



**COLLINS SQUARE
HOSPITALITY GROUP**

Team Members' Handbook

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Welcome !

On behalf of the Collins Square Hospitality Group I would like to welcome you!

Congratulations on your appointment to our team of talented hospitality professionals. Our management team is here to do whatever they can to help you transition smoothly into your new role.

To get started, we have developed the materials and resources included in this handbook. On the following pages you will find introductions to our culture, our food philosophy, reviews of our standards and company policies.

Please know we are fully invested in your success and will endeavour to help train you, answer any questions you may have, and give you feedback on your performance.

We speak for the entire team when we say we are excited you have joined us!

Quentin Axtens.

OUR MISSION

Our mission is simple but bold: building the community of Collins Square through quality food, sincere service and ethical partners.

Located in the prestigious Collins Square precinct, Collins Square Hospitality Group boasts a physical environment which is elegant, state-of-the-art and home to some of Australia's most successful businesses. In keeping with the standard of excellence set by our neighbours, we pride ourselves on partnering with exceptional individuals in all aspects of our business. We offer our team the opportunity to build something extraordinary, and we are excited that you have joined us.

Each of our corporate neighbours has an established legacy of hard work, success and mastery of their respective fields. They have chosen to bring their business to Collins Square because of the precinct's commitment to more than just four walls or city views – Collins Square is a precinct which values art, health, vitality, sophistication and comfort.

Collins Square Hospitality Group has the distinct opportunity to act as the beating heart of Collins Square: a collection of restaurants which exemplify these values in a manner which brings like-minded individuals together to share in a ritual of health, excellence, creativity, community and sustainability.

We distinguish ourselves through our ability to give individuals a place to meet, to relax, to be inspired, to make meaningful connections, to find nourishment, and to feel well-cared for.

Every one of us has an important role in building this community and each day you will have an opportunity to contribute in some way. Often it is as simple as a smile, remembering guests' names, opening a door for someone, researching the most sustainably harvested produce or taking the time to ensure the presentation of a dish is absolutely perfect. The best part? Every time you impact a guest, co-worker or supplier in a positive way, your own experience at Collins Square Hospitality Group becomes more rewarding.

Our image reflects our collective positive attitudes, enthusiasm, hard work and outward care towards our guests, co-workers, products and planet. We are friendly, helpful, courteous and informative. As you go about your daily work at Collins Square Hospitality Group, we ask that you keep these principles in mind at all times.

No one knows better than you, each and every day, the experience our guests are having. You are encouraged to share your thoughts and suggestions with your manager. Many of the most creative ideas with the greatest impact will come from your observations and recommendations.

THE GUEST EXPERIENCE

The most fundamental element of Collins Square Hospitality Groups' service philosophy is to take excellent care of our guests and fellow team members in a way which exceeds their expectations and furthers our mission of building the community of Collins Square through quality food, sincere service and ethical partners. To do that, we set our standards very high. We have identified five key expectations, which are the essential elements of the Collins Square Hospitality Group guest experience.

- **Memorable:** A memorable visit to a Collins Square Hospitality Group venue begins with making personal connections with each of our guests. When we do this, we uncover many ways to “surprise and delight” by anticipating needs and surpassing expectations. We ensure our guests will always remember their time spent with us by demonstrating our great attitude, ability, and attention to detail.
- **Welcoming:** We work in one of Melbourne's most prestigious business districts – filled with world class art, architecture and amenities and home to an elite class of successful professionals. In contrast with the pressure and stresses of the office, Collins Square Hospitality Group provides our guests with a place to enjoy the warmth and comfort which comes with excellent food and excellent service.
- **Accomplished:** Our guests expect us to be knowledgeable, professional and skilled. We must be articulate and consistent when we communicate. The products we offer should always represent our dedication to wholesome ingredients and mastery of craft.
- **Innovative:** We look for opportunities to improve industry standards and guests' expectations in unique ways. When faced with a challenge or a guest resolution opportunity, we look for different and creative ways to solve problems.
- **Sustainable:** Sustainability at Collins Square Hospitality Group has multiple components:

Environmental: Collins Square Hospitality Group believes the healthy future of our planet depends on a commitment to sustainable practices by individuals and businesses alike. To that end, we partner with ethical/organic suppliers and business partners and invest in sustainable solutions.

Workforce: Our team members are an invaluable asset. We want you to enjoy working here, feel like you are making a valued contribution and grow your career within Collins Square Hospitality Group.

Financial: When making decisions each day, we evaluate how they will impact the viability of Collins Square Hospitality Group in the future.

ABOUT THIS HANDBOOK

This Team Member Handbook is designed to acquaint you with Collins Square Hospitality Group, and provide you with information about working conditions, policies, privileges and standards affecting your relationship with the Company. It describes many of your responsibilities and outlines the programs offered by Collins Square Hospitality Group for the benefit of our team members. It is not intended that this Team Member Handbook will capture every policy and procedure at the Company. There are also other department/venue-specific policies which our team members are expected to comply with, which may not be included in this handbook. Please familiarise yourself with the contents of this handbook, and all other policies, as they will answer many common questions about your employment with Collins Square Hospitality Group. Please also be aware that you may receive more detailed policies from your manager specific to your position and department/venue.

Collins Square Hospitality Group reserves the right to revise, supplement or rescind this Team Members' Handbook and any policies which it issues at any time, as well as the right to determine the meaning, purpose and effect of any aspect of this handbook and its policies where this may not be clear. Collins Square Hospitality Group also reserves the right, in its sole discretion, to determine whether, and to what extent, any guidelines in this handbook and its policies should be applied in any given circumstance.

Nothing in this handbook, or any other policies, guides or codes of conduct which Collins Square Hospitality Group may issue from time to time, is it intended to create any binding contractual obligations. Instead, their contents should be considered as being directions with which all team members of Collins Square Hospitality Group are expected to comply.

If you have any questions regarding the content of this handbook please contact your Manager, Human Resources or Outlet Manager.

TEAM MEMBERS' BENEFIT

Discounts on food:

50% discount for one team member plus guest on all food items inclusive of dine in and take away.

20% discount for a group of more than of two people, with a team member present (max number of diners is 4).

Coffee

Complimentary coffees are available to all team members. Tea & Hot Chocolate is available to non-coffee drinkers.

Dining in venues Mon - Fri

If you plan on dining in a venue then team members must get prior approval by the Venue Manager.

Discount on Events:

Events are discounted as per the Events Manager's discretion.

If tickets are available, they will be released 48 hours prior, at a discounted rate (discounts vary per event)

OUR VENUES

chiara

Focusing on a warm and friendly atmosphere, Chiara invites diners to experience Italian cuisine with modern Australian influences. The menu offers a seasonal selection of antipasto, crudo, pasta, pizza, fresh seafood, roasted meats and creative desserts where quality produce is allowed to shine. Chiara's cellar focuses on Italian wines, grapes and viticultural styles, with some classic champagnes and local favourites rounding of the list. With a range of dining spaces, from the sophisticated private dining room, booth seating, and comfortable tables overlooking the adjoining Goods Shed, diners can relax into the excellent ambience, offering and service of Chiara. Opened in June 2014.

705A Collins Street
Melbourne VIC 3008
Ph: 03 9252 7909
info@chiara.net.au
www.chiara.net.au
Instagram @chiara_rest
Open Monday - Tuesday 11.30 am - 3pm
Wednesday - Friday 11.30 am - 10pm



COLLINS SQUARE CATERING

Collins Square Catering is one of the best in-house catering options in Melbourne, with its exceptional quality and the diversity of its offering. Whether it's boardroom catering, an elegant corporate Christmas party for 500, all day conferencing, or catering requirement, can be attended to with efficiency and excellency by the Collins Square Catering team. Our catering team deliver milk & fruit to many of our tenants twice weekly. Opened in June 2014.

Level 5 Events Centre
Level 6 Business Centre
727 Collins Street
Melbourne VIC 3008
Ph: 03 9252 7900
events@collinssquarecatering.com.au
businesssevents@collinssquare.com.au
www.collinssquarecatering.com.au
Instagram @collinssquarecatering
Open Mon - Fri 7am-10pm.



LEVEL 5 THE EVENTS CENTRE



The Events Centre caters for conferences, seminars, product launches, exhibitions, and many other events in a luxurious environment.

Six bespoke spaces accommodating up to 400 guests with a separate registration area, event bar, secretarial facilities all with state of the art audio-visual equipment.

LEVEL 6 THE BUSINESS CENTRE



With state-of-the-art audio visual, tele-presence and soundproofing technology, our business suites are the ideal setting for a professional meeting space. Our on site event coordinators will greet guests, book meeting rooms and arrange catering for all needs.

Consisting of 23 vibrant meeting suites, accommodating three to 30 guests, with the option for in-house catering from coffee to morning & afternoon tea, lunches and canapes.

WHAT YOU CAN EXPECT FROM US

It is a standard of Collins Square Hospitality Group to treat everyone with dignity and respect. As an equal opportunity employer, we always endeavor to select the best-qualified individuals based on job-related qualifications, without regard to age, disability, race, sex or any other consideration unlawful by law.

Manager support and commitment

No one wants you to succeed in your job more than your manager. You were selected from among a number of candidates because we believe you possess the qualifications and talent necessary to successfully contribute to the Company. If you have a problem or question about your job duties, please ask your manager.

Training and development

Collins Square Hospitality Group encourages each team member to be his/her best, and is committed to assist in professional development. Training and career development ensures each team member is better equipped to serve customers, clients and co-workers. This results in job enrichment, personal growth and enhancement of individual career development.

Appraisal

Within Collins Square Hospitality Group, we believe it is important for you to know how well you are performing in your position. We will endeavour to conduct a formal evaluation annually, during which your manager will discuss with you your performance.

The following are some of the factors which will be discussed as part of your review:

- Demonstration of the values of Collins Square Hospitality Group
- Professionalism
- Dependability
- Completion of required trainings
- Quality of work performance
- Attendance and punctuality
- Efficiency
- Safety record
- Grooming/appearance
- Technical competency
- Individual achievement of professional goals

Transfers/Promotions

Information about employment vacancies will be distributed throughout Collins Square Hospitality Group. If you are interested in one of these positions and feel you meet the job qualifications, you may apply for the position. It is highly recommended that you discuss the career opportunity with your manager first. You may also speak with the Human Resources Manager regarding your interest in any vacant positions within the Company.

The amount of time you must work in a position before becoming eligible for a transfer or promotion, varies. Generally we require a team member to continue in his/her current position for at least three months before transferring to another role or venue. Exceptions to this requirement may be made with approval from both venue managers and the Human Resources Manager. Generally, the transferring team member may transfer to his/her new role after a replacement for his/her position has been found. Original hire dates are maintained for administrative purposes.

COMMUNICATION, TEAMWORK AND RECOGNITION

Communication

Open and two-way communication is important for the success of Collins Square Hospitality Group. Every attempt will be made to communicate with team members about the Company philosophy, operation, goals and objectives. At the same time, please communicate about issues affecting work and what is happening around your workplace. For any idea, concern, question or complaint, please speak to your manager.

The improvement of the operations and environment at Collins Square Hospitality Group must be the concern and responsibility of all team members. Only by working together will we be able to create and maintain our reputation as a quality, friendly, and professional company. Constructive criticism and suggestions are always welcome and appreciated.

Open door policy

Collins Square Hospitality Group cares about the well-being of its team members and strives to address all job-related concerns and rectify problems whenever possible. Many job-related misunderstandings can be satisfactorily resolved by a thorough discussion and mutual understanding between the team member and his/her manager. As a team member, you may feel you are not satisfied with the solution offered. In such instances, we welcome and encourage you to follow the procedure outlined below.

- Communicate with your immediate supervisor. Usually this will settle most problems. He or she wants to help you and has the authority to settle things promptly.
- If you feel the issue has not been properly clarified or resolved, the venue manager may review your concern in an attempt to resolve the situation to the mutual agreement of all concerned parties.
- If for any reason you fail to get satisfaction from the venue manager, you may take the concern to the Human Resources Manager, at which time you will be informed of any decision rendered.
- If you still do not agree with the proposed resolution of the matter, you may bring your concern to the attention of the General Manager of Collins Square Hospitality Group.

Throughout this process Human Resources is available to aid and assist with resolving your issue. An open door policy means you can approach any member of management to seek resolution to your concern at any time. As a practical matter, the above is recommended process to resolve issues quickly.

EMPLOYMENT POLICIES

Equal Opportunity Policy

It is the policy of Collins Square Hospitality Group to provide employment on a non-discriminating basis, which ensures all team members and applicants for employment are treated according to their skills, qualifications, abilities and aptitudes. Collins Square Hospitality Group does not condone unlawful discrimination in the workplace or in the provision of goods and services and does not unlawfully discriminate against team members, prospective team members, contractors, suppliers, customers, or prospective customers on the basis of any of the following attributes:

- age
- breastfeeding
- employment activity
- gender identity
- disability
- industrial activity
- lawful sexual activity
- marital status
- parental status or status as a carer
- physical features
- political belief or activity
- pregnancy
- race
- religious belief or activity
- sex
- sexual orientation
- personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes

“Protected Attributes”

In treating all team members equally the aim is to optimise our available human resources:

- Those with the abilities, skills, qualifications and experience which are required for a particular job will have an equal opportunity of being considered so that we employ the person who can best fill an available vacancy.
- Training, development and promotional possibilities will be provided to all equally, based on performance, ability and potential. Within the requirements of a job, we will provide a work environment free from discrimination and fair to all.
- Opportunities for more effective utilisation of all team members will be identified. We aim to achieve equal employment opportunities for all team members, by removing any barriers that may directly or indirectly discriminate against them.
- Ensure that all levels of management have a commitment to and an understanding of the company's equal opportunity and affirmative action policies.

Under equal opportunity legislation, discrimination on the basis of any of the “Protected Attributes” is generally prohibited in the workplace and in relation to the provision of goods and services unless there is a specific legal exemption. For example, we may require, as a term of providing goods or services to a child, that the child be accompanied or supervised by an adult if there is a reasonable risk that, if unaccompanied or unsupervised, the child may cause a disruption, or endanger himself or herself, or any other person.

Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination occurs where someone is treated less favourably because of one or more of the “Protected Attributes” set out above. For example, refusing to employ someone on the grounds of their race, would be direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, condition, or practice that also puts other people with the same “Protected Attribute” at a particular disadvantage. For example, a condition that customers cannot bring animals on to the premises may discriminate against blind customers with guide dogs. Such conditions can only be imposed if they can be objectively justified.

Harassment related to any of the “Protected Attributes” is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in our Policy on Harassment and Professional Conduct (which includes sexual harassment and bullying).

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment, or supported someone else's complaint about these matters.

All team members of Collins Square Hospitality Group are responsible for ensuring that they assist in the implementation of this policy by:

- not unlawfully discriminating in the course of their employment against other team members, prospective team members, contractors, suppliers, customers, or prospective customers, on the basis of any of the “Protected Attributes”;
- not inducing or attempting to induce others to practice unlawful discrimination;
- not harassing, or victimising any other team members, prospective team members, contractors, suppliers, customers, or prospective customers, in the course of their employment; and
- by immediately reporting any discrimination, harassment or victimisation that they may have witnessed or experienced to their manager, or any other superior.

Who is Liable?

Any team member who commits an act of unlawful discrimination.

The employer may also be jointly legally responsible for the actions of team members and has a duty to prevent unlawful discrimination from occurring, and continuing, on company's premises. It is important to note that the employer may also be responsible and liable for the failure of any management or supervisory personnel to act on a complaint of unlawful discrimination, or allow it to continue.

Independent contractors on company's premises can be liable, and employers may also be jointly liable for any acts of discrimination perpetrated by them.

Disciplinary action will be taken if you breach this policy, which may result in the termination of your employment.

If you believe that you have been unlawfully discriminated against, victimised, or harassed on the basis of any of the Protected Attributes, you are encouraged to raise the matter immediately through our Grievance and Complaints Procedure.

Racial and Religious Policy

Management of Collins Square Hospitality Group does not condone, and will not tolerate, any form of racial and or religious vilification, and this policy has been formulated so that:

- All team members can be reassured that management is concerned with their welfare.
- All team members are aware of the nature of racial and or religious vilification.
- Any injured parties are informed on remedial action they may take.
- All team members are informed of their responsibilities to prevent racial and religious vilification.

The legal consequences of allowing racial and religious vilification to occur, and continue, are clearly spelt out.

Racial and Religious Tolerance

Residents of Australia come from diverse ethnic and indigenous backgrounds and observe many different religious beliefs and practices. The majority of residents of Australia embrace the benefits provided by this cultural diversity and are proud that people of these diverse ethnic, indigenous and religious backgrounds live together harmoniously in Australia.

However, some residents of Australia are vilified on the ground of their race or their religious belief or activity. It diminishes their dignity, sense of self-worth and belonging to the community. It also reduces their ability to contribute to, or fully participate in, all social, political, economic and cultural aspects of society as equals, thus reducing the benefit that diversity brings to the community.

Racial and Religious Vilification

A person must not, on the ground of the race, or religion of another person or class of persons, engage in conduct that incites hatred against, serious contempt for, or revulsion or severe ridicule of, that other person or class of persons, or their religion. This is racial and religious vilification and includes the use of the internet, e-mail or any other means or materials to publish or transmit statements of this nature.

Racial and Religious Vilification is Illegal

Racial and religious vilification in the workplace is unlawful and subject to legal action and prosecution.

Who is Liable?

Any team member who commits an act of racial and religious vilification.

The employer may also be jointly legally responsible for the actions of team members and has a duty to prevent racial and or religious vilification occurring, and continuing, on company's premises. It is important to note that the employer may also be responsible and liable for the failure of any management or supervisory personnel to act on a complaint of racial and religious vilification, or allow that offence to continue.

Independent contractors on company's premises can be liable, and employers may also be jointly liable for any acts of racial and religious vilification perpetrated by them.

Prevention of Racial and Religious Vilification

All team members should be mindful of the feelings and sensitivities of others, and consider the consequences of any action that could result in racial and religious vilification.

In particular, employers, management, and supervisors, must be alert to any occurrence which could result in a racial and religious vilification situation. This could include overhearing remarks, witnessing gestures, or observing notices, photographs, or other material being displayed in any form anywhere in the company. Collins Square Hospitality Group ensures that this policy document is handed to every team member, is readily available in each restaurant Venue, and further copies are available on request.

Disciplinary action will be taken if you breach this policy, which may result in the termination of your employment.

If you believe that you have been vilified on the basis of your race or religion, you are encouraged to raise the matter immediately through our Grievance and Complaints Procedure.

Sexual Harassment Policy

Management of Collins Square Hospitality Group does not condone, and will not tolerate, any form of sexual harassment in the workplace. Therefore this policy has been formulated so that:

- All team members can be reassured that management is concerned about their welfare.
- All team members are aware of the nature of sexual harassment.
- Any injured parties are informed on remedial action they may take.
- All team members are informed of their responsibilities to prevent sexual harassment.
- The legal consequences of allowing sexual harassment to occur, and continue, are clearly spelt out.

A person sexually harasses another person if that person:

- makes any unwelcome and/or uninvited sexual advance or an unwelcome request of a sexual nature, or for sexual favours, or which has sexual connotations, to another person; or engages in any unwelcome and/or uninvited verbal or physical behavior of a sexual nature, or which has sexual connotations, or engaging in any other conduct of a sexual nature, with another person, in circumstances in which a reasonable person would have anticipated that the other person would be offended, humiliated or intimidated by this.

Sexual harassment therefore includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

"Conduct of a sexual nature" includes the following:

- subjecting a person to uninvited physical contact;
- any communications, whether verbal, written, electronic, or otherwise, of a sexual nature or with sexual connotations, whether made directly to another person, or in their presence, irrespective of whether or not those communications relate to that person, or any other person;
- making any gesture, action or comment of a sexual nature, or viewing, accessing or disseminating any material of a sexual nature in the presence of another person, or permitting such gesture, action, comment or material to be heard, or seen, by another person.

Disciplinary action will be taken if you breach this policy, which may result in the termination of your employment.

Bullying Policy

Collins Square Hospitality Group seeks to maintain a workplace which is safe and respectful of all team members. To that end, we will not tolerate any instances of workplace bullying.

Bullying is repeated, unreasonable behaviour directed toward a team member, or a group/s of team members, which creates a risk to health and safety.

Bullying includes behaviour such as:

- verbal abuse
- shouting at, being sarcastic towards, ridiculing or demeaning others
- intimidation and threats
- physical or psychological threats
- repeated teasing
- practical jokes
- harassment
- constant unreasonable criticism
- communicating or publishing offensive or hurtful statements about a person on any medium, including social media, text messages and on the internet
- interfering with someone's personal property or work equipment
- withholding information which is essential for someone to do his/her job
- excluding or isolating others
- offensive, intimidating, malicious or insulting behavior
- misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce through fear or intimidation

Bullying behaviours may be combined with other unacceptable behaviour such as harassment (including sexual harassment), unlawful discrimination and victimisation.

Bullying is unlawful under health and safety legislation and, depending on its severity, may also expose the individual/s concerned to criminal prosecution which may result in imprisonment.

Collins Square Hospitality Group may also be jointly responsible for the bullying conduct of its team members and may be exposed to penalties if it has not taken adequate steps to deal with bullying in the workplace.

Bullying can have a serious effect on the health of the victim and can cause disharmony in the workplace.

For the reasons set out above, bullying is extremely serious and will not be tolerated by Collins Square Hospitality Group.

Reasonable management action, including legitimate, reasonable and constructive criticism of a team member's performance or behaviour, or reasonable directions given to team members in the course of their employment, will not amount to bullying on their own.

If you are being bullied, or see others being bullied at work, please report it immediately to your supervisor, manager, or to our human resources department in accordance with our Grievance and Complaints Procedure. Allegations of bullying are taken seriously, and will be addressed by management team members and human resources management.

If you have any questions about bullying, or are not sure whether you are experiencing bullying in the workplace, you are welcome to discuss these matters with our Human Resources department at any time.

Disciplinary action will be taken if you breach this policy, which may result in the termination of your employment.

DRUG AND ALCOHOL POLICY

We have a vital interest in maintaining safe, healthy and efficient working conditions for our team members and our customers. Being under the influence of a drug or alcohol may pose serious safety and health risks, not only to the user, but to all those who work with or otherwise come into contact with the user. The possession, use, or sale of illegal drugs or alcohol on the job may also pose unacceptable risks for safe, healthy and efficient operations.

Alcohol - Being under the influence of alcohol, as well as the use, purchase, distribution or dispensation of alcohol by any team member while performing Company business or while on Company time is prohibited and will subject the team member to disciplinary action up to and including termination. This also includes, but is not limited to, the operation of a Company-owned, rented or leased vehicle or a personal vehicle while driving on Company business. Staff are not permitted to drink alcohol before, during or after their shift in CSHG operated outlets.

Legal drugs - "Legal drugs" include prescribed drugs and over-the-counter drugs which have been legally obtained and are being used for the purpose for which they were prescribed or manufactured.

Using or being under the influence of any legally obtained drug by any team member while performing Company business or while on Company property is prohibited to the extent such use or influence may affect the safety of the team member, co-workers or customers, the team member's job performance, or the safe or efficient operation of the Company. A team member may continue to work despite using or being under the influence of a legal drug, if management has determined, after consulting with the appropriate medical authorities, that the team member does not pose a threat to his or her own safety or the safety of co-workers and that the team member's job performance is not significantly affected by the legal drug. Otherwise, the team member may be required to take a leave of absence or comply with other appropriate action, including assignment to another job position, as determined by management while the effects of the drug continue to impair normal performance or present a risk to anyone's health and safety. Any leave of absence may be paid or unpaid, depending upon the circumstances of each individual case, each of which is to be reviewed by our human resources department.

It is the team member's responsibility to notify his/her immediate manager in writing when they are taking any prescription or nonprescription medicine or substance that may impair their judgment or performance or otherwise adversely affect the normal functions of their mental faculties or physical abilities.

Illegal drugs - An “illegal drug” is: (a) any drug which is not legally obtainable; or (b) which is legally obtainable, but has not been legally obtained. The term includes prescribed drugs not legally obtained and prescribed drugs not being used for prescribed purposes. The use, sale, manufacture, purchase, dispensation, distribution, being under the influence of or possession of an illegal drug, and possessing drug paraphernalia by any team member on or off Company property or while performing Company business is prohibited.

Disciplinary action will be taken if you breach this policy, which may result in the termination of your employment.

Any team member, who knowingly sells, distributes or dispenses drugs or alcohol (other than alcohol that he or she may be required to serve to the Company’s customers in the course of his or her employment) while on Company time, or on the Company’s premises, will be terminated and will not be eligible for rehire.

PRIVACY POLICY

We are bound by the National Privacy Principles (NPP) contained in the Privacy Act 1988. This law sets out standards to be met in the collection, use, disclosure and handling of personal information. It is designed to protect the confidentiality of information and the privacy of individuals by regulating the way personal information is managed.

In summary, “personal information” is information or an opinion relating to an individual, which can be used to identify that individual.

This policy outlines on how we manage the personal information we hold and it applies to all Collins Square Hospitality Group divisions and organisations.

The type of personal information we may collect and hold includes (but is not limited to) information about:

- existing and prospective customers and suppliers;
- job applicants, team members, and contractors; and
- other people who may come into contact with the Collins Square Hospitality Group.

This information may be obtained by way of telephone, internet enquiries or forms filled out by such individuals, face to face meetings, interviews, and telephone conversations or from a third party.

We may ask for other information voluntarily from time to time (for example, through market research or surveys) to enable us to improve our service or consider the wider needs of our customers or potential customers.

Exception in relation to team member’s record: Collins Square Hospitality Group is not bound by the NPP in relation to the treatment of a team member’s record, if the treatment is directly related to the current or former employment relationship between the company and the team member.

In general, Collins Square Hospitality Group uses personal information primarily for the following purposes:

- to provide goods or services that have been requested;
- to help us manage and enhance our goods and services, including by analysing future customer needs;
- for communication purposes;
- to provide ongoing information about our goods and services to people that we believe may be interested;
- to comply with our legal obligations; and
- for the recruitment of team members and contractors.

Our duty of confidentiality applies except where disclosure of personal information is with the consent of the relevant person or where we are compelled by law to do so. Depending on the goods or services concerned, personal information may be disclosed to third parties who we believe are necessary to assist us in providing, managing and administering the goods and services we provide. For example:

- anyone authorised by an individual, as specified by that individual or the contract.

We require organisations outside Collins Square Hospitality Group who handle or obtain personal information as service providers to Collins Square Hospitality Group acknowledge the confidentiality of this information, undertake to respect any individual's right to privacy and comply with the National Privacy Principles and this policy. We also require that these organisations use this information only for our purposes and otherwise follow our reasonable directions with respect to this information.

Some personal information which we collect is 'sensitive'. Sensitive information includes a person's financial details, criminal record and health information. The way we use tax file numbers and information received from a credit reporting agency about an individual is also restricted by law.

Sensitive information, specifically health information, may be relevant to applications by prospective employees and while consent will be sought before this is obtained, we may not be able to adequately assess candidates' suitability for some positions without this information.

The NPP require that sensitive information is used and disclosed only for the purposes for which it was provided, or a directly related secondary purpose, unless the relevant individual agrees otherwise or for other specific reasons such as if the use of disclosure of this information is required by law (for example, to prevent a crime or serious injury).

Collins Square Hospitality Group trains its team members who handle confidential information to respect the confidentiality of that information and of the relevant individual's privacy. Collins Square Hospitality Group regards breaches of confidential information and of privacy very seriously.

Safeguarding the privacy of confidential information is important to us and we well endeavour to protect any personal information whether an individual interacts with us personally, by telephone, mail, over the internet or other electronic media. We hold personal information in a combination of secure computer storage facilities and paper based files and other records and takes steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure. Some of the ways we achieve this are:

- confidentiality requirements on our team members;
- security measures for access to our systems;
- only providing access once proper identification has been given;
- controlling access to our premises; and
- website protection measures.

The NPP also requires us not to store personal information longer than necessary. Where we no longer require any personal information that it holds, that personal information should be destroyed or have details which may identify individuals to be removed.

When a person provides us with personal information about other individuals, we rely on that person to make those other individuals aware that he or she will or may provide their information to us, the types of third parties we may disclose it to, the relevant purposes we and the third parties we disclose it to will use it for, and how they can access it (as described in this document). If it is sensitive information we rely on that person to have obtained consent to the above. If that person has not done either of these things, he or she must tell us before the relevant information is provided.

If you collect, use, disclose or handle personal information on our behalf, or receive it from us, you must meet the relevant requirements of the National Privacy Principles set out in the Privacy Act 1988 and only use and disclose it for the purposes of your employment or for the purposes that we have agreed to.

We will take reasonable steps to ensure that your personal information is accurate, complete, and up to date whenever we collect, disclose or use it. However, we encourage you to contact us as soon as possible when there are changes in your contact details and personal circumstances.

Subject to the exception in relation to team member's records referred to above, under the NPP, you have the right to obtain a copy of any other personal information, which we hold about you and to advise us of any perceived inaccuracy. Further exceptions under the NPPs which affect your right to access your personal information we hold about you include:

- that access would pose a serious threat to the life or health of any individual;
- that access would have an unreasonable impact on the privacy of others;
- that it is a frivolous or vexatious request;
- that the information relates to commercially sensitive decision making process;
- that access would be unlawful or denying access is required or authorised by law;
- that access would prejudice enforcement activities relating to criminal activities and other breaches of law, public revenue, a security function, or negotiations with the individual; and
- that access cannot be granted because that information relates to a legal dispute or legal dispute resolution proceedings.

To make a request to access information we hold about you, please contact us in writing. We will require you to verify your identity and to specify which information you require.

If you consider that any action of Collins Square Hospitality Group breaches this Privacy Policy or the NPP, you can make lodge a complaint with our Human Resources department. We will endeavour to act promptly in response to a complaint and if you are not satisfied with our response, you can phone the Commonwealth Privacy Commissioner's hotline on 1300 363 992.

Disciplinary action will be taken against you if you fail to maintain the confidentiality of personal information that may come into your possession during the course of your employment, or fail to comply with your obligations arising under this policy. This may result in the termination of your employment.

POLICY ON COMPUTERS AND COMMUNICATIONS SYSTEMS

Access

Access to Collins Square Hospitality Group computer network and systems, devices, computers, equipment, data, email, telephone systems, voicemail, internet services and related electronic communication systems ("**Company Network**") or any part of it is provided to team members for the sole benefit of the company and its customers.

Every team member has a responsibility to use the Company Network in a productive manner and use safe computing practices to ensure the integrity and reliability of the Company Network and its systems. This applies whether use of the Company Network is initiated on or off the clock, from within the Company or by remotely accessing the network (where a team member is authorised to do so).

Messaging

All messages created, sent or retrieved over the Company Network are the property of the company. The company reserves the right to access and monitor all messages and files on the Company Network, as deemed necessary and appropriate. Team members should never use the Company Network to transmit messages which they would not want read by a third party. All communications including text and images on the Company Network can also be disclosed to law enforcement or other third parties without prior consent of the sender or receiver. There should be no expectation of privacy in connection with the use of the Company Network, or its equipment including in relation to the transmission, receipt, or storage of messages, data or information, entering, leaving and stored in these systems. Offensive, harassing or discriminatory content in any communications on the Company Network will not be tolerated and is also subject to company policies regarding harassment, discrimination, bullying and confidentiality.

Internet

It is important to remember all communication and/or computer systems are the Company's property provided for job-related purposes. Please remember the following key points as they relate to acceptable use of internet access:

- The sole purpose of Company-provided internet services is to facilitate company business.
- No one should have an expectation of privacy with regard to their use of the Company Network.
- The viewing or display of any sexually explicit material on the Company Network is prohibited and may result in termination of employment.
- All internet activity may be monitored at any time.
- You are responsible for all internet access activity occurring via your network login account - turn off, logout or lock any workstation you are logged into when you leave it, even 'for just a few minutes'.

Social media sites

Social computing blurs many of the traditional boundaries between internal and external communications. Be thoughtful about what you publish in social media web sites. Team members' representation or discussion of the company through social media sites or other websites could potentially impact our brand, our reputation and our business. You must make sure you do not disclose or use Collins Square Hospitality Group confidential or proprietary information or that of any other person or company in any online social computing platform which includes social media sites such as Facebook, Twitter, Instagram, Flickr and YouTube. Team members are prohibited from using cameras including cell-phone cameras to take photos of Collins Square Hospitality Group operations and/or incidents without prior management approval and are specifically prohibited from posting photos of Collins Square Hospitality Group operations or incidents or any other company information on any web sites, including social media sites, without prior approval from both their manager and Collins Square Hospitality Group's Human Resources Manager.

Mobile phones at work

Unless access to your mobile phone is required for your work, it is not permitted for you to access and use your phone while working. Team members should store their phone and other personal items in a designated work area such as a locker or staff room, whilst working. In case of a personal emergency, team members may receive or make calls.

Software

Downloading or installation of any files or programs which change the configuration of a system without approval in advance by the appropriate IT personnel is prohibited. This policy is necessary to prevent computer viruses from being transmitted through the system and to maintain central planning control over software purchases and deployment.

Computer Security and Confidentiality

Computer security is of paramount importance. It is the responsibility of all to follow published security policies and procedures, and to seek the advice of IT when in doubt.

You must:

1. Inform your manager as soon as you become aware of any potential lapse in the Computer Network's security, or any unauthorised access of any part of the Computer Network.
2. Inform your manager as soon as you become aware of, or reasonably believe that there has been an attempt to compromise any part of the Computer Network's security or an attempt of unauthorised access of any part of the Computer Network.
3. Regularly review, to the best of your ability, your personal computer file store for unrecognised files, which may present a potential threat to the Computer Network or its security and or are no longer required. (If any such files are found, they must be reported at once to IT).
4. Comply with Collins Square Hospitality Group security and virus vetting procedures for the import of software and data last used on Collins Square Hospitality Group computers.
5. Ensure your password complies with Collins Square Hospitality Group current password guidelines.
6. Ensure the computer environment for which you are responsible is used and maintained in a secure manner.

It is forbidden for personnel to:

1. Knowingly perform any action, which could interfere with, or jeopardise, the integrity and normal operation of any part of Collins Square Hospitality Group Computer Network.
2. Knowingly have in your possession an unauthorised program or file which could potentially compromise the security of any part of the Computer Network. (This applies whether the program or file has been used or not, or was created by the individual or not.)
3. Attempt to access or create file or data in areas beyond the scope of normal work.
4. Knowingly use any part of Collins Square Hospitality Group Computer Network to gain unauthorised information concerning passwords or any other security measures, whether successful or not.
5. Use another person's account or group on a Collins Square Hospitality Group computer or any other device on the Computer Network, even if authorised by the owner, unless personally supervised by the owner, relevant manager and IT team.
6. Reveal your password to any person, including security and Collins Square Hospitality Group management (except for an authorised IT team member, Human Resources Management or the General Manager). If you need to give your password to an IT team member in most instances the programme will ask you to change it next time you login.
7. Reveal security information or other details relating any part of Collins Square Hospitality Group Computer Network to a third party, unless required to do so as part of your role in the course and scope of your employment and where the third party has a bona fide business need to know. In cases of doubt, you should check with Human Resources Management first, before revealing such information.
8. Load, or cause to be loaded, onto Collins Square Hospitality Group Computer Network, any software or data (obtained from including sources such as the internet, external bulletin boards, or from universities or other external research or educational establishments, or banks) except under arrangements that have been sanctioned by IT.
9. Take copies of proprietary software on any part of the Computer Network without the express permission of IT or the software licensee. (Breach of software copyright can be a criminal offence. Penalties for illegal software copying for individuals involved, fines of up to \$50,000.00 and six months imprisonment and for companies, fines of up to \$250,000.00)
10. Use Collins Square Hospitality Group's Computer Network for private purposes, or any other business or work.

Disciplinary action will be taken if you breach this policy, which may result in the termination of your employment.

BREACHES OF OBLIGATIONS IN THIS HANDBOOK

We take a strict approach to serious breaches of any team member's obligations referred to in this handbook or breaches of our policies.

Any team member who breaches any obligations arising out of this handbook or of any of our policies, will be subjected to disciplinary action, which may result in termination of his or her employment. The severity of any breach will depend on the facts of each matter.

A serious breach of obligations arising out of this handbook, or our policies, will be considered to be gross misconduct and/or a failure to comply with a reasonable direction and, as such, will result in summary dismissal (i.e. dismissal without notice).

Less serious breaches of obligations arising out this handbook, or our policies, on two or more occasions (even if they do not relate to the same matter) may be considered to be continued misconduct and/or a continued failure to comply with reasonable directions and as such, may result in warnings being issued, or dismissal with notice.

GRIEVANCE AND COMPLAINTS PROCEDURE

It is our intention to provide a work environment which is fair and consistent so that everybody can work together to provide the best possible services and facilities for our customers. Our aim is to ensure all team members work in a supportive and friendly environment which encourages teamwork and co-operation. During your working relationship with Collins Square Hospitality Group, if you have a grievance or complaint about any aspect of your employment or any perceived breaches by others of the policies in this handbook we encourage you to follow the processes set out below:

- if you are comfortable doing so, inform the person who may be the cause of your grievance or complaint of the issues which are affecting you and insist they stop whatever it is they are doing immediately. You may also point out to them in which respects you consider their conduct is in breach of any of our policies; or
- raise your concerns with your supervisor or manager immediately. They will endeavour to resolve your concerns as soon as possible.

If the first course of action above does not achieve a satisfactory resolution, or if no immediate action has been taken, or if your grievance or complaint relates to your supervisor or manager personally, you are encouraged to raise your concerns with the Human Resources Department immediately.

So that our Human Resources Department may be in a position to properly investigate and address any grievance or complaint which you may have and to do so in an expedient manner, it would be useful for you to provide to the Human Resources Manager the following, preferably in writing:

- as much detail as possible in chronological order of all relevant issues, including when they arose, what happened, what was said, who was present at the time and how you have been affected; and
- what outcome you are seeking.

If you decide to make your complaint verbally, in order for our Human Resources Department to be certain it has properly been understood, your grievance or complaint (which will form the basis of any allegations which may be put to the person/s against whom your complaint relates), it may provide you with a written summary of your complaint or grievance. If this summary does not accurately set out the issues, you should notify our Human Resources Department immediately after you have read it of any aspects which need to be rectified.

The Human Resources Department will investigate and seek to address any grievance or complaint which you may have as soon as possible after you have provided it with all relevant information. Where the nature of your grievance or complaint clearly requires immediate attention and you have not provided your grievance or complaint in writing, our Human Resources Department may provide you with a written summary after appropriate action has been taken.

Allegations regarding potential breaches of any of the policies in this handbook will be treated seriously and, as far as is reasonably possible, in confidence. In some instances, it may not be possible to treat your complaint in confidence if it is to be properly investigated (e.g. where witnesses need to be interviewed or when your allegations or put to the person/s to whom your complaint relates).

If you are not satisfied with any outcome of our Human Resources Department's investigation into your grievance or complaint, you are welcome to provide it with your reasons for your continued concerns, or any outstanding matters which you consider still need to be addressed.

Although we would recommend that you follow the above procedures in relation to any grievance or complaint that you may have about any aspect of your employment with us, you are not bound to follow this procedure. You may at any time before, during, or after this process, lodge a complaint with any external body or organisation that is authorised to deal with your complaint.

If it is found that any complainant has deliberately made false allegations in connection with a grievance or complaint, or has done so vexatiously, that person will be subjected to disciplinary action. Such conduct may amount to serious misconduct and may result in summary dismissal.

WORKPLACE MATTERS

Hours of work

Your manager will establish work rosters. At times it may be necessary to work outside your typical, regularly scheduled hours; your manager will notify you as early in advance as may be practical so that you may plan accordingly.

Work assignments, schedules and rosters

Collins Square Hospitality Group operates 24 hours per day seven days a week depending on business levels, events and the needs of the Company. For the most part, our work falls between Monday to Friday, 6am – 12am. However, since different positions within the Company require different time schedules, your workday is considered to begin at the start of your particular shift, whether in the morning or evening. Subject to the terms of your employment agreement, the scheduling of work hours and days is the discretionary responsibility of each manager to ensure the smooth operation of each venue or department. It is important that all team members know and adhere to their schedules. Schedules prepared by your manager may include Saturdays, Sundays and holidays, but will be communicated to you as far in advance as possible.

Please feel free to discuss your roster with your supervisor which will be displayed on Time Target or loaded in SLACK. It is up to you to read your roster and know when you are working and report for work in your uniform at the time stated on the roster.

Work outside rostered hours

You are expected to follow and adhere to your established work schedule. Team members are not permitted to perform work before and/or after the scheduled shift, unless specifically authorised by their manager. There may be times when team members will have to work more hours. This may be necessary in order to provide normal services, finish certain tasks or to meet work schedules during peak periods.

Lunches and breaks

Breaks will be provided in accordance with our legal obligations. All team members are entitled to an unpaid 30 minute break whenever he/she is required to work five or more hours in a day.

Attendance and punctuality

The work in your department is planned on the basis that everyone will report on time. For a casual team members, tardiness or unauthorised absenteeism will result in lost time for which you are not paid. It is your responsibility to notify your manager if you forget to clock in or out.

It is expected that you be fully prepared for your shift before clocking in and starting work. Individuals should not clock in prior to their shift start time unless directed to do so by a manager. Should it be necessary for you to leave during your scheduled work period, you must also clock out showing the time you are gone during the work period, including any time which you are away for meal periods.

Falsification of time and attendance records may result in immediate termination. No adjustments may be made to reported times without the written authorisation of your manager.

Lockers

Facilities for team members include lockers (where available), change rooms and toilets. Team members need to provide their own lock. Lockers are available for storing bags and handbags. For safety reasons, do not leave money and valuables in your locker.

Working in multiple venues

Employees are permitted to work in multiple venues or divisions of Collins Square Hospitality Group with the manager's prior approval. A venue manager is required to approve any overtime work at other venues or divisions of Collins Square Hospitality Group.

Payday and pay periods

Pay slips are issued on the day on which you receive payment of your wages in accordance with your employment agreement. Collins Square Hospitality Group cannot allow any advances on team member's pay.

Understanding your pay slip

Pay codes and deductions are printed on pay slips for individual record keeping and are distributed via the Human Resources Manager. Bring any errors or discrepancies in your pay slip to your manager's attention. If you knowingly retain an overpayment you may be subject to disciplinary action.

Superannuation

The company will make superannuation contributions in your favour in accordance with applicable superannuation legislation.

LEAVE ENTITLEMENTS

Annual Leave

All permanent full-time and part-time team members are entitled to paid annual leave in accordance with the National Employment Standards ("NES") in the *Fair Work Act 2009*. Part-time team members are entitled to be paid annual leave on a pro-rata basis calculated on their ordinary part-time hours of work.

To apply for leave, complete the Leave Request Form and give it to your Venue Manager for authorisation. It is our preference that all applications for annual leave are submitted at least four (4) weeks prior to the commencement of your leave.

The time of your annual leave is dependent on the needs and requirements of the business. Please note, in emergencies, we may have to request that you change the approved leave. The taking of annual leave is not encouraged in the months of November & December.

In order to ensure that our team members are well rested, we recommend that annual leave will be taken within 12 months of it falling due.

Collins Square Hospitality Group may, in certain circumstances, direct team members to take leave if the need arises (e.g. if the business shuts down over the Christmas or New Year period). Unpaid leave of absence will only be approved under extraordinary circumstances.

Leave application forms can be obtained from your Venue Manager or the Human Resources Department.

Compassionate Leave

You are entitled to two days' paid compassionate leave in accordance with the NES. The purpose of this leave is to enable you to spend time with a family member, or a member of your household, who has a personal illness, or injury, that poses a serious threat to his or her life, or after the death of a family member, or a member of your household. Suitable documentation will need to be attached to the Leave Application Form. The Human Resources Department will be able to assist you with your entitlement enquiries. Additional days relating to compassionate leave on an unpaid base may be granted at management's discretion.

Immediate family is a team member's:

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

Illness at Work

Your wellbeing is important to us. If you fall ill in the workplace please inform your Venue Manager and steps will be taken to ensure you receive medical attention.

Jury Service

You will be allowed time away from work to attend jury service if you are called to serve. You must notify your Venue Manager prior to the leave date so that another team member can replace you on your shift. For pay purposes, you must also bring a copy of the Jury Service notification to the Human Resources Department.

Unpaid Leave of Absence

In special circumstances, where team members require time away from work and have exhausted their paid leave entitlements, the company may provide a leave of absence, without pay. You will need to apply in writing to the Venue Manager.

Long Service Leave

All team members are entitled to long service leave upon completion of the minimum period of continuous service provide by law. Please contact your Human Resources Department for more details.

Parental Leave

Team members (including a de facto or same sex partner, or single person) who are expecting a child, or adopting a child, are eligible for 52 weeks of unpaid parental leave in accordance with the NES. In summary, team members who are eligible for parental leave are:

- permanent full-time or part-time team members with at least 12 months service prior to the expected date of birth or adoption placement; and
- casual team members with 12 months regular and systemic service who have a reasonable expectation of continuing regular and systematic work.

After birth or adoption, the parent with responsibility for the care of the child is entitled to unpaid parental leave. Team members who are pregnant may commence leave up to six weeks before the expected date.

Concurrent parental leave

Generally, only the parent with responsibility for the care and welfare of the child is entitled to take unpaid parental leave. However, up to three weeks unpaid parental leave may be taken at the same time by both members of a team member's couple, with the period of concurrent parental leave starting on the day of the birth (unless the manager agrees to other arrangements).

A "team member couple" is where two team members (not necessarily of the same employer) are in a spousal or de facto relationship.

Taking of parental leave

If the team member is a member of a "team member couple" and will be the only member of the "team member couple" who will be taking parental leave to care for the child, such leave must:

- be taken in one single, continuous period (with the exception of concurrent parental leave and "Keeping in touch days") - i.e. the team member can not take 6 months of unpaid parental leave, come back to work and then decide to take another 6 months unpaid parental leave; and
- start on one of the following dates:
 - where the team member will be giving birth to the child, up to 6 weeks before the date of birth or adoption (or earlier by agreement between the Company and the team member) - for the purposes of giving birth; or
 - the date of birth or adoption of the child.

If the team member is a member of a "team member couple" and will be taking parental leave to care for the child together with his or her spouse or de facto partner, such leave must:

- be taken in a separate continuous period to that of the team member's spouse, or de facto spouse (with the exception of concurrent parental leave and "Keeping in touch days"); and
- start on one of the following dates:
 - where the team member will be giving birth to the child, up to 6 weeks before the expected date of birth or adoption of the child (or earlier by agreement between the Company and the team member); or
 - the date of birth or adoption of the child; or
 - immediately after the parental leave period of the team member's spouse, or de facto spouse finishes (provided that it is with 12 months after the date of birth or placement of the child and does not extend beyond that 12 month period - subject to the rules relating to extending the initial 12 month period of unpaid leave.

Extending parental leave

Team members may request to extend their leave by a further 12 months after the date of birth or placement of the child (i.e. for a total of 24 months maximum). The request must be submitted in writing at least four weeks before the end of the original 12 months unpaid parental leave. The Company will respond to requests for extension in writing within 21 days and may refuse such a request only on reasonable business grounds. The written response will include details if the request is refused.

Keeping in touch days

In accordance with the NES, either you, or the Company may request that you attend at work for up to 10 days during the 12 month period of your parental leave for the purposes of keeping in touch. This request can only be made after the following time period from the date of the birth, or placement, of your child:

- by you – 14 days
- by us – 42 days

You do not need to work a full day in for the purposes of a “Keeping in touch” day and you will be paid for your time worked in accordance with your agreed rate of pay. Each time you work for one hour or more on a “Keeping in touch day” this will count as one day in respect of your 10 day “Keeping in touch” day limit.

In the event that your initial 12 months parental leave period has been extended for any further period (up to 12 months), a further period of up to 10 “Keeping in touch days” will apply in relation to that extended parental leave period.

Your total unpaid parental leave period will not be extended by any “Keeping in touch” days which you work.

Notice

A team member wishing to take unpaid parental leave must provide written notice at least 10 weeks before starting the leave (or as soon as is practicable) including the intended leave start and end dates.

Parental leave dates or any changes to such dates must be confirmed at least four weeks before the leave starts. The team member’s manager will confirm the leave in writing.

In the case of adoption, team members should keep their manager informed of any changes to the likely placement date and commencement of leave.

Please contact the Human Resources Department for more details regarding Parental Leave and evidence that will be required relating to the birth or adoption of a child.

Personal/ Carer’s Leave

In accordance with the NES, 10 days paid personal/carer’s leave are available to a full-time or part-time team member for each year of service if absent from work due to any of the following:

- personal illness or injury (sick leave) which renders them unfit for work;
- for the purposes of providing care or support to an immediate family or household member is sick and requires the team member’s care and support (carer’s leave) because of:
 - a personal illness, or personal injury, affecting the member; or
 - an unexpected emergency affecting the member

Personal leave accrues progressively during a year of service according to the team member's ordinary hours of work, and accumulates from year to year.

Unpaid carer’s leave

All team members (including casual team members) can request two (2) days of unpaid carer’s leave on each occasion when a member of their immediate family or household requires care due to illness, injury or an unexpected emergency. However, full-time or part-time team members cannot take unpaid carer’s leave if they could instead take paid carer’s leave.

Immediate family is a team member's:

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

A doctor's medical certificate or such other proof as we may reasonably require must be attached to a completed Personal Leave Request Form as soon as possible after you have taken personal leave. This form needs to be signed by your Venue Manager and forwarded to the Human Resources Department.

Notification of Personal / Carer's Leave

If you are injured, ill or need to take carer's leave and cannot attend work, please notify your Venue Manager by telephone as soon as possible, not less than two (2) hours prior to the commencement of your shift. If you are unable to speak with your Venue Manager, then advise the Operations Manager.

WHAT WE EXPECT OF YOU

Telephone Etiquette

Whenever you answer the telephone, you represent Collins Square Hospitality Group . The image you create is used by the caller to judge our company. It is vital we all project an image of courtesy, efficiency and helpfulness.

Please answer the telephone as followed:

Switchboard incoming calls (3 rings/smile):

Good morning, Chiara/ Collins Square Hospitality Group / Collins Square Catering

Incoming calls from another venue or in-house extensions:

Good morning, Chiara, this is "name"

More than one call:

Good afternoon, Chiara do you mind holding?

Returning calls on hold:

Thank you for holding!

Calls returning to you as a result of no answer:

Thank you for waiting, I am sorry there is no answer from this extension, would you like to leave a message?

Calls on hold returning as a result of no answer:

Thank you for holding the line is still busy, would you like to continue holding or would you prefer to leave a message?

When the line is busy:

I am sorry, the line appears to be busy, would you like to hold or would you prefer to leave a message?

Call close in case of an external call (hang up last):

Thank you for calling Chiara etc.

Internal department to department calls:

Use the same high standards as you would with an external customer (3 rings/smile):

Good morning, Collins Square Hospitality Group , this is "name"

Asset handling

If your job requires you to handle cash or other high value equivalents such as vouchers and gift certificates, you will be trained on the proper control procedures in place and how to handle discrepancies such as overages and shortages. You are solely responsible for any cash drawer you are entrusted with or other high value equivalents mentioned above. Shortages, mishandling or other irregularities will be investigated and may result in disciplinary action and termination of employment.

Dress, presentation and grooming

Presenting a professional appearance puts customers at ease and helps them feel comfortable approaching us with questions or concerns. Our appearance demonstrates our professionalism and contributes to providing excellent experiences for our customers. It is essential for our team members to present a professional, well-groomed appearance. Extreme hair styles/colours, piercings and body art, are not permitted by Collins Square Hospitality Group. What constitutes “extreme” is a matter for senior management to determine, based on the relatively sophisticated nature and up market appearance of our establishments which we seek to project – particularly in relation to those positions requiring customer facing interaction.

Certain departments may have further dress, presentation and grooming standards, which must be adhered to by team members of those departments.

All team members are required to follow the dress, presentation and grooming standards established by the Company. In questionable situations, senior management retains the right to decide whether your dress, presentation and grooming is appropriate and in accordance with our standards. If not, you may not be allowed to attend at work until you comply with our standards. Repeated instances of failure to comply with our dress, presentation and grooming standards may result in disciplinary action and termination of employment.

Exceptions may be made to our dress, presentation or grooming standards for specific team members if they discriminate against that team member’s religious belief or activity, or any other relevant “Protected Attribute”, however, this will be considered on a case by case basis, taking into account the requirements of our business. Should any team member or prospective team member consider this may be the case, he/she should immediately bring it to the attention of our Human Resources Department.

Subject to the above, the following guidelines represent the minimum standards which are in place for all team members. Due to the nature of some departmental operations and the general expectations of our customers, some areas may have more specific guidelines in addition to these guidelines. We appreciate everyone taking personal responsibility to adhere to these guidelines:

Personal hygiene: Good personal hygiene is required and personal hygiene habits, such as showering and brushing teeth, must be practiced daily. Offensive body odor and poor personal hygiene is not acceptable.

Hair: Hair must be clean, neatly trimmed and groomed. Excessive use of hair products should be avoided. For individuals with long hair, it should be kept out of the face and may be required to be tied back (with a black band and/or thin ribbon) for safety, sanitation reasons.

Moustaches, beards and sideburns: All facial hair must be neatly trimmed.

Cosmetics and nails: Excessive makeup is not permitted. Makeup should look natural and fresh. Nails should be neatly trimmed and conservative in length. As with makeup, fingernail polish should not be extreme.

Perfume and cologne: Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether as some individuals may be sensitive to strong fragrances.

Piercings: Extreme piercings are not permitted. Jewelry should be subtle and kept to a minimum. In addition, no jewelry should be worn which presents a safety hazard to the professional, or for hygiene and occupational health and safety purposes. Team members in certain areas may also be directed to cover body piercings (for example, where they handle food, they may be directed to cover a body piercing with a high visibility band aid).

Tattoos: Extreme body art which is not covered by your work uniform is permitted within reason.

Uniforms: Certain team members will be provided uniforms and related property by the Company and will be required to sign a receipt for all items of uniform and property received ("Receipt") which will list those items and their value. Uniform requirements may vary with each venue or department. You should report any damage or theft of your uniform or related property to your manager immediately.

Each team member is completely and solely responsible for the return of the entire uniform and related property which was issued to him/her upon termination of employment, failing which, the value of any missing items (as specified in the Receipt) will be deducted from the team member's final wages. Each team member is also responsible for taking proper precautions for the maintenance of the uniform; damages beyond normal wear and tear will be charged to the team member.

Collins Square Hospitality Group uniform standards:

- Wear it at all times as required
- Keep it clean, unwrinkled and presentable
- Smoking in uniform is not permitted
- Ensure your uniform fits well without being too loose or too tight
- Footwear should be chosen with safety in mind and which covers the entire foot. Please select footwear which provides good balance and has good tread. This helps to minimize slips and falls.

Non-uniformed Team Members:

Dress for non-uniformed team members is business casual. The following items are not acceptable:

- Sweatpants or sweatshirts
- Sandals, thongs, runners or Uggs
- Mini-skirts or shorts
- Tight, low cut or revealing clothing of any type

Smoking

Smoking is prohibited whilst in your work uniform. If you wish to smoke you must remove or cover your uniform and you may only smoke in designated smoking areas. It is forbidden for team members of Collins Square to smoke on Collins Street, in fire escape corridors and stairwells, in toilet facilities, car parks or in the loading dock. If you must smoke at work, please utilize the designated area on Village Street.

Butt It Bin It: Authorised officers, the police and Melbourne City Council officers can issue a fine on the spot for up to \$200, in court up to \$6000, if you are caught for irresponsible disposal of your cigarette butts.

Gambling

Gambling or engaging in gambling or betting activities is not allowed on company premises.

Confidentiality and disclosure

It is important not to disclose to unauthorised team members or to third parties information or materials unique to the Company or which is of a confidential nature and to not remove such information or materials. Any disclosure of company, customer or team member information to unauthorised team members or to third parties will result in disciplinary action up to and including termination.

Change of name and address

If you have a change of any personal details (name, address, telephone number or emergency contact), please notify Human Resources immediately so that your records are continually updated. All communications with you will be at the last known address or contact number which you have provided to us.

Off-duty conduct

Out of respect for our team member's privacy, we do not normally concern ourselves with their personal conduct off the job and outside of working hours, unless such conduct impairs the team member's work performance or affects the reputation or legitimate business interests of Collins Square Hospitality Group. Team members should maintain professional and business-like relations with fellow team members, customers and management at all times, including outside of working hours.

Employment of relatives and social relationships in the workplace

The Company strives in principle to help team members attain a certain level of professionalism; therefore, the employment of relatives or de facto partners is closely monitored. Team members may not work in a position or department where they provide approval signature affecting wages, hours and working conditions of a relative or de facto partner. Further, for business reasons of supervision, safety, security and morale, the Company may refuse to hire or place a relative, or de facto partner in the same department where the potential for or appearance of favoritism or conflict may exist.

The intimate or social relationships between team members will be addressed only when and if they create work environment issues. All managers are responsible for maintaining a professional environment. The establishment of intimate relationships between individuals who have a direct or indirect supervisory relationship is strongly discouraged. If such a situation develops, the involved team member in the supervisory role must communicate this fact to his/her manager so that a transfer or reassignment may be considered for either party (particularly where one of the parties in this relationship works in a position or department where they provide approval signature affecting wages, hours and working conditions of the other party, or where the potential for or appearance of favoritism or conflict may exist).

Failure to follow this policy is considered serious misconduct and may result in disciplinary action and termination of employment.

Other employment

We believe Collins Square Hospitality Group should be your first priority when it comes to employment. We expect you to not let any additional work or hobby affect attendance, efficiency and on-the-job performance whilst you are employed. If you have a job in addition to Collins Square Hospitality Group, please inform your immediate manager immediately. Please discuss applicable changes in scheduling or other issues that may affect your position at Collins Square Hospitality Group.

Resignation and termination

If you choose to resign, please forward your written resignation to your venue manager or Human Resources Department. The notice period required will vary depending upon your award or individual employment contract. Team members who fail to give appropriate notice may forfeit the relevant termination pay.

When your employment ends, you will be required to complete a termination form and to return all company property in your possession or under your control, including any uniform, keys and swipe cards. Under no circumstances will you be permitted to keep copies of any of our confidential information or to use that information.

Team members, whose employment has been terminated on the grounds of serious misconduct or continued misconduct, are not permitted to enter company sites for a period of three (3) months from the date their employment ended.

Exit interview

Should you decide to resign, you may be invited to attend an exit interview conducted by the Human Resources Manager. This process is designed to assist the management of the company to learn how you felt about your role, any changes which should be implemented, and the reasons for your resignation.

Separation and rehire eligibility

Collins Square Hospitality Group welcomes the return of former, qualified team members to apply for re-employment. If for personal reasons you decide to resign, we request you follow the appropriate legislation, policies and procedures. This act of courtesy will be entered on your employment record and reflected in consideration for rehire status. All team members of Collins Square Hospitality Group, upon separating from current employment, are assigned a rehire eligibility status, except for those team members whose employment has been terminated on the grounds of serious misconduct, continued misconduct or continued poor performance.

A former team member who voluntarily left the employment of Collins Square Hospitality Group may be considered for re-hire based on the review of his/her past job performance and the needs of the Company.

Parking

Collins Square Hospitality Group does not provide parking to team members. Team members are encouraged to use public transportation, or discover a suitable parking situation independently.

Photographs

Collins Square Hospitality Group reserves the right to make, use and publish in whole or in part photographs, film or video tape of its team members during the course of their employment and to use the material at any time without limitation in its promotional programs without additional compensation to the team member. However, if you object to this, please advise us in writing in order for us not to do so in your case.

Solicitation/distribution policy

In an effort to assure a productive and harmonious work environment, team members of Collins Square Hospitality Group may not solicit or distribute literature, petitions, or other materials on company premises at any time (except where this may relate to lawful union activity or industrial action or activities). Collins Square Hospitality Group recognises that team members may have an interest in events and organisations outside the workplace. However, team members are not allowed to solicit such outside events and interests during work time.

UNACCEPTABLE PERFORMANCE

When policies and procedures are not being followed, or if the team member's conduct is unsatisfactory, it is the responsibility of the manager to correct the situation. In appropriate circumstances, team members will be made aware of management's concerns and given the help and time to correct the situation.

Counselling

Where a situation of sub-standard performance or unsatisfactory conduct does arise in the workplace and it is not of a very serious nature, it will be addressed in the first instance through the provision of counseling and guidance to the team member. The aim of the counseling session will be to discuss the performance issue with the team member, seeking to correct the problem and prevent further recurrences. This approach provides an opportunity to clarify with the team member the expected performance or behavior. The team member is encouraged to respond and a time period for improvement can be agreed upon.

In situations where the offence is of a serious nature, it will be referred to the Human Resources Department where a disciplinary action may be taken, including the issuing of formal warnings. In extreme cases of misconduct, summary dismissal may be considered.

DISCIPLINARY PROCEDURE

The disciplinary procedure below serves as a guide regarding the steps to be taken in relation to instances of poor performance or misconduct, and in instances warranting summary dismissal.

Depending on the severity of the poor performance or misconduct any of these steps may be omitted (e.g. in appropriate circumstances a first and final written warning may be issued without any previous warnings having been issued).

Prior to issuing any warnings, a disciplinary action meeting will first be held with at which you will be given an opportunity to provide your response to the allegations against you and an explanation.

Verbal Warning

Where relatively minor sub-standard performance or minor misconduct has not been resolved through informal counseling, you may be issued with a verbal warning by your immediate supervisor or manager. If he/she does not consider any response or explanation you may provide in relation to the allegations against you to be acceptable. This warning will be recorded in your personnel file.

Possible actions to rectify the situation will be discussed and the organisation will seek to provide all reasonable support to assist you in rectifying your performance or addressing the cause of any minor misconduct.

The Verbal Warning will clarify the nature of improvement required to meet standards of the position or to address the minor misconduct, possible methods of achieving the required standard or conduct, a time frame for improvement and the effects of failing to comply with the warning.

First Written Warning

A First Written Warning may be warranted in the following instances:

- where the nature of any sub-standard performance or misconduct is not sufficiently serious as to justify greater levels of disciplinary action; or
- following a Verbal Warning, if there has been a second offence of the same or similar nature as before; or
- there has been insufficient improvement in performance or behaviour over the previously determined monitoring time period and the company does not consider your response or explanation in relation to the allegations against you to be acceptable.

If you so wish, a co-worker or a representative of your choice (other than a legal practitioner) may be present at a disciplinary meeting to discuss matters which may give rise to a First Written Warning. This person will merely act as your witness or support person, and cannot talk on your behalf.

The First Written Warning will briefly set out the allegations and your response (if any), the nature of improvement required to meet standards of the position or to address the minor misconduct, possible methods of achieving the required standard or conduct, a time frame for improvement (during which your performance or conduct will be monitored) and the effects of failing to comply with the warning or there being a repeat of any such poor performance or misconduct.

You will be required to acknowledge receipt of a copy of this warning. This warning will be placed in your personnel file.

Reasonable steps will also be taken to address any justifiable work related reasons you may put forward as affecting your performance or conduct.

Second Written Warning/ First And Final Written Warning

A Second Written Warning, or a First and Final Written Warning may be warranted in the following instances:

- where the nature of any sub-standard performance or misconduct is not sufficiently serious as to justify dismissal; or
- following a First Written Warning, if there has been a repeat of the misconduct, of the same or similar nature as before, or a repeat of the performance issue that you have been warned about; or
- if at the conclusion of a monitoring period (whether in relation to a Verbal Warning or a First Written Warning) you have failed to improve your performance or address any conduct concerns;
- and we do not consider your response or explanation in relation to the allegations against you to be acceptable.

If you so wish, a co-worker or a representative of your choice (other than a legal practitioner) may be present at a disciplinary meeting to discuss matters which may give rise to a Second Written Warning, or a First and Final Written Warning. This person will merely act as your witness or support person, and cannot talk on your behalf.

The Second Written Warning, or the First and Final Written Warning will briefly set out the allegations and your response (if any), the nature of improvement required to meet standards of the position or to address the misconduct, possible methods of achieving the required standard or conduct, a time frame for improvement (during which your performance or conduct will be monitored) and the effects of failing to comply with the warning or there being a repeat of any such poor performance or misconduct.

You will be required to acknowledge receipt of a copy of this warning. This warning will be placed in your personnel file.

Reasonable steps will also be taken to address any justifiable work related reasons you may put forward as affecting your performance or conduct.

Dismissal

You may be dismissed in the following situations:

- where the nature of any misconduct is sufficiently serious as to justify dismissal, even if no previous warnings have been issued to you about this; or
- following any previous warning which may have been issued to you, but particularly if it is a Second Written Warning, or a First and Final Written Warning, if there has been a repeat of the misconduct, or a repeat of the performance issue which you have been warned about (of the same or similar nature as before); or
- if at the conclusion of a monitoring period (in relation to any written warning - but particularly if it is a Second Written Warning, or a First and Final Written Warning) you have failed to improve your performance or address any conduct concerns and we do not consider your response or explanation in relation to the allegations against you to be acceptable.

Before a decision is finalised, you will be given an opportunity to comment on why you should not be dismissed. At this stage, after careful consideration of all the facts, Collins Square Hospitality Group may make the decision to dismiss you.

If you so wish, a co-worker or a representative of your choice (other than a legal practitioner) may be present at a disciplinary meeting to discuss matters which may result in your dismissal. This person will merely act as your witness or support person, and cannot talk on your behalf.

The notice of termination will briefly set out the allegations and your response (if any), and the reasons for your dismissal.

Summary dismissal

Full-time or part-time employees who are summarily dismissed on the grounds of serious misconduct will not be entitled to work out their notice period or to be paid in lieu of such notice period. Situations which involve an offence serious enough to warrant summary dismissal will vary, however some such situations may include:

- **Discourtesy** Excellent service to our customers is a top priority. Team members who are very rude or very discourteous towards a customer may, depending on the severity of the conduct, have their employment summarily terminated.
- **Disobedience** which is of a persistent and calculated nature.
- **Dishonesty.**
- **Stealing** from customers, team members or colleagues.
- **Misconduct** which results in damage to the employer's reputation, property or injury to other team members because of a careless disregard for well-defined written work rules or safety instructions, particularly where there is a recorded past history of negligence.
- **Intoxication**, drinking on-the-job, taking or selling illicit drugs.
- **Fighting, or verbal abuse.**
- **Bullying, harassment or discrimination.**

SAFETY

The safety of our team members is of paramount importance at Collins Square Hospitality Group and without question, must be a part of every team member's responsibility at all levels. Managers will strive to ensure that all team members are familiar with our safety procedures and policies. Team members are required to attend safety trainings or meetings held by their departments in addition to detailed Company safety programs.

The following serves as a guide to the Company's position on the issue of safe operations:

- The safety of each team member is of utmost concern Collins Square Hospitality Group .
- It is the duty and responsibility of every team member of Collins Square Hospitality Group to make all reasonable efforts to reduce the possibility of accidents.
- It is the intent of Collins Square Hospitality Group to abide by all applicable rules, regulations and laws concerning safety and the safe conduct of any operation engaged in by Collins Square Hospitality Group .
- Safety should not be exchanged for expedience or ease of operation.
- It is the duty and responsibility of supervisory personnel at all levels of management to see that all team members are made familiar with the scope, spirit and intent of this safety policy.
- It is the responsibility of all team members, regardless of position, to become familiar with Company safety recommendations and immediately report to their supervisor or senior management any unsafe condition that they become aware of that could result in injury to themselves or another person – whether of a physical nature or otherwise and whether it relates to their own health and safety or that of any other person.

Violence prevention in the workplace

We strive to provide a safe environment for our team members and customers. Therefore, Collins Square Hospitality Group has zero tolerance for violence. If you display any violence in the workplace or threaten violence in the workplace, you will be subjected to disciplinary action. We define "violence" to include physically harming another, shoving, pushing, harassment, intimidation, coercion, brandishing weapons and threats of violence. Collins Square Hospitality Group will not tolerate possession of any weapons at the workplace, by team members. Weapons include guns, knives, explosives and other potential weapons. Appropriate disciplinary action, up to termination, will be taken against any team member in violation of this policy. Criminal charges may also be brought against offenders. You are encouraged to immediately report any incident which may involve a violation of policies which are designed to provide a safe workplace environment.

Lockers / desks

Team members may be assigned a locker or desk. These lockers and desks are for use by Company team members only. Guests are not allowed in the team member locker areas. Collins Square Hospitality Group is not liable for loss or theft from lockers, desks, or other areas. For this reason, we ask you not to bring valuables to work. The assignment of a locker or desk to an employee does not create an expectation of privacy in its use. Collins Square Hospitality Group reserves the right to inspect the contents of any locker or desk.

Lost and found

For every lost article there will almost certainly be a customer or other team member looking for it. Therefore, it is important that all items found in the workplace turned in to you or found by you are delivered immediately to your manager.

Searches

Company policy allows the use of any lawful method of investigation which Collins Square Hospitality Group deems necessary to determine whether any person has engaged in any conduct that interferes or adversely affects its business. This includes the theft of any Company property or any property of any Company team member or visitor. It also includes suspicion of possession of drugs, alcohol, firearms, or anything else that is prohibited or restricted on Company property. All Company team members are expected to participate in Collins Square Hospitality Group's reasonable security efforts. Failure to do so may result in disciplinary action, including dismissal.

Bag checks

Bag checks are conducted to protect the company from theft and can be conducted at any time inside or immediately outside of the Venue. No company property should be kept in the team members' locker or bags without a goods removal slip or a receipt proving the purchase of the company goods. Anyone found with goods in their lockers/or bags without the goods removal slip or receipt for the items, will have breached the goods removal policy and procedure and will be disciplined and/or prosecuted.

OCCUPATIONAL HEALTH AND SAFETY

Occupational Health and Safety

If you have any matters you would like to raise relating to health and safety in the workplace, please see your manager. Health & Safety matters are brought to attention during weekly management meetings by department heads which are then documented by the Human Resources Manager. It is determined which department takes responsibility for an appropriate outcome within a timely manner.

First Aid & First Aid Kits

First Aid kits are fully stocked and regularly maintained. They are located in each Venue. When an accident occurs, please be sure to report it so we can take steps to see that the problem does not reoccur. An incident report must be completed.. Please seek assistance for any problem, however minor it may appear.

In the event of an accident or incident whereby a team member or customer requires immediate medical attention by a qualified First Aider immediately seek your supervisor or manager on duty. It is the responsibility of the supervisor or manager on duty to contact Collins Square Security who will administer first aid and determine if emergency services are required to attend. Emergency contact numbers are displayed clearly in all venues in common areas and details are provided during company induction.

Team Member Responsibility

Immediately report any emergency situation relating to health and safety to your supervisor or manager. Immediately report any faulty or broken equipment, broken glass or crockery, slippery surfaces or unsafe work practices to your supervisor or manager.

You must report any accident in the workplace to your supervisor immediately and have your supervisor assist with the necessary claim reporting procedures. An accident, incident or hazard report must be completed. Some injuries do not require immediate medical attention but it is in your own interest to promptly report any accident which does occur.

Whenever an incident or accident occurs in the venue, in which a customer may be injured or property damaged, the manager must be called to complete an Incident/ Accident Report. Team members, who are involved in or witness to the incident, will be asked to complete a Witness Statement.

An incident is defined as an unplanned event which has the potential to cause injury or property damage. An accident is defined as an unplanned event which causes injury or property damage.

Manual Handling

During your employment you may be required to lift, move, carry and alter equipment. Please follow these practical guidelines to ensure your safety, prevent injury and contribute to a safe work environment. Manual Handling demonstrations are also available on the TYSPSY app under Collins Square custom content.

The Manager on duty will instruct you on equipment use

The Manager on duty will demonstrate equipment use where necessary

In the absence of the Manager on Duty, seek and wait for assistance

Always use a trolley when moving heavy products or equipment

Always bend your knees, engage your core and keep your posture upright when lifting heavy products

If you feel uneasy lifting a heavy product – STOP and seek assistance

Return and store equipment in its rightful place

Hazardous materials communication

Collins Square Hospitality Group strives to provide all of its team members with a safe and healthy work environment. Collins Square Hospitality Group requires all of its team members be provided with information about hazardous chemicals located on work sites. All chemicals are labelled clearly, Material Safety Data Sheets are stored clearly and employee's handling these chemicals are trained to use Personal Protective Equipment (PPE). This is in compliance with HACCP standards by ensuring all chemicals at

Collins Square Hospitality Group are evaluated and information concerning their hazards are available to all team members.

WorkCover

Every work-related injury, no matter how minor, must be reported immediately to your manager who will complete a Report of Injury form. A copy of this entry will be provided to you as well. If your manager is not available, the forms should be completed by the department manager or contact the Human Resources Manager directly. If you sustain a work-related illness or injury, the Human Resources Manager and your manager will work with you to determine a return-to-work program until you are released by your doctor for full duty.

Emergency action plan

Our Company has an Emergency Evacuation Procedure in conjunction with Collins Square Management. In the event of an emergency all staff are to follow the instructions of their Manager on duty.

In actual emergency situations all team members should use this guideline and should use reasonable judgment to ensure their safety and the safety of their own safety as well as that of our customers.

Fire Prevention

We recommend that this Fire Prevention section is read by all new team members and re-read at four monthly intervals.

In the construction of the Collins Square Complex, every effort has been made to ensure that the premises are safe for occupation. A comprehensive fire protection system has been installed and fire resistant materials have been used wherever possible.

However, as no building can be made 100% entirely fireproof, we suggest the following precautions: Do not wait for a fire to occur. Get to know the location of fire extinguishers in your area, take time to read the instructions regularly and remember that three things are necessary before a fire can start:

- A: Oxygen
- B: Combustible material
- C: Means of ignition

A & B must be prevented from combining with C; therefore the following precautions should be followed:

- Fold up your waste paper tightly before depositing it in the waste paper basket.
- Do not hoard unnecessary paper in your desk, cupboards and files.
- Lock up all paper and files before leaving the building at the end of the day (tidy up!).
- Prevent fire in your premises with good housekeeping and check our premises at both opening and closing times for fire hazards.
- Immediately notify the manager on-duty about any unsafe electrical equipment and wiring.
- All passageways, public areas and access lanes must be kept free of any refuse, disused furniture, display equipment, food crates and any other extraneous materials.
- Make sure all team members are always alert to the possibilities of fire.
- Dispose of useless combustibles before a spark can cause a fire.
- Ensure all sprinkler heads are clear of obstruction at all times – do not store stock around them or hang items from them. Regulations require at least one metre of clear space around our sprinkler heads.
- Ensure that any means of ignition or flame, spark or electrical appliances are not in the vicinity of flammable liquids whether stored or in use and that any person using welding or oxy cutting equipment complies with the following safety procedures:
 - A hot work and isolation permit must be obtained from Collins Square Concierge – located in the foyer of the Marsh Mercer Building
 - Collins Square must be advised prior to commencement of any welding or cutting work.
 - A distance of 10m should be between combustible material and the work area. As an alternative, combustible materials should be covered using a fire proof cover.
 - Fire extinguishers and/or hose reels should be readily available in the immediate vicinity of the trade's person.
 - Check the work area at least every half hour after completion of the works for smouldering fires.

- It is the responsibility of all occupants of the Complex to familiarise themselves with the location of fire equipment throughout the Complex and to be aware of the emergency procedures of the Complex.

Fire and Evacuation

Persons discovering a fire - please remain calm and do the following:

- If in danger, remove yourself from the area immediately
- Call your manager on duty on his or her mobile or call Collins Square Security on 0429 869 141.
- If it is safe to do so, remain at the scene to direct the fire team, close all doors on the floor and use available means to extinguish or contain the fire
- DO NOT ENTER A SMOKE FILLED AREA ALONE. NEVER LET A FIRE GET BETWEEN YOU AND THE WAY OUT
- Make sure all are kept out of the area
- If it is necessary to leave the building, follow the exit signs. DO NOT USE THE ELEVATORS.
- Always remain calm.
- DO NOT RE-ENTER THE BUILDING UNLESS ADVISED
- The success of and effectiveness of any evacuation relies entirely on remaining calm and adherence to instructions.
- If a person is refusing to evacuate it needs to be reported immediately to the manager on duty. Report to the manager on duty if any person with special needs is on the premises during a fire (e.g. a disabled person in a wheelchair) and wait for further instructions.

Building Emergency and Evacuation Procedures

What you should know:

- Wardens are Collins Square Management representatives. The wardens consist of a chief fire warden and deputy. Other warden positions will potentially be filled by staff from the towers or retail areas.
- Wardens are recognisable by the colour of their helmets:
 - Chief Warden: **red helmet**
 - Deputy Warden: **yellow helmet**
 - Other Wardens filled by team members from towers and retail areas: **white helmet**
- Familiarise yourself with the location of emergency EXITS within your zone; and
- Familiarise yourself with the location of fire hose reels and portable extinguishers.

Important: All emergency calls are to be made to your manager on duty on his or her mobile, who will immediately attend and ascertain the situation. If you are unable to contact your manager on duty call Collins Square Security on 0429 869 141.

Occupant Procedures

In the event an emergency occurs in the building the following procedures shall apply:

The "Alert" signal (beep, beep, beep) will be sounded to which the Wardens of the building will respond by initially checking their respective floors/areas for an emergency and then make their way to their assigned Warden Intercommunication Point (W.I.P)

Tenants and their staff are to commence shutdown procedures unless otherwise specifically requested by a Warden. If Wardens are not present then the most senior staff member present should check the area and proceed to the Intercom point at the emergency exit and advise the Chief Warden (over the intercom) of the situation.

On the sounding of the "Evacuate" (whoop, whoop, whoop) signal, all occupants shall:

- Listen for any instructions from the Chief Warden via the PA or Warden Intercom System;
- Start evacuation of area
- Provided that it does not present a risk to their own health and safety and where they are able to do so, lend assistance to any customers
- Evacuate the area via the nearest emergency exit (or as nominated by the Chief Warden and/or Floor Warden);
- Continue to listen for messages broadcasted via the Public Address facility as sudden changes may need to be made to the method of evacuation due to smoke and/or other hazards; and
- When clear of the building, proceed to the Assembly Area as directed by the Chief Warden, at all times assisting your staff, customers to evacuate the area.

Outbreaks of Fire

The following procedures are initial and basic steps to follow by anyone locating a fire in the Complex.

- (1) Rescue anybody in immediate danger, if safe to do so.
- (2) If possible close doors to restrict spread of fire and smoke.
- (3) Raise fire alarm by telephoning your manager on duty's mobile.
- (4) Only if trained and safe to do so, attack fire utilising portable fire extinguisher or hose reels.
- (5) Direct staff and customers in danger to the nearest safe exit.
- (6) As directed by the Area Warden proceed to the evacuation assembly applicable to your Venue.

Emergency Evacuation Drills

The Complex may periodically undertake a complete evacuation, i.e. a fire drill; in an effort to ensure optimum safety for tenants, team members and customers should a "real" situation should occur. All team members should treat emergency drills/evacuations seriously and participate as though an actual emergency was taking place.

Training

Team members will be trained in the procedures they should follow if an emergency occurs and appropriate team members will be taught how to use fire extinguishers and hose reels. All team members will be shown the nearest emergency exits and the procedures for assisting customers out of our premises to the nearest exit.

Back Entrances, Passageways, Emergency Corridors and Emergency Exits

The back entrances, passageways, service corridors and emergency corridors must be kept clear at all times. Remember, you may need to exit through these in an emergency situation.

You must never use emergency passageways or emergency corridors as a storeroom – even temporarily and emergency exits must not be blocked or locked at any time.

If you notice any damage to doors or handles or failed exit or emergency lights, please contact your manager on duty immediately.

Characteristics of Fire Extinguishers

- **Powder Type Extinguishers**
Colour – red with white band
These extinguishers have a cone or funnel attachment
Hold upright, withdraw pin and press lever
These extinguishers are used for electrical fires, flammable liquids such as petrol and oil
- **Wet Chemical**
Colour – red with cream band
These extinguishers are used for cooking fat fires, wood or paper
- **Vaporising Liquid**
Colour – red with yellow band
These extinguishers are used for electrical fires, wood or paper
- **Fire Blankets**
These are used for cooking related fires to cover and smother cooking pots and frypans

If an extinguisher has been partly or fully discharged, either deliberately or accidentally, please advise your manager on duty.

Armed robbery procedures

Our company policy is to strive to provide a safe and healthy working environment. Do not attempt to be heroic: your life is worth more than any amount of money.

However, in the event of a hold up the following procedures must be followed:

- Remain calm and quiet
- Stand still and do not make any sudden movements
- Obey the offender's instructions
- Do not draw attention to yourself, and speak only when spoken to

- Avoid direct eye contact and do not stare at the offender

What to do immediately after the offender has left the scene:

- Arrange first aid assistance if required
- If possible, note direction and means of departure, not putting yourself at risk
- When safe to do so advise the manager or call Collins Square Security 0429 869 141
- The manager will seal off the area where the event took place
- The manager will ask all witnesses to remain until the police arrives and you will be allowed to notify your family, should you be required to remain in the Venue
- Your manager will complete the appropriate forms

Venue safety tips

- Do not chase offender
- If safe to do so observe the dress and physical appearance of the offender
- Assess the offender's height against a display stand, post or doorway
- Do not attempt to answer a ringing telephone during an armed robbery
- Do not attempt to delay the departure of the offender; as soon as he/she leaves you are safe
- Do not discuss the incident with other team members until you have spoken with the police
- Do not drive a vehicle immediately after a hold up due to possible shock affecting you
- Do not touch anything (as evidence could be destroyed)
- Take advantage of any trauma counselling which may be offered by management

The most important thing to remember is that your safety and the safety of your customers must never be put at risk.

All armed robberies or attempted armed robberies must be reported to your manager immediately after it is safe to do so.

Communication procedures

In case of an emergency or a major catastrophe it is important that one central voice issues all statements. It is therefore absolute Company policy that no team member talks to the media without the specific consent of the Heads of Departments.