Guidelines.
  - 6.1.1. No gifts, cash or reward should be offered or accepted for work performed.
  - 6.1.2. No cashback shall be sought or required from any employee as part their remuneration
- 6.2. You must be mindful of placing yourself in compromising positions by accepting gifts, money or rewards or possessing property or goods that do not belong to you or the client.
- 6.3. Any offers of gifts, monies or reward must be discussed with your supervisor, Managers or a representative of Millennium, and may only be accepted with the approval of your supervisor, Manager or a representative of Millennium.
- 6.4. Any lost property provided to you is to be logged in the lost and found register and, if unclaimed signed out to the client for disposal. At no time are you to remove any property without the express written permission of the client.
- 6.5. Any unlawful activity by any person or employee must be reported immediately to your Supervisor, Account Manager or Millennium Representative.

## 7. Directions or Instructions

- 7.1. You are to execute any reasonable direction or instruction from your Supervisor, Manager, Account Manager, the client or a duly authorised representative of any of the above-mentioned parties.
- 7.2. In the event that you disagree with or have concerns about a directive or request that has been given to you, you should discuss your grievance with your Supervisor or Site Manager immediately.
- 7.3. If you do not feel that it is appropriate to raise the issue with your Supervisor or Site Manager, you must contact your Account Manager or HR Manager or a Millennium representative so your concerns can be investigated as soon as practically possible.
- 7.4. You must refuse any instruction or direction if the instruction or direction compromises your safety or that of any other person. All requests deemed to be unsafe must be reported to your Line Manager or Millennium representative immediately.
- 7.5. You must ensure all appropriate action is taken to effectively remove or isolate the risk and report the risk to the client.
- 7.6. If you are assigned to a specific post, then you assume responsibility for all activity in that area and under your control.

## 8. Accomplishment of Duties

- 8.1. You must assume full responsibility for your assigned duties and ensure that your duties are completed to the best of your ability and in accordance with site procedures.
- 8.2. You must take responsibility for problems within your designated area of duty. You

are obliged to solve any problems before leaving the workplace and, if this is not possible, you must inform your immediate Supervisor or Manager before the end of your shift.

- 8.3. You must ensure you are familiar with, and understand, Millennium's or its Group Company's policies, regulations and site-specific procedures as they pertain to your duties. You must take the initiative to field questions to Supervisors or Managers if any procedure or practice with which you are required to comply is unclear.
- 8.4. Millennium encourages input from you and gives employees the opportunity to consult or provide constructive feedback through BIT Meetings (Business Improvement Team). All feedback is noted and escalated to Senior Management.
- 8.5. You are responsible for improving WH&S (Worker Health and Safety) on your site and must take all measures to ensure safety standards are constantly improving. This will include reading and signing Toolbox Talks and ensuring you comply with the content of Millennium or client policies and procedures (You are not permitted to leave the workplace without the permission of your Supervisor or Manager).
- 8.6. You are required to sign in at the start of your shift and sign out at the completion of your duties. All entries made regarding your rostered hours and your starting and finishing times must be correct. Any falsification of time sheets or signing in/out documents may result in disciplinary action or termination of employment
- 8.7. All paperwork associated with your shift must be completed prior to leaving the site and all handovers with other employees must be communicated efficiently and effectively.

## 9. Absence/Leave from the Workplace

- 9.1. You should apply for Annual leave or extended periods of leave at least two pay periods prior to the requested dates of leave, or for scheduled or requested time off the request should be made prior to the release or drafting of the next fortnightly or monthly roster.
- 9.2. Scheduled or approved leave will be accommodated where possible subject to the operational requirements of the particular site in which you are based.
- 9.3. If you are applying for leave (e.g. personal leave which you are aware in advance you will be required to take or annual leave.) you are required to request leave through your manager and can do so via the Application that applies to you eg ENTO or People Hub, prior to your leave being approved. Site Managers need to inform line Managers of leave requests they have received to ensure the site is supervised efficiently whilst you are on leave and the client is notified of your absence. All Annual leave must be approved by your manager prior to taking and the approval is at the discretion of your manager.
- 9.4. Sick leave forms must be completed at the start of the next shift when you return to work. All relevant documents (including sick leave forms) and certificates must be given to your Supervisor or Manager and forwarded to your Millennium State Office. If leave forms are not sent into payroll immediately, you may not receive leave pay within that pay cycle or administration or bank fees may apply.
- 9.5. The Fair Work Ombudsman (Australian Government) states:

## NOTICE OF EVIDENCE

When taking personal leave (including carer's and compassionate leave), an employee must let their employer know as soon as possible that they're unable to work. They must also let their employer know the period of leave or expected period of leave.

An employer is entitled to request evidence that would substantiate the reason for leave. The employee is not entitled to the leave if they fail to provide either:

- Notice (as soon as practicable), or
- Evidence (when requested) that would satisfy a reasonable person. An award or agreement (including transitional award or agreement-based instruments) may include terms relating to the kind of evidence that an employee must provide in order to be entitled to paid personal/carer's leave, unpaid carer's leave or compassionate leave. For example, an employer may request that the employee provides a medical certificate.

Page last updated 04.04.2018

**Fair Work ACT Terms and Conditions of Employment Chapter 2 The National Employment Standard Part 2-2**

**Personal Carer's leave and Compassionate Leave Division 7 Section 107 Subdivision D-Notice of Evidence Required**

## 10. Change of Personal Details

- 10.1. It is your responsibility to ensure your employee records are updated. If you change address or telephone number, you are required to advise the business by completing a change form within People Hub prior to, or immediately after, the changes take place.
- 10.2. Should you change your financial institution or account details, you should notify us of these changes through People Hub prior to your next pay cycle to ensure there is no interruption to your wages/salary.
- 10.3. Your emergency contact numbers/next of kin and medical condition information will be held within People Hub.

## 11. Licences, Certificates, Visas and Passports

- 11.1. If you require any licence/s to perform your duties lawfully, proficiently and effectively, you must obtain and maintain the currency of that licence/those licences (security, car or vehicle licence) as a condition of your ongoing employment.
- 11.2. You are required to supply Millennium with copies of all your licences (security, car and/or vehicle licences), relevant correspondence, including letters from the SIR of the Office of Fair Trading for pending or renewed licences, certificates (First Aid etc.), Visas and Passport ID. A copy must also be given to your site Supervisor/Manager for quality assurance and compliance.
- 11.3. You must notify your site Supervisor/Manager, your Area Manager and Millennium immediately upon the Cancellation, suspension, review of any licence, or upon being informed that any licences you hold will not be renewed.
- 11.4. If you are a security employee, you must hold a current First Aid certificate and

Security Licence under the applicable State or Federal Law at your own cost and it must be valid at all times of your employment with Millennium whilst performing your allocated duties. Should there be any mandatory renewal modules that are associated with the ongoing maintenance of your First Aid Licence, you are required to pay for and ensure that these are completed as per legislative requirements.

## 12. Punctuality/Attendance/Recall

- 12.1. You are required to arrive on time for the start of your shift and are expected to be signed in, have all equipment on your person (radios, security licence etc.) and have completed a handover/brief prior to commencing shift.
- 12.2. You are required to make adequate arrangements to ensure that all shift-associated duties have been satisfactorily completed prior to leaving site.
- 12.3. You shall not leave your rostered shift prior to completion of your shift, without the consent of the site Supervisor/Manager, authorised representative of the client or Millennium representative.
- 12.4. Departure from site prior to the completion of your rostered shift, may result in a disciplinary process being instigated in line with the Employee Management Standards.
- 12.5. From time to time you may be recalled to work to cover shifts, training or other site-specific requirements.
- 12.6. You must understand that you may be required to work day, afternoon or nightshift, weekday, weeknight or weekend shifts in accordance with the operational requirements of the site.
- 12.7. You are to be rostered on a fortnightly or monthly basis but are required to be flexible with changes due to site and operational requirements.

## 13. Discrimination, Bullying or Harassment in the Workplace

- 13.1. The practice or promotion of verbal or physical harassment of a sexual nature or discrimination against another employee on the basis of difference in race, colour, sex, age, religion, sexual orientation, disability or national origin is strictly prohibited. Bullying and physical harassment in the workplace is unlawful and will not be tolerated by Millennium or any Group Company.
- 13.2. Bullying and physical harassment includes, but is not limited to, circumstances where an employee:
  - 13.2.1. uses physical intimidation to create fear in another employee
  - 13.2.2. forces another employee to participate in an 'initiation' process
  - 13.2.3. plays offensive or demeaning practical jokes on another employee
- 13.3. Any action which is taken for a discriminatory or improper reason may result in you being stood down pending investigation and may give rise to the termination of your employment.
- 13.4. You are encouraged to report all forms of harassment or bullying to your supervisor immediately.
- 13.5. If at any time you feel embarrassed or uncomfortable in reporting such behaviour directly to your site Supervisor/Manager, you are encouraged to approach any other Millennium Management personnel and report the incident immediately. Millennium has a 'Whistle Blower' program called Stopleveline which is a confidential web link that can be used to report any behaviour on site that may cause distress to a worker or raise concerns regarding worker activity.

<http://millennium.stoplevelinereport.com/>

- 13.6. What Isn't Bullying? – 'Reasonable Management Action' A Manager can make decisions about poor performance, take disciplinary action and direct and control the way work is carried out. Reasonable Management Action that's carried out in a reasonable way is not bullying. <https://www.fairwork.gov.au/employee-entitlements/bullying-and-harassment>

#### 14. Work Health and Safety (WH&S) and Personal Injury Reporting

- 14.1. You must follow our Work Health and Safety policies and procedures and comply with the relevant safety legislation and regulations.
- 14.2. You have an obligation to report and isolate any hazards, risks or issues that may lead to injury to any other employee, customer or others conducting business on site.
- 14.3. All hazards and risks must be documented in the Millennium Hazard/Risk Register on site and must be reported to the client and Millennium immediately so the concerns can be investigated, and corrective/preventative action can take place.
- 14.4. In the event you suffer an injury, you must report the injury immediately to your Supervisor or Manager. You must complete the appropriate incident report form and worker injury forms.
- 14.5. All forms must be completed by you and forwarded to your Millennium State office (as per the Millennium initial notification flow chart) so the notice/claim can be processed within 24 hours of the injury occurring.
- 14.6. With the assistance of your Millennium State Office and your Medical Advisor, a Return to Work Plan will be formulated as outlined in the WH&S policies and procedures.
- 14.7. In the event of injury or illness you must complete an Authorisation Form for the Rehabilitation Coordinator or the WC Officer to contact your treating doctor or specialist.
- 14.8. You are required to be familiar with the WH&S policies of Millennium as well as those applying on the site to which you have been appointed to work.
- 14.9. Millennium requires you to be pro-active in minimising injuries on site by immediately reporting any concerns relating to WH&S to the site Supervisor/Manager, Account Manager, Operations Manager, State Manager or IMS Compliance Manager.
- 14.10. You are required to complete the Millennium induction sheet, the client-based site- specific induction (if applicable) and the Millennium M2m training program as part of your probationary period requirements. All the mentioned inductions must be completed within the first month of your employment within the company.

#### 15. Telephone Calls

- 15.1. You are not permitted to use your mobile phone to make personal calls, (incoming or outgoing) during the duration of your shift unless you are on an authorised break. Phones may be used if an emergency or safety issue arises on site or you are not able to contact your supervisor due to radio issues. If you are expecting any personal calls in relation to family emergencies or health which would require you to carry and answer you phone whilst on duty, you must notify your Supervisor/Manager prior to commencing your shift that you may be required to answer your phone for personal reasons whilst on duty.
- 15.2. All calls, social media sites visited, internet sites visited, or items downloaded whilst using a Millennium phone are monitored and may be investigated by the Millennium IT Department.

- 15.3. If you are found to be using a Millennium or a Group Company's phone in breach of this clause, you will be in breach of these Terms and will be expected to reimburse Millennium any outstanding monies owing.
- 15.4. Telephones on site are predominantly installed for the communication with tenants, clients and Management and with the Security and Cleaning teams. Any abuse of the phone line including personal outgoing calls or incoming personal phone calls will also be in breach of these Terms.

## 16. Keys and Property

- 16.1. You are responsible for the safekeeping and security of keys issued by the client.
- 16.2. Loss or damage to keys or property as a result of the negligence of an employee may result in disciplinary action.
- 16.3. No person, other than an authorised person or employee, is to be entrusted with any keys or property issued by the client or Millennium or any Group Company.
- 16.4. It is the employee's responsibility to ensure all items of equipment (wands, iPods, keys, mobile phones etc.) are returned to the office and signed back in at the end of each shift. All equipment issued to employees as part of their daily duties must be worn and maintained as part of your uniform.
- 16.5. You are not to take keys home or off site for any reason unless authorised by Millennium Management or in accordance with a written directive from the client. In the case of keys or property being removed from site by accident, you will be required to return them to the site immediately at no cost to Millennium to return the keys or property taken without authorisation.
- 16.6. Company property other than uniforms or authorised equipment is not to be removed from the site by you or any other person without the prior written consent of the client or Millennium.

## 17. Electronic Equipment

- 17.1. Any information associated with the operation of security systems, computers and closed-circuit television is not to leave the client's premises unless authorised by the client.
- 17.2. Only approved and authorised electronic equipment is permitted on site supported with the written consent of Millennium, or with the prior written approval by the client. This includes laptops, tablets (iPads etc.) webcams or any other electrical device not the property of the client or Millennium.
- 17.3. There is to be no removal or destruction of any image or electronic report from computers and closed circuit television recorders, be it DVR, CD, USB, cloud based, video or any other connection device without the authorised written consent of Millennium or prior written approval of the client.
- 17.4. CCTV footage, images, electronically downloaded material including documents or emails are not to be copied, distributed, or discussed without the approval of the client or Millennium.
- 17.5. No client or Millennium information or images are to be discussed or posted on social media or any internet platform or site.

## 18. Investigations, Resources and Data Collection

- 18.1. Where overt surveillance cameras have been installed at the place of work you understand that you may be recorded at any time.
- 18.2. You consent, as a condition of your employment for Millennium and any Group Company and/or their appointed agents to use, review, distribute or rely upon this information in determining breaches of policy, evidence in court, disciplinary proceedings, legal action or resolving disputes.
- 18.3. You are advised that, where email or internet facilities are made available by Millennium they are for the express purposes of Millennium's applications or client

requirements. Using the email or internet facilities for any other purpose gives rise to a breach of these Terms.

- 18.4. Management reserves the right to access, review or inspect physical or electronic records. If you are found to have used this equipment for personal use then you understand that you have waived any rights to privacy, which may ordinarily have prohibited your employer from such action.
- 18.5. If you have downloaded data or used equipment for purposes other than work-related purposes, you will be required to reimburse any costs incurred in doing so to Millennium.

## 19. Specific Policies

- 19.1. The pursuit of offenders beyond the physical boundaries of the client's property is prohibited.
- 19.2. If you undertake such a pursuit in contravention of clause 20.1 of these Terms and Conditions, you do so at your own risk and peril as the Company's insurer may elect not to accept any claims arising from injuries sustained during such pursuits.
- 19.3. Where assistance is requested from a Tenant/Customer/Client/etc. for an alleged shoplifting offence, employees are to provide assistance in the form of a physical presence only whilst the Tenant/Customer/Client/etc. performs the arrest. Employees are NOT permitted to detain persons based on suspicion of committing an offence (i.e. theft).
- 19.4. No Millennium employee is to place themselves or others in immediate danger through actions which may result in physical danger, injury or arrest. You are not to run to an incident or act in any manner that could be construed as reckless whilst performing your duties on site.
- 19.5. You are expected to act in a professional manner at all times and never put yourself in a position where you could bring the company or any client into disrepute.

# CONTACTS

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