



Natural Area
CONSULTING MANAGEMENT SERVICES

Natural Area Holdings Pty Ltd Policy & Procedure Manual (Induction Manual for Employees)

MAN-HSEQ-003

November 2019



Natural Area Holdings Pty Ltd
233C Drumpellier Drive, Whiteman, WA, 6068
Ph: (08) 9209 2767
info@naturalarea.com.au
www.naturalarea.com.au



Disclaimer

Natural Area Holdings Pty Ltd (NAH) has prepared this report for the sole use of NAH employees. This document may not be relied upon by any other party without the express written agreement of NAH.

Confidentiality

This document contains valuable and commercially sensitive information. This document is intended for NAH employees' sole use and the information contained herein is not to be used for any purpose other than that intended. Improper use of the information in this document may result in an action for damages arising from the misuse.

Document Control

Document Title	Employee Induction Manual				
Location	NACMS MS Master/HSEQ System/HSEQ Manuals/MAN-HSEQ-003 Employee Induction Manual V13.docx				
Draft/Version No.	Date	Changes	Prepared by	Approved by	Status
V1	March 2009	-	DS	DS	Superseded
V2	Sept 2010	Formatting	SB	LS	Superseded
V3	February 2012	Formatting	DS	DS	Superseded
V4	October 2012	Formatting	DS	LS	Superseded
V5	April 2014	Formatting	KH	DS	Superseded
V6	January 2015	Formatting	KH	LS	Superseded
V7	28/04/2015	Complete review	KH	DS	Superseded
V8	11/05/2015	Style Guide update	KH	DS	Superseded
V9	25/05/2015	Safety glasses and facial hair policy, document re-named, SOP list updated	KH	DS	Superseded
V10	03/05/2016	update to some SOPs	KH	DS	Superseded
V11	18/01/2017	Minor update	KH	DS	Superseded
V12	17/08/2018	Minor update	HT	DS	Superseded
V13	11/11/2019	Minor updates	BC	LP	Released

Contents

1.0	Company Background.....	4
2.0	Natural Area - Our Philosophy.....	5
2.1	Our Mission	5
2.2	Our Vision	5
2.3	Our Values	5
3.0	Introduction.....	6
3.1	Purpose of this Document.....	6
3.2	Organisational Structure	6
3.3	Key Personnel & Contacts	7
3.4	Business Ethics (POL-HSEQ-011).....	7
4.0	NAH Occupational Health, Safety, Environmental Management & Quality Systems	8
4.1	Occupational Health and Safety Management	8
4.1.1	NAH OHS Policy (POL-HSEQ-003)	9
4.1.2	Duty of Care (POL-HSEQ-007).....	9
4.1.3	Health & Safety Representatives (HSR).....	10
4.1.4	Incident Reporting	11
4.1.5	Emergency Management	11
4.1.6	Personal Protective Equipment (PPE).....	12
4.1.7	Standard Operating Procedures	13
4.2	Quality Management.....	13
4.2.1	NAH Quality Policy (POL-HSEQ-002).....	13
4.3	Environmental Management.....	14
4.3.1	Environmental Policy (POL-HSEQ-004).....	14
5.0	General Guidelines, Practices & Policies	16
5.1	Compliance with Company Guidelines, Practices and Policies	16
5.2	NAH Anti-discrimination and Harassment Policy (POL-HRM-005).....	16
5.3	Employee Conduct.....	17
5.3.1	Harassment and Improper Conduct	17
5.3.2	Illegal Conduct	17
5.3.3	Smoking	17
5.3.4	Drug and Alcohol	17
5.3.5	Personal Conduct.....	17
5.3.6	Uniforms	18
5.3.7	Employee ID tags	19
5.3.8	Fitness for Work Policy (POL-HSEQ-005).....	19
5.3.9	Internal Complaints Resolution Policy (POL-HRM-010)	20
5.3.10	Confidentiality	21
5.4	Communication	21
5.4.1	Phone Communication at Work	21
5.4.2	Email Communication.....	22
5.4.3	Internet Communication	22
5.4.5	Computer Software	22

5.5	Photography	23
5.6	Security	23
5.6.1	Security at the Workplace	23
5.6.2	Personal Property	23
5.6.3	Intruders	23
5.7	Company Property.....	23
5.7.1	Equipment & Tools	23
5.7.2	Intellectual Property.....	23
5.7.3	Company Vehicles	24
5.8	Professional Development and Training	24
5.8.1	Employee Training Manuals	24
5.9	General Workplace Health & Safety.....	24
5.9.1	Chemicals and Harmful Substances.....	24
5.9.2	Electrical Safety	25
5.9.3	Manual Handling	25
5.9.4	Slips, Trips and General Housekeeping	25
5.9.6	Other Field Hazards	26
5.9.7	Return to Work Policy (POL-HRM-004)	26
5.10	NAH Style Guide	27
6.0	Employee Entitlements	28
6.1	Remuneration.....	28
6.1.1	Regional work	28
6.1.2	Public Holidays.....	28
6.2	Leave Policy (POL-HRM-007)	29
6.2.1	Annual Leave	29
6.2.2	Sick and Carer’s Leave	29
6.2.3	Compassionate Leave	30
6.2.4	Long Service Leave.....	31
6.2.5	Maternity and Parental Leave	31
6.3	Superannuation	32
6.4	Probationary Period	32
6.5	Termination of Employment	32
6.6	Performance Review Policy (POL-HRM-008).....	33
7.0	Acknowledgement.....	34
	Attachment 1: Personnel Key Contacts.....	35
	Attachment 2: Personal Presentation Policy - Field Work	36
	Attachment 3: Personal Presentation Policy - Nursery Work	37
	Attachment 4: Personal Presentation Policy - Office Work	38

1.0 Company Background

Natural Area Holdings Pty Ltd (NAH, commonly referred to as Natural Area) is wholly Western Australian owned and operated company focused on providing environmental consulting and on-ground environmental management to all types of clients including government, mining and resource sectors, private companies, property developers, private landowners and community groups.

NAH began trading in 2003 as Natural Area Management & Services (NAMS). Owned equally by D & J Hancock Pty Ltd and LUDA Pty Ltd, NAMS was primarily established as an environmental weed control business but has developed to become the largest provider of on-ground environmental services in the Perth Metropolitan Region.

Integrated into the NAH business is the Nursery Industry Accreditation Scheme Australia (NIASA) accredited nursery, which received the Best WA Small Production Nursery Award in the 2011 and 2013, Nursery and Garden Industry Awards. The nursery has the ability to produce over 750,000 plants from over 300 species per annum. NAH also manages a substantial seedbank in a purpose-built facility for seed storage, cleaning, sorting and administration with a team of licensed seed collectors.

In 2009, NAH also began trading as Natural Area Consulting (NAC), which was developed as a distinct entity to provide environmental consultation, botanical and advisory services to local governments, property developers and private companies.

NAMS and NAC were integrated in 2014 to be known as Natural Area trading as Natural Area Consulting Management Services.

Natural Area is an environmental business with an understanding of the sensitivity of natural ecosystems and aims to conserve and manage Western Australia's natural areas. The range of services we provide along with the technical experience of our team mean that we are able to provide initial advice on and prepare project plans and proposals, supply the materials and labour for on ground environmental services and monitor and report on outcomes. We recognise the importance of the need to preserve and enhance natural environmental values on which life depends. As our business is directly linked to the natural environment, all divisions are committed to protecting and enhancing the environmental values at all operational sites, including client sites.

2.0 Natural Area - Our Philosophy

Our main areas of focus are:

1. Building our reputation on proven results
2. Providing fast and efficient service
3. Developing and training our team
4. Completing projects to the highest possible standard
5. Providing sustainable advice

2.1 Our Mission

Value creation for our shareholders by:

- satisfying customer expectations
- demonstrating and sharing the community benefits of best practice natural area management
- training and developing new landcare and bush regeneration operators
- conducting an environmentally responsible and ethical business

2.2 Our Vision

To provide commercial and community leadership, being regarded as the pre-eminent business in our chosen market.

2.3 Our Values

To maintain:

- Relationships ahead of opportunism
- Quality ahead of profit
- Fairness ahead of exploitation

3.0 Introduction

Welcome to the Natural Area team!

As an employee of Natural Area you have joined a dynamic team of skilled professionals, dedicated to the future success of the company. As a part of this team, we hope to assist the development of your career with us to its full potential by offering skills, training and support in a variety of landcare activities. Employment and career advancement are based upon performance, self-development merit and relevant qualifications.

3.1 Purpose of this Document

The purpose of this document is to provide an overview of the Natural Area business structure, activities, policies, procedures and expectations of employees.

3.2 Organisational Structure

Natural Area employs a dynamic team of full-time and casual employees. The current organisational chart can be provided on request. The company is organised into distinct Business Units with support staff available to all business units (Figure 1). All business units are located at the Head Office in Whiteman and the field business unit is further organised into operational areas (or depots), being Whiteman (Head Office, also called North Base) and Beeliar (also called South Base).

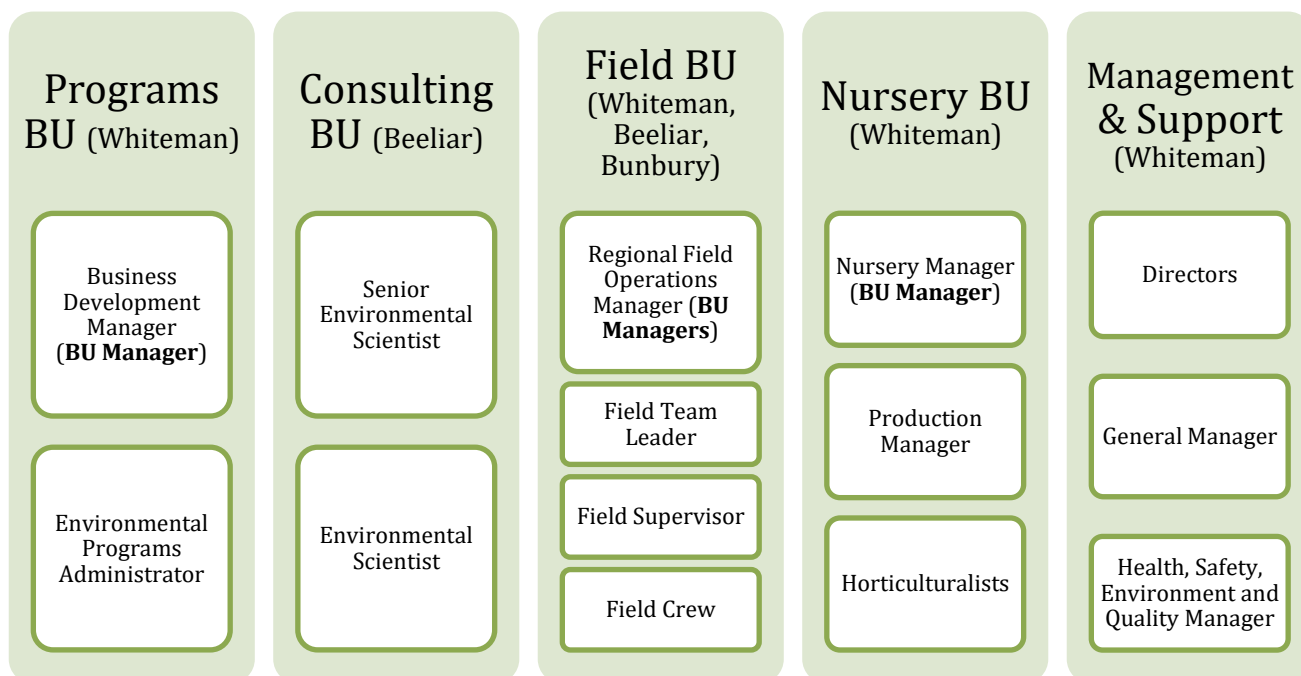


Figure 1: Natural Area Business Units (BU) and associated positions within each unit.

3.3 Key Personnel & Contacts

Your key contacts will depend on which business unit you work in and which manager you report to. Details of key personnel and their contact details are provided in Attachment 1.

3.4 Business Ethics (POL-HSEQ-011)

Employees are expected to conduct themselves in a manner that is lawful and consistent with the highest ethical standards. Natural Area's reputation for integrity in conduct is essential and is not in any circumstances to be sacrificed. The NAH Business Ethics Policy states that:

- Employees conduct themselves during the course of their employment in accordance with the law.
- Employees comply with financial and accounting control procedures.
- Financial and other business transactions be recorded in a manner so as to fairly and accurately reflect the true nature of such transactions.
- No special funds or other accounts representing company assets are to be maintained outside the Company's normal financial accounts.
- Expense reimbursements be used for only proper and authorised business expenditure which are to be accurately described and receipts provided where practicable.
- No customer or distributor is to be over or under invoiced for any reason.
- Employees keep accurate, orderly and complete written or electronic records that are easily accessible.
- Discounts and rebates to customers should reflect the true commercial transaction and not serve any illegal or improper purpose.
- Fees and commissions to consultants, agents and other third parties should be legal, proper, and reasonable in relation to customary commercial practice and processed through the correct channels.
- Employees should not give or receive monetary or other gifts, personal favours or gratuities in connection with the business of the Company except where they are of an incidental nature and do not exceed \$100 in value. Gifts in excess of this value should either be returned or discussed with a Director.

4.0 NAH Occupational Health, Safety, Environmental Management & Quality Systems

NAH have developed a company specific occupational health and safety (OHS) management system, quality management system (QMS) and environmental management system (EMS), each with guiding policies and procedures to ensure our works are conducted safely and to the best possible standard. These three systems have been integrated into the HSEQ Management System. This integrated management system includes:

1. NAH Occupational Health and Safety Management Plan
2. NAH Occupational Health and Safety Policy
3. NAH Emergency Procedures Plan
4. NAH Quality Manual
5. NAH Quality Policy
6. NAH Environmental Management Plan
7. NAH Environmental Policy

All policies are provided below but each management plan and or manual is available as a separate document for new employees to read. Email the HR Manager or info@naturalarea.com.au to request a copy of these documents.

4.1 Occupational Health and Safety Management



Natural Area's occupational health and safety systems are accredited to AS/NZS 4801:2001 standards and is periodically audited by an independent party.

For each operation, correct training and product knowledge is available to ensure the highest standard of service in a safe and environmentally friendly manner. The success of health and safety at NAH ultimately rests on the willingness of everyone employed within to co-operate and work collectively with 'team spirit'. NAH management recognises and accepts responsibility to provide a safe and healthy environment for its customers, employees, the public and for the protection of property. To achieve this, safety management systems address risk assessment, accident and injury prevention, hazard control, health preservation and promotion.

Safety and health at work is both an individual and shared responsibility of all employees and is constantly reviewed and improved through regular consultation. Managers, Team Leaders, Supervisors and employees regularly meet on both a formal and informal basis to interact on all issues pertaining to health and safety.

All employees are required by law to take reasonable care for their own safety and health of other people through any act or omission at work. An employee has the right to refuse to work in a situation whereby they feel unsafe and it is the responsibility of the employee (in consultation with their manager) to then promptly document this situation. The success of a safety and health ultimately rests on all employees assuming responsibility for their actions. Reducing disease, accident and related insurance costs will enable the company to be more competitive, thus helping to safeguard employment status.

4.1.1 NAH OHS Policy (POL-HSEQ-003)

The management of Natural Area Holdings Pty Ltd recognises and accepts that it has a legal and ethical obligation to provide a safe work environment for its employees, contractors and visitors to its work site(s), depots and offices in order to comply with state and federal OHS legislation and guidelines. We also recognise that occupational health and safety is the responsibility of all personnel within the organisation, including employees and management. Our occupational health and safety program relies on a consultative and team approach for its ongoing success and continued improvement in order to eliminate work-related injury and illness.

A risk assessment approach has been adopted; the risks associated with each work task are assessed to determine the potential for injury and accident. The hierarchy of control is applied in order to eliminate, or substitute, or isolate, or engineer out, or apply administrative controls, or provide PPE to prevent accident and injury. The aim of Natural Area's OHS management system is accident and injury prevention, hazard control, health preservation and promotion. Consultation occurs regularly with Health and Safety Representatives, employees and upper management.

Natural Area commits to:

- Ensuring that a Health & Safety Representative (HSR) is available at each working depot to consult with employees about health and safety matters within the workplace.
- Providing relevant training to all HSRs within two months of their appointment to the role.
- Ensuring that all employees fulfil the mandatory OHS training/licence/certification requirements within one month of commencing employment with Natural Area.
- Ensuring that all staff are fully informed about the work activities they have been assigned that have the potential to result in accident or injury via the completion of Job Safety Analysis (JSA) for all project work.
- Providing Personal Protective Equipment (PPE) for all situations where no alternative means for reducing risks is feasible.
- Regularly reviewing and assessing risks associated with workplace activities and applying appropriate strategies to reduce those risks as far as is practicable to do so via quarterly workplace inspections.
- Ensure OHS management is discussed at management meetings.
- Regularly reviewing the NAH Occupational Health and Safety Plan and Standard Operating Procedures to incorporate efficiencies, changes to legislation and changes to customer needs and to demonstrate our commitment to quality.
- Maintain documents to ensure records are kept and available for reference.

4.1.2 Duty of Care (POL-HSEQ-007)

Natural Area is required by law to provide a high standard of safety and health at the workplace and ensure that employees are not injured or harmed during the course of normal works. This includes a responsibility to provide and maintain, as far as practicable, a safe working environment, as outlined in the *Occupational Safety and Health Act 1984*. This is called Natural Area's Duty of Care and it applies regardless of the terms or type of employment and includes casual workers.

Natural Area's Duty of Care includes protecting employees from both physical hazards (for example, slippery floors, heavy loads, unguarded machinery and hazardous substances) and 'psychosocial' workplace hazards (for example, workplace bullying, violence and aggression).

Natural Area will:

- provide and maintain workplaces, plant and systems of work so that employees are not exposed to hazards
- provide information about the hazards and risks associated with works
- provide instruction, training (including an induction) and supervision so employees can work safely
- consult and co-operate with safety and health representatives and employees about safety and health
- where it is not practicable to avoid the presence of hazards, provide adequate personal protective clothing and equipment without any cost to the employee
- ensure safety and health in relation to plant and hazardous substances at the workplace so employees are not exposed to hazards.

Natural Area will also take into account any individual needs an employee may have to ensure they are able to work safely.

Natural Area has a responsibility to inform you about certain health, safety and environmental issues including:

- how to resolve any complaints or concerns about safety and health at work
- what to do in an emergency
- what to do if you are injured
- your rights to workers' compensation if you are injured.

Employees of Natural Area also have a duty of care responsibility in relation to safety and health at the work. This includes working safely and not affecting the safety and health of others. Natural Area employees also have a right to:

- be represented by a safety and health representative and/or have a safety and health committee – employees can request the employer holds an election for safety and health representatives and/or sets up a safety and health committee
- be notified about the outcome of investigations into hazards or injuries that they have reported
- refuse to work where they have reasonable grounds to believe there is a risk of imminent and serious injury or harm to health.

4.1.3 Health & Safety Representatives (HSR)

HSR's are appointed at each of Natural Area's depots; the name of the nominated HSR is displayed at each depot.

The role of the HSR is to:

- be a point of contact for employees who have questions about OHS issues or concerns they may have

- undertake workplace inspections to check for potential OHS hazards, report these to management and assist with ensuring they are rectified appropriately
- liaise between employees and directors on OHS matters
- maintain safety equipment and documentation (SDS, emergency evacuation), and manual handling education.

4.1.4 Incident Reporting

An incident is defined as any accident or near miss that may result in environmental damage, injury, illness, lost time or property damage. Incidents also incorporate any quality related incidents including the supply of inferior products, incorrect file naming, events not occurring on time (e.g. monitoring of sites) or any other incident that results in lost time or services NAH provides not meeting customer requirements.

Any type of injury sustained through the undertaking of normal duties at Natural Area should be reported, this includes minor injuries (scratch, bruise etc.) through to serious injuries (broken bone, concussion etc.). It is important to report 'near misses' which are defined as any incident that could have potentially lead to injury, harm, illness or lost time, or any hazards identified.

If an incident or near miss occurs report the incident immediately to your Manager (phone), seek medical assistance if required, this may include calling an ambulance or reporting to the nearest hospital emergency department for treatment. Your manager will assist you in determining what course of immediate action to take. Formally report the incident as soon as practical using **FORM-HSEQ-001 Incident Report**. Your BU Manager will follow up on any actions that are stipulated, you should take an active role in also following-up on any actions that are required by upper management.

4.1.5 Emergency Management

Emergency procedures are described in detail in the NAH Emergency Procedures Plan (MP-HSEQ-004), all staff should familiarise themselves with this document.

Personnel may be directed to evacuate in case of fire, chemical spill, bomb threat (very low risk) or some other unforeseen reason. Personnel should evacuate when they hear the emergency warning siren sound continuously (air horn).

Important considerations:

- The Nursery Manager (Whiteman) is responsible for collecting the Nursery timesheet prior to evacuating.
- The Depot Warden is responsible for collecting the field time sheet prior to evacuating.
- The most senior member in the Programs Office (Whiteman) is responsible for collecting the Visitor Sign-in Sheet prior to evacuating.

If you hear the evacuation siren, you should do the following:

1. Immediately stop what you are doing, alert fellow co-workers and proceed to evacuate.
2. Follow instructions given to you by senior staff or the Depot Warden.

3. Move calmly to your muster point, these are signposted around the Depot, choose the closest muster point to you. Muster points are shown on the Emergency Evacuation Plans located in each of the major offices.
4. Wait for roll call and further instructions from the Depot Warden or the Whiteman Park Fire Warden.
5. Do not leave the muster point until directed and only return to work when instructed to do so by the most senior member on site or the Depot Warden.

4.1.6 Personal Protective Equipment (PPE)

Natural Area provides and or issues various PPE, including, but not limited to:

- Sundstrom respiratory mask with A1/P3 gas particle filters
- protective eyewear and face shields which comply with AS 1337
- herbicide protective suits (spray suits)
- herbicide protective pants (spray pants)
- nitrile protective gloves
- steel-capped wellington boots
- wide brimmed hat
- long sleeve, high visibility work shirt
- steel capped safety boots.

4.1.6.1 Sundstrom Respiratory Mask (spray mask)

The Sundstrom respiratory mask provide respiratory protection against airborne pollutants, such as particles, micro-organisms, biochemical substances, gases/vapours and combinations of these substances to a user. This mask is used at Natural Area to protect employees from herbicide vapours whilst spraying. The respirators consist of a mask body made that covers the user's nose, mouth and chin. It is equipped with inhalation and exhalation valves; an easily adjustable elastic head harness holds the respirator in place and a filter attachment for connecting standard Sundström filters. The inhaled air flows through a filter and inhalation membrane into the mask. The exhaled air is discharged from the face piece through two exhalation valves. The mask may be ineffective if:

- you have any hair growth between the skin and face piece sealing surface such as a beard
- the pollutants are unknown or lack adequate warning properties.
- you find that breathing is difficult.
- you experience dizziness, nausea or other discomfort.
- you smell or taste the pollutants.
- you experience any other noticeable physical effect.
- scars or other physical characteristics may interfere with a proper fit of the respirator.

4.1.6.2 Protective Eyewear

For most works undertaken by Natural Area employees, commercially available sunglasses are adequate to protect eyes when undertaking normal duties. There are some works which may present hazards including flying particles, sharp/pointy objects, dust, splashing substances, harmful gases, vapours, aerosols, and high intensity radiation from welding operations, and strong heat sources. In these cases, it is essential that the maximum degree of eye protection is provided.

AS/NZS 1336 provide guidance on selection of eye protection and the following should be considered:

- Nature of risk to eyes. For example, radiation, impact, dust / abrasive particles, liquid / chemical splash or spray.
- Conditions under which the person is working.
- Visual requirements of the task.
- Personal preference/comfort of wearer. This may include appearance, weight, ventilation and unrestricted vision.
- Condition of person's eyesight.

The following general eye protectors are available:

- Goggles: an eye protector fitting the contour of the face and held in position by an adjustable headband.
- Welding helmet: a rigid eye protector which is worn by the operator to shield the eyes, face, forehead and front of the neck.
- Faceshield: a device which includes a transparent visor, supported in front of the face to shield the eyes.
- Safety spectacles: an eye protector with protective lenses mounted in spectacle-type frames, or integrally moulded into the frames with or without side shields and held in position by the side arms.
- Tinted safety spectacles/goggles: provided to employees who require eye protection and who are generally required to work outdoors.

The use of protective eyewear for specific activities is stipulated within Standard Operating Procedures.

4.1.7 Standard Operating Procedures

NAH has written procedures for work duties for each business unit. Please refer to these for minimum work standards in conjunction with your Position Description. Whilst training, these SOPs should be referred to frequently to ensure standardisation across all areas of operations.

4.2 Quality Management



NAH endeavours to provide customers with high quality products and services, ensuring that established high standards continue to be maintained in a cost-effective manner. Our customers need to be assured and satisfied that the services and products supplied by our company are going to be of an acceptable quality all of the time. Every employee at NAH is required to apply the principles and philosophy of quality management in their everyday work and use and develop their skills in the pursuit of the optimum 'quality of performance'.

Quality

ISO 9001



The quality management system at Natural Area is accredited to the international standard ISO 9001 for quality management.

4.2.1 NAH Quality Policy (POL-HSEQ-002)

Natural Area Holdings Pty Ltd is a leading provider of environmental consulting, management and restoration services to a range of government and non-government clients in Western Australia. We recognise the importance of providing quality goods and services to our customers to ensure our reputation as a leader in the industry. All business units are committed to providing quality service and outcomes on all

our projects for all our customers by meeting and exceeding the requirements of AS/NZS ISO 9001 quality management standard.

To achieve this, Natural Area will:

1. Ensure customer enquiries are dealt with efficiently and by the relevant personnel with knowledge and expertise.
2. Achieve, maintain and exceed a level of quality to the satisfaction of customers which builds our reputation as a leader in the industry.
3. Provide the necessary training and inductions for all personnel and encourage them to seek out training opportunities to continue their professional development.
4. Ensure all personnel understand the level of quality expected from them in the day-to-day operations of the business.
5. Ensure quality management, including potential improvements to the system, is discussed at management meetings.
6. Comply to relevant legislation and use regulatory body advice when undertaking applicable procedures
7. Regularly review the NAH Quality Management Plan and Standard Operating Procedures to incorporate efficiencies, changes to legislation and changes to customer needs, and to demonstrate our commitment to the improvement of the quality management system.
8. Maintain documents to ensure records are kept and available for reference.

4.3 Environmental Management

Environmental Management is everybody's responsibility. NAH endeavours to carry out activities in a manner which demonstrates that we genuinely care for the environment. It is our policy for all works to be completed in accordance with environmental legislation. To further demonstrate our commitment to the environment, we have developed an Environmental Management System (EMS).

4.3.1 Environmental Policy (POL-HSEQ-004)

Natural Area is a leading provider of environmental consulting, management and restoration services to a range of government and non-government clients. We recognise the importance of the need to preserve and enhance natural environmental values on which life depends. As our business is directly linked to the natural environment, all divisions are committed to protecting and enhancing the environmental values at all operational sites, including client sites as well as implanting sustainable work practices.

Our environmental objectives are to:

- minimise environmental disturbance, particularly during on-ground field activities through the implementation of appropriate procedures and practices
- minimise the spread of pathogens, particularly *Phytophthora cinnamomi* (Dieback), through the adoption and implementation of appropriate hygiene measures on client sites and in the nursery
- maintain and implement appropriate contingency plans relating to the transportation, storage and handling of chemicals used for weed and pest animal control
- comply will all relevant legal and other requirements including licensing requirements and relevant industry codes of practice

- carry out all business activities in a manner that ensures the efficient use of materials, energy and resources
- minimise the production of waste and other forms of pollution, including carbon emissions
- constantly strive to improve our environmental performance through the adoption of best practice techniques where appropriate and the ongoing training and informing all personnel and subcontractors of our environmental commitments
- ensure all personnel have the appropriate knowledge, training and competence to carry out all works whilst minimising potential adverse environmental impacts, including pollution.

Natural Area Sustainability Initiatives

Natural Area are working towards implementing these sustainability initiatives by 2020:

1. Becoming a 'plastic free' workplace by 2020. To support this, all Natural Area staff are issued with a stainless steel refillable water bottle for their use at Natural Area and staff are provided with filtered drinking water
2. Composting organic food scraps produced by Natural Area personnel. Composting bins provided at Natural Area depots encourage personnel to recycle their organic waste instead of sending it to landfill
3. Participating in the national 'Clean-up Australia Day' event on an annual basis
4. Reduced energy use in Natural Area office through the use of solar panels
5. Recycling all paper, card, LDPE products as well as some plastic products (tree stake bags).

5.0 General Guidelines, Practices & Policies

5.1 Compliance with Company Guidelines, Practices and Policies

NAH reserves the right to take all reasonable steps to ensure compliance with the policies described below.

This may include:

- the inspection of files, email or internet usage history, stored in any location on NAH property, or in any storage device at a NAH workplace
- using software or other devices to monitor and record activity on NAH owned equipment
- limiting or removing computing access
- taking disciplinary action up to and including dismissal for the misuse of company communication, equipment or the breach of any of these policies.

5.2 NAH Anti-discrimination and Harassment Policy (POL-HRM-005)

Natural Area is committed to ensuring that the working environment is free from discrimination and harassment. Discrimination and harassment will not be tolerated under any circumstances and disciplinary action will be taken against any employee who breaches the policy.

Discrimination and harassment occur when a person is discriminated against or harassed in the workplace and in certain areas of public life because of:

- race, colour, descent or national or ethnic origin, as defined under the *Racial Discrimination Act 1975*
- their sex, sexual orientation, marital status, pregnancy as defined under the *Sex Discrimination Act 1984*
- a disability as defined under the *Disability Discrimination Act 1992*
- age as defined under the *Age Discrimination Act 2004*
- other grounds under the *Australian Human Rights Commission Act 1986*.

Through this policy, Natural Area aim to:

- create a working environment which is free from discrimination and harassment and where all members of staff are treated with dignity, courtesy and respect
- implement training and awareness raising strategies to ensure that all employees know their rights and responsibilities
- provide an effective procedure for complaints
- treat all complaints in a sensitive, fair, timely and confidential manner
- guarantee protection from any victimisation or reprisals
- encourage the reporting of behaviour which breaches the discrimination and harassment policy
- promote appropriate standards of conduct at all times.

If you feel as if you have been discriminated or harassed within the Natural Area workplace, you are encouraged to seek help from any senior employee (Supervisor, Team Leader, BU Manager, Director) so the appropriate action can be taken.

5.3 Employee Conduct

5.3.1 Harassment and Improper Conduct

NAH employees must not harass, insult or discriminate on the basis gender, race, age, skin colour, marital status or religion. Harassment includes sexual and racial harassment, victimisation and bullying. Sexual harassment is any unwelcome, uninvited sexual conduct of a verbal, written or physical nature that any reasonable person would find intimidating, offensive, threatening or humiliating. Racial harassment is behaviour that ridicules or degrades a person based on their race. This harassment can be delivered verbally, in writing, or by gesturing. It also includes email and other electronic information content that could be considered offensive, discriminatory or intimidating by some recipients or others in the workplace. Any employee who has a complaint in relation to any form of harassment should contact their Manager. There are disciplinary procedures in place for dealing with personnel who are deemed to have discriminated or harassed a fellow employee.

5.3.2 Illegal Conduct

The use of NAH company resources for any illegal activity will lead to disciplinary action which may include dismissal, referral to police or other law enforcement officers and/or legal action. Employees will be personally and financially responsible for any fines and breaches of the law, including speeding fines, insurance excess payments and parking fines at their own expense if their actions have directly resulted in the illegal or unlawful conduct.

5.3.3 Smoking

Smoking is not permitted on company property including the operational depots at Whiteman, Beeliar and Nursery grounds, customer sites, within company vehicles or whilst wearing company clothing. It is a breach of contract on all field sites, to smoke.

5.3.4 Drug and Alcohol

The inappropriate use of drugs and alcohol can lead to the impairment of an individual's health and work performance and can cause accidents and injuries. NAH has adopted a drug and alcohol free workplace to ensure that staff, subcontractors and visitors will not be exposed to drug related hazards whilst at work. The use of drugs and alcohol on client sites or within work hours is prohibited.

The aim of this policy is to assist employees to take reasonable care to ensure their own safety and health and avoid adversely affecting the safety and health of other employees and persons at the workplace due to drug and or alcohol related causes. Procedures that can be used by NAH to assist with controlling the risks associated with drug and alcohol use are education, counselling, drug testing, disciplinary action and termination where applicable.

5.3.5 Personal Conduct

Employees are required to act professionally, ethically, legally and with integrity at all times. This applies to time spent at the place of work (either in the office or field), whilst travelling on company related business or while representing the company at meetings or work-related functions. Employees are to be responsive to all reasonable requests from any of the Directors. The NAH Fitness for Work Policy states that all employees are required to take reasonable care for their own health and safety, and that of any other person that may

be affected by their work activities. They are also required to comply with all instructions and directions established to provide a safe, healthy professional working environment.

5.3.6 Uniforms

The Natural Area uniform is different for each BU and is described in Table 1 below. Appropriate work clothing and PPE will be made available to you, please ensure you take it with you if required on site. Clothing and PPE that is worn due to normal usage will be replaced by NAH, if the apparel is misused or misplaced by the employee, it will be replaced at the cost of the employee. All employee uniform and PPE remains the property of NAH and will need to be returned prior to final payroll.

Table 1: Uniforms at Natural Area

	Field	Nursery	Office
Shirt	Long sleeve high-vis work shirt with NAH logo, will be provided upon employment	Long sleeve khaki work shirt with NAH logo, will be provided upon employment	Various styles of shirts with NAH logo, provided upon employment
Pants	Long work trousers, cotton drill (khaki, navy), to be supplied by the employee. In good safety order (no rips or holes in the material)	Long work trousers, cotton drill (khaki, navy), to be supplied by the employee. In good safety order (no rips or holes in the material)	Smart pants or skirt, to be supplied by the employee. In good safety order (no rips or holes in the material)
Footwear	Steel-capped work boots or wellington boots. Preferably Blue Steel brand- Argyle with bump cap, without zip.	Steel-capped work boots or wellington boots. Preferably Blue Steel brand- Argyle with bump cap, without zip.	Appropriate closed in footwear, work boots (as for field employees) may be required for site visits.
Hat	Wide brimmed hat with NAH logo, provided upon employment	Wide brimmed hat with NAH logo, provided upon employment	For field work, wide brimmed hat with NAH logo, provided upon employment
Wet Weather Gear	Water-proof jacket and pants, provided upon employment	Water-proof jacket and pants, provided upon employment	Not provided, but available upon request if required
Winter Jacket (for winter periods only)	Long sleeve, high-vis winter jacket and/or navy vest (Management team) with logo. Provided upon employment ahead of winter.	Long sleeve, high-vis winter jacket and/or vest (Management team) with logo, may be navy or hi-vis. Provided upon employment ahead of winter.	Various styles of jackets and vests with logo provided upon employment

5.3.6.1 Dress Code

All employees are required to present themselves in a professional and business-like manner. They are to ensure their attire is neat, tidy and appropriate to the work context. Long work shirts are to be tucked in. A daily clean-shaven appearance is required. Employees working when safety/sun protection is required must wear approved clothing and personal protective equipment (PPE). Visible body piercings, hair colour and

style and tattoos need to be in good taste for a professional working environment and meet safety standards. The interpretation of this is at the discretion of the Directors, please discuss individual situations with us ahead of time. As a new employee, if you are unsure, refer to your Team Leader for what form of apparel is appropriate for your position. Personnel presentation guidelines are provided in Attachment 2 - 4. As additional uniform/PPE is required due to excessive wear, employees can be in contact with Davina to request specific items.

5.3.6.2 Safety Steel-Capped Boots and Wellington Boots

Employees are expected to purchase their own steel-capped boots ahead of their first day of paid employment. Steel-capped wellington boots will be provided. Safety steel-capped boots will be replaced by Natural Area for full-time ongoing employees, after a period of 12 months' service. If you feel that you meet these criteria, please be in contact with Davina to confirm. A discussion around the specific boot type and safety shop details required for re-imburement, will need to take place ahead of potential purchase. Casual staff are expected to replace their own boots as required.

5.3.6.3 Washing

NAH recommends that uniforms are washed separately from any other personal washing on all occasions. Hot water is advised with generous rinsing to maximise dilution of any dye stains.

5.3.6.4 Recycled Uniforms

NAH is committed to minimising wastage and excessive consumption within the general community. Most new employees will be provided with a mixture of clean; used and new uniform. Pre-used shirts are to be worn for work days where the anticipated field duties are to result in an excessively dirty shirt at the end of the day.

5.3.6.5 Return of Uniform/PPE

At the termination of employment, any NAH uniform/PPE needs to be cleaned and returned to your Superior. This needs to be completed within 2 calendar days, of your final working day. If this does not occur, your final pay will be at a reduced amount to cover the cost of replacing the items.

5.3.7 Employee ID tags

Each employee or authorised person will be issued with an employee ID name tag. This is to be worn at all times whilst working. This is to be returned at the completion of your employment. It is your responsibility to inform management if a replacement due to wear and tear is required. Lost ID tags will be replaced at the cost of the employee.

5.3.8 Fitness for Work Policy (POL-HSEQ-005)

Natural Area Holdings Pty Ltd (NAH) is committed to ensuring systems and procedures are in place to promote and maintain an employee's ability to perform their tasks safely and efficiently. 'Fit for Work' means that an individual is in a state (physically and psychologically) to perform the tasks assigned to them competently and in a manner which does not compromise the safety or health of themselves or others.

Employee's actions can be directly affected by a number of factors, for example the amount of rest periods between work shifts, the duration of work shifts, overall fitness of employees and the use of alcohol or prescribed and non-prescribed medication or drugs that influences their ability to work safely. NAH acknowledge that the adverse effects of drugs, alcohol, fatigue and other issues can be a significant contributing factor in workplace incidents and injuries; therefore all personnel shall be fit for work at all times.

The objectives of this Policy are to provide and promote a safe working environment by:

- ensuring employees are fit for work
- improving and maintaining NAH's ability to meet its duty of care obligations
- improving and maintaining an awareness of fitness for work responsibilities amongst employees
- providing appropriate assistance to overcome problems that could impair fitness for work
- monitoring compliance and enforcement of this Policy and its procedures, including drug and alcohol testing
- providing effective, fair and constructive procedures for dealing with people who are unfit for work.

Management (including Supervisors) are responsible for ensuring, within their level of control, the safety and health of employees, and the provision of training and resources to ensure people adhere to the 'Fitness for Work' Policy and its procedures.

All employees are required to take reasonable care for their own health and safety, and that of any other person that may be affected by their work activities. They are also required to comply with all instructions and directions established to provide a safe and healthy working environment.

5.3.9 Internal Complaints Resolution Policy (POL-HRM-010)

Natural Area Holdings Pty Ltd (NAH) is committed to ensuring systems and procedures are in place to resolve complaints and disputes that occur within the workplace. NAH recognises an individual's rights to make a complaint about the conduct of NAH operators, services and employees or people sub contracted by NAH where the individual's interests appear to have been adversely or unjustifiably impacted by such conduct, or where an employee raises an issue relating to their employment conditions.

NAH encourages a culture that responds to complaints and disputes in an open and constructive manner in accordance with principles of fairness. NAH is committed to the continued review and improvement of these processes to facilitate a safe and cooperative environment for work.

The objective of the complaints/disputes resolution process is to provide administrative procedures by which complaints can be resolved via the best applicable means. The effectiveness of these procedures relies on the willingness of all parties involved in the complaint/dispute to cooperate.

The principles of fairness applied to dispute resolution ensure:

- all parties involved in the complaints resolution procedure know what to expect in the complaints handling process
- the complaints handling process is carried out in a transparent manner
- all parties are provided with an equal opportunity to be involved in the resolution process

- all parties are treated with a respectful manner
- all parties are protected from retaliation, victimising or adverse impacts
- reasons are provided for decision making.

This policy applies to all NAH personnel, providing a single general system for the process of complaints and dispute resolution. NAH recognises an individual's right to take their complaint to an external party if the complaint is not resolved to the satisfaction of all parties by the NAH complaints resolution procedure.

5.3.9.1 Complaint Resolution Procedure

Our employee dispute resolution process recognises the need for mutual respect and recognition and is based on the applicable National Award (2010 version). It includes the following:

1. Affected parties attempt to resolve the situation on their own.
2. If unsuccessful, involving the immediate Team Leader, and if necessary the RFOM or the HR Manager, in a timely manner.
3. If the dispute relates to the award under which an employee is employed and efforts to resolve the dispute have been unsuccessful, the matter can be referred to the commission for mediation, conciliation or consent arbitration.
4. If the dispute relates to matters not covered by the award, and attempts at resolution have been unsuccessful, the matter can be referred to an independent mediator.

5.3.10 Confidentiality

Confidential information refers to finances, profits, trade secrets, processes, operations, customers, suppliers, plans, contracts, tenders, commercial arrangements, transactions or any other information that is deemed confidential; this includes employee's personal details. All employees are required to maintain confidentiality of NAH and client information on an ongoing basis, including after ceasing employment with NAH. It is assumed that by signing this *Employee Induction Manual* you are agreeing that any form of confidential information you have access to will not be divulged, copied or disclosed to any person external to NAH. Once your employment with NAH ceases for any reason, all company documents or information that you have in your possession must be returned.

5.4 Communication

5.4.1 Phone Communication at Work

Communication with internal employees, external customers, potential customers and business associates should be positive and professional in nature. NAH employees represent the business and demonstrate our company values with what they say and how they act. Any concerns that are communicated to you as a company representative need to be passed onto a Director. Where possible, record the name and contact details (if appropriate) of the person(s) you are speaking to, this information can be gained normally by introducing yourself.

For emergency and field communication personnel must have a personal mobile phone with them at all times. This is to be stored in a safe, secure and dry location. Field crew must be able to be contacted at any time. The phone numbers of key personnel and Team Leaders (Attachment 1) must be on hand whilst in field. Contact details can be sent to you by SMS or by email if you request.

Whilst in the office the land line should be used for all work calls unless specifically requested otherwise by a Director. Phones should be answered by the most appropriate, available employee within 3 rings. If this is you, it should be answered with the appropriate company name and your name.

Natural Area has produced a Standard Operating Procedure relating to communication, which contains the details in the following section.

Personal phone communication whilst being paid at work is to be confined to your break periods. Unless there is a personal situation (bank loan application, rental application, illness in the family) that you have discussed with your BU Manager at the beginning of the day and may need to take a call during the day to facilitate.

5.4.2 Email Communication

Email on NAH equipment is a tool for business communications and all users that are required to use it are responsible for ensuring it is used in a careful, sensible and lawful manner. The same standards of courtesy and professionalism expected in other business communications (letters, faxes) apply equally to email. It is important to ensure correct spelling and punctuation prior to sending emails or any written documentation. As email is an instantaneous method of communication and can be broadcast to a large number of recipients, it presents its own unique risks. The potential for sensitive messages to be copied, forwarded and addressed incorrectly to internal and external recipients is real. Staff members are expected to take particular care when using email. BCC is to be used for employee personal email addresses at all times. There is additional information within the *NAH Style Guide* for expectations relating to email formatting and style.

5.4.3 Internet Communication

Internet communication must be for work purposes only. A Facebook chat at each depot is used as an informal means of communicating messages. Staff are encouraged to join the Facebook chat although it is not mandatory. Information such as road delays, reminders, plant identification questions, and small issues around depots are conveyed through this means, along with photographs for the Programs Team to utilise in social media. Posts in the chat must be pertinent to work activities and respectful; no offensive language, harassment or bullying will be tolerated. Pornography is prohibited and any site containing such material is inappropriate. The display of any kind of sexually explicit image or document on any NAH equipment is prohibited. Additionally, sexually explicit material may not be archived, stored, distributed, edited or recorded using NAH networks, resources or equipment. The visitation and/or use of gambling sites on NAH networks, resources or equipment is also prohibited. All internet activity is recorded on the company server and can be retrieved even if deleted on the desktop computer of origin. For relevant employees, the use of work-related Skype is allowable with the use of a NAH issued username and password only.

5.4.5 Computer Software

All software on NAH computers and equipment must be licensed and be required for work purposes. The installation of personal or illegal software is prohibited. Please discuss with your manager if a specific program is required to improve your role.

5.5 Photography

No images (video or photography) of members of the public are to be recorded without their written permission. Images taken during the course of normal work or NAH company cameras (including those with and taken by NAH employees) are the property of NAH and can be used in any professional capacity that NAH Management team sees fit, this may include social media.

5.6 Security

5.6.1 Security at the Workplace

Security is the responsibility of all employees. NAH will prosecute, without exception, all instances of theft by customers or staff. Ensure that your personal vehicle and any NAH vehicles are locked and secure at all times. Valuable items should not be brought with you to work or stored in the vehicles, lockers or offices if unattended. No personal or valuable items are to be left in the ute trays (this includes your esky). Employee Lockers (if available) are a non-secure PPE storage and keys are to remain in the locker doors. Employees with daily office lock-up duties must perform these diligently and with the best interests of the business at all times.

5.6.2 Personal Property

The safeguarding of personal valuables is your responsibility. Do not leave them unattended or in clear sight of passers-by. Wallets and mobile phones should not be left unattended in vehicles. Expensive/valuable items should not be brought to work.

5.6.3 Intruders

If you see someone in your work area that is acting strangely or suspiciously, or you are not sure who they are, simply ask if you can help. Should you have a reason to suspect someone is an intruder, inform your supervisor immediately.

5.7 Company Property

5.7.1 Equipment & Tools

NAH property and equipment that employees use in the course of their normal work are their responsibility. Employees are expected to use and maintain these assets with care and respect in accordance with the manufacturer's guidelines with the Instruction Manual as a guide. No company asset is to be used for personal benefit or gain or illegal purpose of any kind. Employees must only use company assets for the benefit of the business and in compliance with the law. NAH issued mobile phones, tablets and SIM cards remain the property of the company at all times.

5.7.2 Intellectual Property

During the course of your employment with the Company, employees may develop or have access to intellectual property (new process and procedures that are used, trialled or researched by NAH). Such intellectual property rights belong to NAH both during and following a period of employment and cannot be passed onto any other person or organisation.

5.7.3 Company Vehicles

NAH vehicles are to be used for work purposes only, unless some other arrangement has been made with a Director. Vehicles must be driven lawfully, and as carefully and safely as possible. NAH is presenting a company image to those witnessing our vehicles driving on the road. Any breaches of law are the responsibility of the employee driving at the time. Your current vehicle driver's license must be kept on file, and it is your responsibility to inform us if your license is renewed or revoked. Vehicles are to be clean and tidy at the end of the work shift. In the event of an accident, do not admit responsibility or liability to other parties. Record all details (Incident Report Form), take appropriate photos and inform a Company Director immediately. You may be liable to pay the excess fee if you are at fault in a driving incident. Vehicle keys are to be kept safely with the NAH Site Supervisor when out in the field.

5.8 Professional Development and Training

NAH provides training and development opportunities for all employees to ensure that they have the necessary skills and knowledge to perform their current job and develop to their full potential. Employees are encouraged to lead their own personal development planning and to seek support and guidance from their supervisor in doing so.

Training needs are identified as:

- annual performance appraisals (inc. career development discussion) with prior self-assessment if required
- response to business-wide needs (new equipment)
- response to changing job requirements (in accordance with position description)
- feedback discussions with Managers/Directors
- employee initiated issues
- support (leave) may be available for permanent employees undertaking ongoing relevant education, with each situation assessed on a case by case basis.

Employees should consult their Position Description and most recent performance review to identify and proactively address any development and training gaps. Minimum training requirements for initial employment need to be met within 2 months of commencing work with NAH. If this is not achieved, employment will be terminated. Refer to Position Description for these requirements.

5.8.1 Employee Training Manuals

NAH has developed job specific training manuals for all new employees to complete during their probationary period. Training manuals will be issued to you as part of your induction. It is the employee's responsibility to follow-up with their Team Leaders regarding training manual completion.

5.9 General Workplace Health & Safety

5.9.1 Chemicals and Harmful Substances

Field crew and nursery operatives will be required to handle chemicals and harmful substances when undertaking weed control activities, either at client sites or onsite at Field bases. In order to undertake weed control activities, the appropriate accreditation and license(s) must be obtained from the WA Department of Health. It is the responsibility of the employee to successfully obtain the necessary licencing and ensure that

it is re-renewed annually. On ground, theory and practical training will be provided throughout the probation period.

Appropriate personal protective equipment (PPE) will be provided by NAH that must be worn during all weed spraying activities. Specific PPE requirements for herbicides are outlined in the Weed Control Training Manual (**MAN-HSEQ-005**). PPE will need to be maintained by the employee. All employee uniform and PPE remains the property of NAH and will need to be returned prior to final payroll. SDS's are available for each chemical used by NAH, with copies provided in each vehicle, near the chemical store, and in the office.

Only nominated senior field crew members will undertake mixing or dilution of nominated chemicals, following appropriate procedures and guidelines.

5.9.2 Electrical Safety

While the risks of electrical hazards may seem low at NAH, particular care needs to be taken when:

- working in the vicinity of overhead power lines
- working with electrical equipment, including computers and other appliances
- use of power boards and extension cords
- the use of water in close proximity to electrical equipment.

Residual current devices are installed to help minimise the potential risk of electric shocks. If any electrical hazards are noticed within the workplace, inform your supervisor or a Director as soon as possible.

5.9.3 Manual Handling

The potential for manual handling risks will be associated with moving or carrying loads such as chemical tubs/drums, plants, larger packages, and similar. The following resources are available for further reading:

- National Code of Practice for Manual Handling [NOHSC:2005(1990)]
- Code of Practice Manual Tasks, 2010 (Commission for Occupational Safety & Health).

The following apply to activities that could result in manual handling risks at NAH:

- test the weight of an object first by trying to push it
- avoid lifting or moving heavy or bulky items alone – use a trolley, forklift (if licensed) or seek assistance from a colleague
- if lifting is required, bend your knees, not your back
- keep the load close to your body
- ride-on mower and trolleys are available in the nursery to assist with moving seedlings/plants and can be used to move other large or bulky items as required.

5.9.4 Slips, Trips and General Housekeeping

Slips, trips and housekeeping issues account for a large number of workplace accidents each year, with the majority being avoidable through the application of good housekeeping practices. At NAH, it is recognised that field work activities in bushland and other areas can be difficult to ensure even surfaces or that areas are free from twigs, branches, or other materials that can cause trips. In order to minimise the potential for accidents in these areas, it is a requirement that appropriate PPE is worn, particularly enclosed, steel capped

safety shoes or boots and long trousers. It is expected that each employee undertaking work in the field will need to accept responsibility for considering risks on a case-by-case basis and working in a manner designed to reduce the potential for harm. If you have questions regarding safety within the field, consult the site JSA, see your supervisor, OHS representative, or/and speak to a Director.

Within the office environment and surrounds, it is a requirement that work areas be kept free from obstruction, including boxes, bags, power cords, hoses, and similar, as far as is possible. In the event clutter and obstructions are unavoidable, work areas should be cleared or cleaned up as soon as it is practical to do so.

5.9.6 Other Field Hazards

Other field hazards include the presence of flora and fauna with the potential to cause an injury or illness.

Care should be taken to avoid the following where possible:

- ticks, snakes, spiders, feral animals, and similar
- vegetation known or suspected to be poisonous, or have spikes or sharp leaves, such as some *Hakea spp.*, *Acacia spp.* and pea-plants
- adverse or extreme weather conditions.

First aid kits are provided in each vehicle. It is a responsibility of all employees to let your OHS representative, OHS Manager, or the HR Manager know when items have been used and need to be replaced. When consumables are used, this should be noted on the daily work sheets.

NAH requires employees to wear appropriate clothing for field work, including high-visibility clothing, long sleeves, trousers, safety shoes or boots, and hats. PPE and appropriate clothing has been provided and will need to be maintained by each employee in accordance with the manufacturers' guidelines.

5.9.7 Return to Work Policy (POL-HRM-004)

Natural Area Holdings Pty Ltd (NAH) is committed to ensuring systems and procedures are in place to make provision for the injury management and vocational rehabilitation of all employees who have sustained a compensable work related illness, injury or disability. The aim is to manage a safe and early return to meaningful, productive employment at the earliest possible time consistent with medical opinion. Early intervention with effective injury management provides physical, psychological, social and financial benefits to employees, while minimising disruption to the workplace.

The objectives of this Policy are to provide for injury management and return to work by:

- ensuring employees are fit for work
- improving and maintaining NAH's ability to meet its duty of care obligations
- improving and maintaining an awareness of fitness for work responsibilities amongst employees
- providing appropriate assistance to employees returning to work after injury
- monitoring compliance and enforcement of this Policy and its procedures
- providing effective, fair and constructive procedures for dealing with people who are unfit for work.

For non-work related injuries, NAH will consider casual employment to transition back to full time duties if appropriate.

5.10 NAH Style Guide

The NAH Style guide has been developed to ensure that all documentation and communications produced by Natural Area meet the same basic content, formatting and style requirements. The Style Guide establishes protocols for document preparation, punctuation, basic formatting (typography) in MS Word including things such as page margins, font sizes, line spacing etc., layout of maps and figures, referencing and document control. It is important that when creating documents (emails, reports, presentations, case studies, templates etc.), the NAH Style Guide is consulted prior to submitting your document for peer review.

6.0 Employee Entitlements

6.1 Remuneration

NAH employee remuneration aims to ensure key criteria are met, namely:

- internal equality: incumbents of jobs of similar value within the company should be rewarded at a similar level
- market competitiveness: NAH employees should be paid at a level which is consistent with jobs of a similar value in the employment market within a similar Western Australian region
- individual performance: Individual effort and professional representation should be recognised and rewarded when making salary adjustments.

An annual review of salaries paid to NAH staff is undertaken in accordance with the above key criteria. Your pay is processed weekly (Friday– Thursday) and deposited into your nominated bank account by Friday. It is your responsibility to keep us informed of any account changes in writing at least 1 week prior to their implementation.

It is the employee's responsibility to clock on and off each day. You clock on for your scheduled start time before you start work, if you are late, the correct (late) start time is recorded. At the end of your day, you clock off for your scheduled time, after the completion of your work, unless requested otherwise by your Manager. You will not be paid within that pay week, for days that have not been recorded. It is the individual's responsibility to clock on/off.

6.1.1 Regional work

As a part of your employment, you may be required to work and stay away from home for short periods. NAH will cover reasonable costs associated with transport, accommodation and meals for the duration of your regional work. For any night spent away from home you will attract a regional loading/additional payment amount (\$50/night). Managers or any higher position(s) will not attract regional loading. When meal(s) are not provided within the working environment, a daily meal allowance of up to \$40 per person is available upon presentation of valid tax invoices.

6.1.2 Public Holidays

A full time employee is entitled to the following public holidays:

- New Year's Day
- Australia Day
- Labour Day
- Good Friday
- Easter Monday
- ANZAC Day
- Western Australia Day
- Queen's Birthday
- Christmas Day
- Boxing Day.

Where you are not required to work on a day solely because it is a public holiday, you are entitled to payment as if you were required to work on that day. The Company may require you to work on public holidays and if so you will be paid at your base rate of pay for each hour worked on that day. Casual employees are not paid for public holidays.

6.2 Leave Policy (POL-HRM-007)

Employees can take leave for many reasons, including to go on a holiday, because they are sick or to take care of sick family members. Minimum leave entitlements for employees come from the National Employment Standards (NES).

6.2.1 Annual Leave

Full time employees get 4 weeks of annual leave, based on their ordinary hours of work. Annual leave accumulates from the first day of employment, even if an employee is in a probation period. The leave accumulates gradually during the year and any unused annual leave will roll over from year to year. Annual leave accumulates even when an employee is on paid leave including paid annual leave and personal leave. Annual leave does not accumulate when the employee is on:

- unpaid annual leave
- unpaid sick/carer's leave
- unpaid parental leave.

The Australian Government's Paid Parental Leave Scheme is not considered to be paid leave. An employee does not accumulate annual leave while being paid by the Paid Parental Leave Scheme.

Annual leave is to be applied for using **FORM-HRM-003 Leave Application** and submitted to your BU Manager with at least 2 weeks' notice (longer is preferred). You will be informed if your leave has not been approved.

As the environmental industry is seasonal, optimal leave periods for positions are as follows:

Field Operations:	December - March
Nursery Manager:	October - April
Propagation	February, March, June
General Nursery	July - November
Office	December - February

This is mostly applicable to full time, but to be used as a guide for casuals also. This assists the team to be sustainable over the whole year despite the seasonal aspects.

6.2.2 Sick and Carer's Leave

Sick and carer's leave (also known as personal leave or personal / carer's leave) lets an employee take time off to help them deal with personal illness, caring responsibilities and family emergencies. Sick leave can be used when an employee is ill or injured. An employee may have to take time off to care for an immediate family or household member who is sick or injured or help during a family emergency. This is known as carer's leave but it comes out of the employee's personal leave balance. An immediate family member is a:

- spouse

- de facto partner
- child
- parent
- grandparent
- grandchild
- sibling, or
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.
- a household member is any person who lives with the employee.

You should give your Supervisor a minimum of 1 hours' notice if you intend on taking this type of leave. Whereby an instance of less than this notification period is provided, other than an emergency accident, you will be deemed to have not shown for work. Communication of this request for leave must be conducted by speaking with your BU Manager, or a Director. Other forms of communication, including sms or email are not acceptable for leave application. It is then your responsibility to contact your Manager later in the day to confirm your attendance at work for the following day. Documentation (doctor certificate) will be required for this leave (if the period is greater than 1 day, it is your responsibility to provide appropriate documentation on your next shift, or you may not be paid for the day).

6.2.3 Compassionate Leave

All employees (including casual employees) are entitled to compassionate leave (also known as bereavement leave). Compassionate leave can be taken when a member of an employee's immediate family or household dies or suffers a life-threatening illness or injury. Immediate family is an employee's:

- spouse
- de facto partner
- child
- parent
- grandparent
- grandchild
- sibling, or a
- child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.

Employees will be able to take compassionate leave for other relatives (eg. cousins, aunts and uncles) if they are a member of the employee's household, or if the employer agrees to this.

All employees are entitled to 2 days compassionate leave each time an immediate family or household member dies or suffers a life threatening illness or injury. The compassionate leave can be taken as:

- a single continuous 2 day period, or
- 2 separate periods of 1 day each, or
- any separate periods the employee and the employer agree.

Full-time employees receive paid compassionate leave and casual employees receive unpaid compassionate leave. Full-time employees are paid at their base pay rate for the ordinary hours they would have worked during the leave. This doesn't include separate entitlements such as incentive-based payments and bonuses, loadings, monetary allowances, overtime or penalty rates. Compassionate leave can't be cashed out.

An employee taking compassionate leave must give their employer notice as soon as they can (this may be after the leave has started). The employee must tell the employer of the period, or expected period, of the leave. An employer can request evidence about the reason for compassionate leave (eg. a death or funeral notice or statutory declaration). This request for evidence has to be reasonable. If the employee doesn't provide the requested notice or evidence they may not get compassionate leave.

6.2.4 Long Service Leave

Long service leave is an additional paid leave entitlement for employees who have worked in a business for a long period of time. Full time and casual employees are entitled to long service leave. Long service leave is $8\frac{2}{3}$ weeks of paid leave after 10 years' service working in the same business. For every five years of continuous employment after this initial 10 years, you are entitled to $4\frac{1}{3}$ weeks of paid long service leave.

If you resign, are dismissed (except for serious misconduct) or made redundant, you are entitled to be paid out long service leave if you have worked continuously with the business (even if there have been different owners) for at least 7 years. If you have between 7 and 10 years' service the long service leave payment owed to you is worked out on a pro-rata basis for the entire period of employment, including years, months and days. If you leave after working 10 or more years, your payment is worked out on completed years of service only.

6.2.5 Maternity and Parental Leave

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

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

Parental leave is leave that can be taken when:

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

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

Employees who are taking parental leave to care for an adopted child are also entitled to 2 days unpaid pre-adoption leave to attend relevant interviews or examinations. This leave can't be used if an employer tells an employee to take another type of leave (eg. paid annual leave).

All employees in Australia are entitled to parental leave. Employees are able to take parental leave if they:

- have worked for their employer for at least 12 months:
- before the date or expected date of birth if the employee is pregnant
- before the date of the adoption, or

- when the leave starts (if the leave is taken after another person cares for the child or takes parental leave)
- have or will have responsibility for the care of a child.

For casual employees to be eligible for unpaid parental leave they need to have:

- been working for their employer on a regular and systematic basis for at least 12 months
- a reasonable expectation of continuing work with the employer on a regular and systematic basis, had it not been for the birth or adoption of a child.

Employees who have taken parental leave don't have to work for another 12 months before they can take another period of parental leave with that same employer. However if they have started work with a new employer they will need to work with that employer for at least 12 months before they can take parental leave.

6.3 Superannuation

Superannuation contributions will be paid as required under the *Superannuation Guarantee (Administration) Act 1992* (Cth) as varied from time to time to a complying fund. It is up to each individual employee to nominate their preferred fund for payment and provide complete account information and fund compliance upon employment.

6.4 Probationary Period

NAH has a three-month probationary period for all new employees. It is designed for NAH to assess your suitability for employment and as a company representative. It gives you time to complete all your licencing requirements for the role. It also allows you to decide if you wish to continue to work for NAH.

At the end of this period, it is recommended that you meet with your Manager/Director and discuss work performance, knowledge, ability, attitude, motivation and human relation skills. After the probationary period has expired, notice periods are provided in employee contracts.

6.5 Termination of Employment

Employment can end for many different reasons. An employee may resign or can be dismissed (fired) by Natural Area. If your employment is terminated by Natural Area, you will be given written notice according to the following:

- Period of continuous service is < 1 year: 1 week notice given
- Period of continuous service is 1 - 3 years: 2 weeks' notice given
- Period of continuous service is 3 - 5 years: 3 weeks' notice given
- Period of continuous service is > 5 years: 4 weeks' notice given.

If an employee's employment is ended while they're on probation, they will be given a minimum of 1 days' notice in accordance with their employment contract. If you wish to resign, you must give Natural Area a minimum of two weeks written notice.

If a breach of company policy occurs an employee will receive three (3) written warnings/counselling sessions prior to termination. If the breach is serious, immediate termination may result.

6.6 Performance Review Policy (POL-HRM-008)

Performance reviews are conducted at Natural Area to assess an employee's ability to meet the objectives outlined in their position description, to provide feedback to the employee and to determine possible promotion and pay increases. The initial performance review may be conducted at the end of your mandatory probation period, with performance reviews conducted on an annual basis.

Performance reviews are conducted using **FORM-HRM-006 Performance Review**, where your ability to meet the responsibilities outlined in your position description are scored from 1 - 3 (1 being excellent, 3 being less than satisfactory). Your individual scores are then averaged to determine an overall rating. Qualitative feedback is also provided to you based on each of the responsibilities described in your position description. Your performance review will be conducted by your immediate manager with input from your Supervisors, Team Leaders and Directors. Your performance review will be delivered verbally by your immediate manager and possibly a Director or BU Manager.

You will be given an opportunity to provide comment and feedback on your review and this should be provided within 1 week of the review taking place.

7.0 Acknowledgement

If you have any questions in respect of these policies, please refer these to your Manager or a Director. Your signature below indicates your acceptance of and agreement to comply with the information and policies provided in this document. You are also aware that these policies are subject to change and it is your responsibility to review our company policies and procedures from time to time to familiarise yourself with them. If you do not have access to the NAH server, reception can provide the up to date electronic documentation for you.

Employee Name: _____

Signed: _____

Date: _____

Attachment 1: Personnel Key Contacts

Name	Position at Natural Area	Business Unit	Phone Number	Email
Whiteman Field				
Matt Wood	Regional Field Operations Manager - Whiteman	Field BU	0488 297 373	Matt.Wood@naturalarea.com.au
John Wei	Team Leader - Whiteman	Field BU	0428 791 031	John.Wei@naturalarea.com.au
Nathan Pemberton	Team Leader – Whiteman	Field BU	0498 032 334	Nathan.Pemberton@naturalarea.com.au
Matt Moore	Team Leader – Whiteman	Field BU	0429 804 345	Matt.Moore@naturalarea.com.au
Malaga Field				
Eloise Brown	Regional Field Operations Manager - Malaga	Field BU	0488 294 922	Eloise.Brown@naturalarea.com.au
James Piper	Team Leader- Malaga	Field BU	0488 006 741	James.Piper@naturalarea.com.au
Rylan Blair	Team Leader - Malaga	Field BU	0488 297 088	Rylan.Blair@naturalarea.com.au
Beeliar Field				
Matt Vinkovich	Regional Field Operations Manager - Beeliar	Field BU	0488 297 311	Matt.Vinkovich@naturalarea.com.au
Katherine Evans	Team Lead- Beeliar	Field BU	0439 987 884	Katherine.Evans@naturalarea.com.au
Ian Taylor	Team Leader - Beeliar	Field BU	0488 297 701	Ian.Taylor@naturalarea.com.au
Nursery				
Bree Howard	Nursery Manager	Nursery BU	(08) 9209 2767	Nursery@naturalarea.com.au
Management, Support and Admin				
Luke Summers	Managing Director	Management	0414 297 562	Luke@naturalarea.com.au
Davina Summers	Director & HR Manager	Management	0418 850 726	Davina@naturalarea.com.au
Ben Cocker	General Manager	Management	0488 297 560	Ben.Cocker@naturalarea.com.au
James Gummer	Training & Quality Control Manager	Field BU	0499 772 464	James.Gummer@naturalarea.com.au
Laura Parker	Programs BU Manager	Programs BU	(08) 9209 2767	Laura.Parker@naturalarea.com.au
Lisa Coffey	Programs Administrator	Programs BU	(08) 9209 2767	Lisa.Coffey@naturalarea.com.au
Caitlyn White	Programs Administrator	Programs BU	(08) 9209 2767	Caitlyn.White@naturalarea.com.au
Lexie Basley	Accounts Manager	Support	(08) 9209 2767	Accounts@naturalarea.com.au
Katherine Evans	HSEQ Manager	Support	0405 013 796	HSEQ@naturalarea.com.au

Attachment 2: Personal Presentation Policy - Field Work

Personal Presentation

- ✓ Clean shaven daily; facial hair is not permissible as it prevents a good seal between the spray mask and the skin.
- ✓ Body piercings not to impinge safety equipment (e.g. large earrings)
- ✓ Long hair tied back; for safety

Uniform

- ✓ Full sun protection; NAH issued wide brimmed hat must be worn when working outside, remove hat for indoor meetings
- ✓ NAH ID badge to be displayed at all times
- ✓ Wear neatly presented NAH issued long sleeve hi-vis shirt for field work (yellow shirt preferred), shirt tucked in
- ✓ Steel capped work boots or wellington boots in good condition, we recommend steel blue argyle (wheat/black) with bump cap
- ✓ Long work trousers, cotton drill (khaki, navy) clean and in good condition

Demeanour

- ✓ Make eye contact, smile with a welcoming and friendly manner
- ✓ Speak clearly at an appropriate volume using professional language
- ✓ Shake hands and introduce yourself when meeting for the first time



SPRAYING (SELECTIVE & NON-SELECTIVE ALTERNATIVES)



SPRAYING (NON-SELECTIVE & SEMI-SELECTIVE)



MATTING



CHAINSAWING

Attachment 3: Personal Presentation Policy - Nursery Work

Personal Presentation

- ✓ Clean shaven daily; facial hair is not permissible as it prevents a good seal between the spray mask and the skin.
- ✓ Body piercings not to impinge safety equipment (e.g. large earrings)
- ✓ Long hair tied back; for safety

Uniform

- ✓ Full sun protection; wide brimmed hat must be worn when working outside
- ✓ NAH ID badge to be displayed at all times
- ✓ Wear neatly presented long sleeve NAH issued nursery work shirt, tucked in
- ✓ Steel capped work boots or wellington boots in good condition, we recommend steel blue argyle (wheat/black) with bump cap
- ✓ Long work trousers, cotton drill (khaki, navy) clean and in good condition

Demeanour

- ✓ Make eye contact, smile with a welcoming and friendly manner
- ✓ Speak clearly at an appropriate volume using professional language
- ✓ Shake hands and introduce yourself when meeting for the first time

Attachment 4: Personal Presentation Policy - Office Work

Personal Presentation

- ✓ Clean shaven daily; facial hair is not permissible
- ✓ Hair neat and tidy, secured away from face
- ✓ Hair of a natural colour (i.e. no pink, purple etc. hair dye)

Uniform

- ✓ NAH ID badge to be displayed at all times
- ✓ Wear neatly presented NAH issued work shirt (ironed)
- ✓ Professional pants or skirts
- ✓ Appropriate footwear
- ✓ For field based work refer to Field Work guidelines (high vis requirements will be determined on a project by project basis)

Demeanour

- ✓ Make eye contact, smile with a welcoming and friendly manner
- ✓ Speak clearly at an appropriate volume using professional language
- ✓ Shake hands and introduce yourself when meeting for the first time