

GLAD *Life*

CULTURE GUIDE

We create welcoming experiences and safe places, every day.

GLAD GROUP®

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Glad Group acknowledges the Traditional Owners of the land and pays respect to their Elders, ancestors, cultures and history.



Welcome.

I would like to personally welcome you to the Glad Group team and introduce you to the 'Glad Life' culture that will shape your working life with us.

Our business is a blend of diverse people with different experiences, skills, and cultures. Together, we hold a collective desire to be the best at what we do. We are very proud of where we are today and excited about where we are headed.

As part of the Glad Group team, I am excited you will be a part of our journey as we continue to grow, and strive to be as adaptable, motivated, and responsive to the needs of our people as we are to our customers.

We understand that operational excellence comes from a high standard of customer care, hospitality and wellbeing, and integrity – all delivered through the commitment and professionalism of our people. That is why we are continuously transforming the way we operate to improve our ability to innovate, evolve, and make the lives of our customers and the communities we serve better.

We are so Glad you are with us, and we look forward to sharing our future success with you.

Sincerely
Steve Iloski
Chief Executive Officer



Who we are.

With over 35 years of experience, Glad Group is a family-owned and operated business, and a leader in the delivery of property services across Australia.

We pride ourselves on our highly competent multicultural workforce, excellent customer care, and the collaborative partnerships we have established with our customers – **simply put we work together, not apart**.

We are driven to build success, through open and trusted relationships with each other and with like-minded businesses to create partnerships that transform the workplace experience for our people and customers. '**Together we are One team, One community**'.

Our company structure

Glad Group is our corporate entity providing support and functional efficiencies to five unique businesses that form the Glad Group of Companies. Each work collaboratively with our valued customers to drive service efficiencies through smart technology, sustainable business practices, and innovation.

Our company structure also opens the door to greater career opportunities for our people as we continue to evolve and realise new business opportunities.

At a glance.

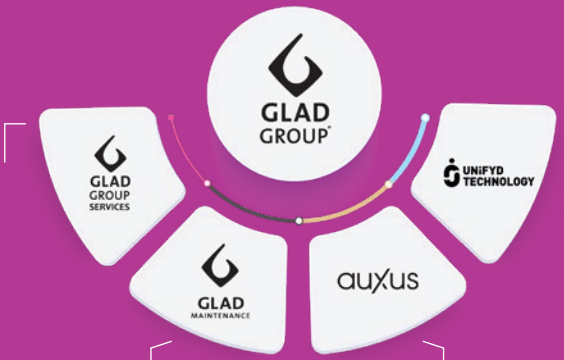
+2500 staff
Care taking +300 assets across Australia.

+100 nationalities
Creating a highly diverse and talented workforce.

ESG focus
Strong commitment to sustainable business practices.

24/7 National Operations Centre
Helpdesk for our staff and customers.

Our services.

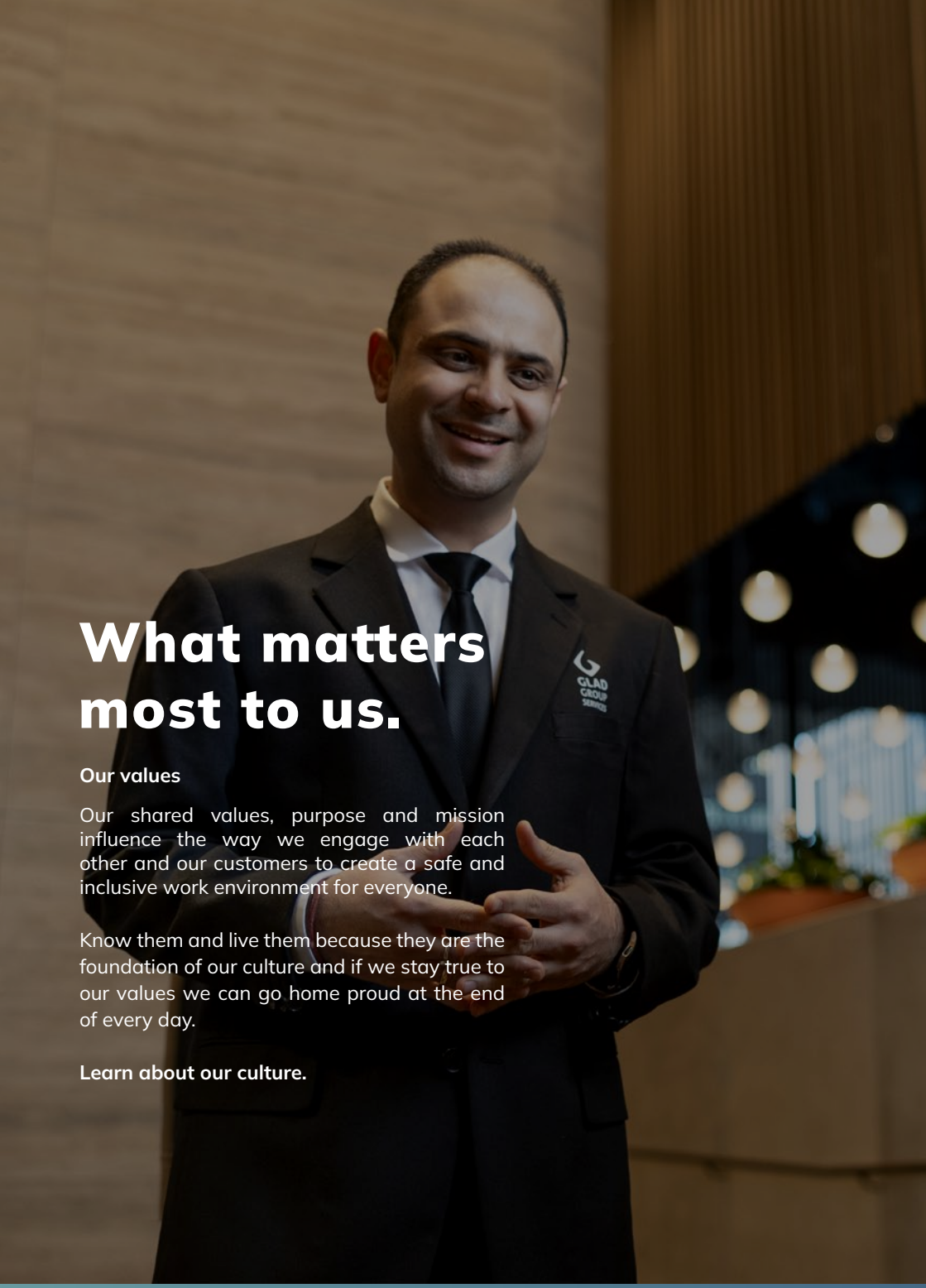


SERVICES
Integrated Services
Cleaning Services
Security Services
Guest Services
Maintenance Services

SERVICES
National Operations Centre
IT Managed Services

SERVICES
Maintenance Services
Electrical Services
Hydraulic Services
Project Maintenance
Facilities Management

SERVICES
Concierge Services
Workplace & Hospitality Services



What matters most to us.

Our values

Our shared values, purpose and mission influence the way we engage with each other and our customers to create a safe and inclusive work environment for everyone.

Know them and live them because they are the foundation of our culture and if we stay true to our values we can go home proud at the end of every day.

Learn about our culture.

Our values.



Trust

We are transparent and ethical.



Respect

We collaborate and share ideas without judgment.



Integrity

We deliver on our commitments.



Innovation

We create positive change through disruption.



Our purpose.

We create welcoming experiences and safe places, every day.



Our mission.

To engage and empower our people at all levels of the organisation to deliver a sustainable service that will exceed all our stakeholders' expectations.



Our code of conduct.

As a team member of Glad Group we are committed to abiding by the Glad Group Code of Conduct (see page 24).



Celebrating and supporting our people.

We are glad you are a part of the team

We are a people first business that prides itself on the talent of our diverse workforce. We celebrate diversity and inclusion, and know our people are the driving force in delivering service excellence to our customers and the communities we serve.

We are committed to supporting our people in achieving their career aspirations and creating an engaging workplace environment where everyone feels a sense of belonging, safety and support.

Learn about our workforce support programs.

Regular team bonding sessions

Coordinated by your management team to cultivate belonging and friendships with your peers.

Designed to enhance team communication and team performance.

Reward and recognition

Regular team-based acknowledgment and reward for performance excellence.

Service Excellence Awards program.

Length of Service program.

Regular participation in industry awards.

Career progression

We always look for opportunities to promote from within and encourage you to speak with your manager to discuss career pathway opportunities.

Learning and development

Regular online learning through Glad Academy, face to face learning, and scenario-based training to develop your skill base.



Employee Assistance Program.

Supporting our people to live well

At Glad Group, the health, safety, and wellbeing of our people is our number one priority. To demonstrate this commitment, we have partnered with one of Australia's leading mental health and wellbeing providers, Assure Programs, to provide this important employee benefit.

Provided Employee Assistance Program services

Free confidential solutions focused counselling sessions with qualified psychologists are available to you and your family, and are commonly used for:

- Managing stress and mental health concerns.
- Shift work support.
- Managing excessive workloads.
- Parenting and family problems.
- Support with managing challenging customers.
- Coaching to achieve goals and outcomes.
- Introductory legal advice (1 session).
- Financial coaching.
- Diet and nutritional consultation.

Wellbeing Gateway

Your personal mental health and wellbeing companion supporting you to thrive at work.

Access wellbeing tools, set wellbeing goals through self-paced programs and 24/7 support when you need it.

You will need to enter our company code when registering your details: **GLA2254**.

Download the app today.



Keep the fire, skip the burnout

You can stay passionate without burning out.
Let's find healthy ways to recharge together.
Support is just a conversation away.

Call us 24/7, 365 days a year, or start a confidential chat with a clinician on Wellbeing Gateway.

Scan the QR code to get started.

1800 808 374 AUS

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assure

If you see something, say something.

Making our work environment safe, fair and honest

We are a diverse workforce that respects each other and our differences. To be at our very best we believe that every team member has the right to come to work each day feeling safe, welcomed, and included.

We are committed to maintaining a **Speak Up** culture through open and trusted communication at all levels. There are several ways our staff can privately raise concerns over any wrongdoing or misconduct at work.

Approach your manager to voice your concerns

Start a private conversation with your direct manager or Client Services Manager to express your concerns.

Contact our People & Culture Team

Speak privately to a trusted member of our People & Culture team.

E: gladacademy@gladgroup.com.au

P: 1300 283 233



Call or email our Whistleblower Service

Contact our independently managed Whistleblower Service. Anyone lodging a report through this service can feel confident that extensive measures are in place to protect anonymity.

Call **1300 687 927**

E: whistleblowingservice.com.au/gladgroup/

You will need the following information to make a report:

Unique key: GLAD2021 | **Reference Number**: GladGroup21

We do not tolerate victimisation of anyone who intends to report or has made a report.

Flare workplace benefits.

Unlock a great range of retail discounts and perks

Available to every Glad Group staff member in Australia. Enjoy saving on everyday expenses like groceries, food, and fuel, as well as fashion, entertainment, travel, sport, health, and much more.

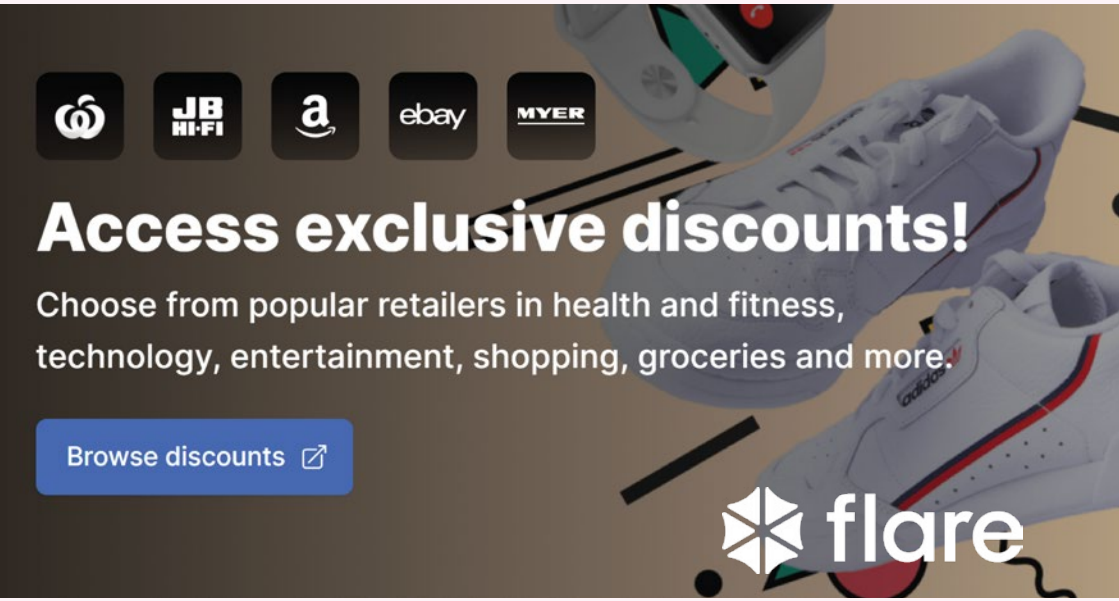
Access Flare through Glad Academy

Step 1: Login to Glad Academy (you will need your username and password).
gladgroup.elmotalent.com.au/login

Step 2: Navigate to the 'Benefits' Tab on the left hand menu.

Step 3: Click to go to the Flare online portal.

Step 4: Start enjoying great savings.



SEEN GREAT SERVICE!

NOMINATE YOUR TEAM MATES!

Recognise those members of your team that go above and beyond to create service excellence.

The Glad Group Service Excellence Awards are designed to recognise and reward individuals and teams that have demonstrated outstanding performance.

The awards are a celebration of our people and presented through direct manager recognition, nominations from colleagues and customers, and culminate each year in the announcement of a range of annual awards.

Scan the QR code to make a nomination.

inspire.gladgroup.com.au

SERVICE EXCELLENCE Awards

Contacts to know.

There is always someone to help

If you have a general question (or aren't sure who to ask), speak to your Manager. Alternatively, below are key contacts to support you.

For all HR related matters contact our People & Culture team:
@ gladacademy@gladgroup.com.au
P: 1300 283 233

For all questions relating to your pay or leave entitlements contact our Payroll team:
@ payroll@gladgroup.com.au
P: 1300 283 233

24/7 National Operations Centre - on shift staff after hours support:
P: 1300 283 233

To raise a safety concern contact our Risk and Compliance team:
@ compliance@gladgroup.com.au
P: 1300 283 233

IT Support: your help-desk for any IT related matters:
@ support@gladgroup.com.au
P: +61 29064 4005



A guide to your role with us.

The purpose of your role

This Culture Guide outlines the expectations of your role within the Glad Group of Companies, and how you play an important part in creating welcoming experiences and safe places, every day.

It's important to always care about doing the job well and striving for excellence. We are all part of a team that works together, supports each other, and goes above and beyond.

This guide outlines the expectations of your role to create an exceptional customer experience.

Learn about your role expectations.

Our commitments.

A positive workplace environment

- A supportive, safe and respectful work culture that cares for you every day.
- Career progression through ongoing training and development.
- A collaborative culture of passionate people that continually strive to improve operations through innovation and service standards.

What you offer us

- An open mind and enthusiastic approach to achieve the very best service standards.
- Contribution of ideas and knowledge to move the business forward.
- Willingness to get the job done no matter what it takes.







One team, One community approach.

We see, we report. We do.

Whether you are a cleaner, security officer, guest services or maintenance technician, as a custodian of customer service our team members are always looking at the environment around them - seeking out opportunities to ensure the very best presentation standards and customer service. We take the following actions:

We See

We are the eyes of the customer. We conduct regular checks of the workplace environment to ensure compliance to high standards of presentation and that equipment, furniture, amenities and lights are fit for purpose and ready for use.

We Report

If we see something, we report it. We report any items not compliant to service standards. We report items in need of service support or repair.

We Do

We don't leave it for someone else. We take individual action to resolve any issue – a spill is never left unattended, a broken chair is removed or replaced. We take pride of the space we are in. If we can't do it ourselves, we ask for help.

We work together, not apart

We work together with a shared service vision that delivers an elevated service experience. Members of our cleaning, security, guest services and maintenance teams take action to provide a coordinated service delivery that maintains presentation standards, ensures loop and rotation times are achieved, improves reporting of faults, equipment and repairs, and works to support high standards of customer experience. Some great examples of working together include:

Litter

If you see litter on the ground pick it up and place in the bin. If the bin's more than ¾ full let cleaning know.

Broken

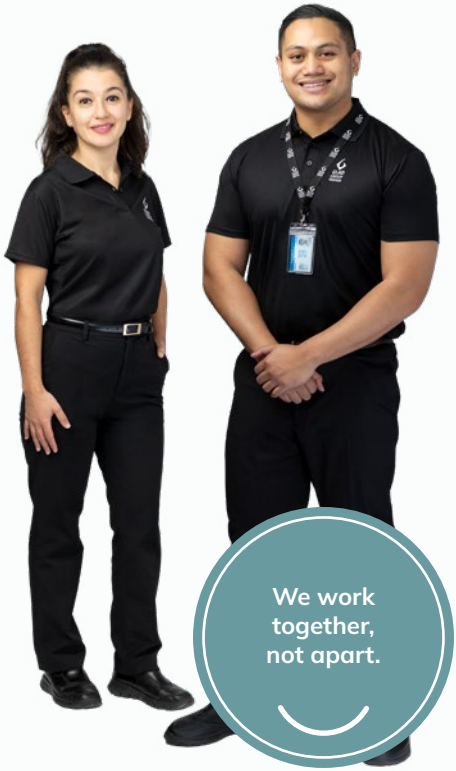
If furniture, fixtures, or plants are broken report it so it can be fixed quickly. If still broken after a few days send a reminder.

Lights out

If a light fitting is not working, log the default so the maintenance team can replace the globe.

Help

If someone looks lost, distressed, or worried offer a helping hand.



Customer service success.

You are the custodian of customer safety, comfort and wellbeing. As a member of any service team, you act as an ambassador of the property, business or brand you represent.

Positive service behaviours

Be open, friendly & engaged

When standing, position your body in a manner that is open, friendly and prepared for assistance. Always appear interested no matter what the situation.

Say good morning, afternoon & evening

Use appropriate casual greetings when passing a customer, tenant or guest. Acknowledge them with a nod of the head.

Show your hands

It is important to always have an open friendly demeanor. Visible hands give a sense of openness.

Customer comes first

Allow customers to enter an elevator or escalator before you, unless operationally or situation critical Never step in front of a customer.

Professionalism

Be professional, discrete and vigilant to operational requirements especially when in customer sight.

Hospitable service

Always conduct yourself in a manner that supports memorable customer experiences.

Walk tall

With your head held high and back straight.



Behaviours to avoid when interacting with customers

Lean or rest your body against furniture, walls or property fixtures.

Drag a mop and a bucket across the floor.

Call out loudly to colleagues disrupting the work environment.

Cross your arms or appear unfocused or disinterested at any time.

Fix, touch or play with your hair, and put your hands in your pockets.

Fidget or appear distracted in front of customers.

When talking to colleagues or friends be mindful you are still customer facing.

Touch your nose, rub your chin, eyes and other parts of your face when in customer areas.



Looking your best.

Uniform Style Guide.

At Glad Group, we are committed to excellence – both in the delivery of our work and looking our best when in uniform. It is Glad Group policy you always present to a professional and premium standard.

Please carefully read our Uniform Style Guide which outlines the presentation and grooming standards for all Glad Group staff.

Always remember, when in uniform we embody the Glad Group values of **Trust, Respect, Integrity and Innovation - so wear your uniform with pride**.



Scan to view our Uniform Style Guide.

Grooming and presentation.

The basics

The following grooming and presentation guidelines are the minimum standards for presentation when you are at work.

- You must be completely groomed and well-presented at all times.
- All clothing you wear should be clean, neat, and well-pressed or ironed.
- Your clothing and/or uniform should not be stained, torn, or faded.
- Shoes must be black, kept clean and in good condition.
- No smoking in uniform – or in guest view.
- Never chew gum in uniform – or in guest view.
- Never use personal devices (phones, tablets, or other electronic devices) whilst in uniform – or in guest view.
- Always keep jewellery and accessories to a minimum and to suit uniform attire.
- Body-piercings should not be visible in the workplace.
- Tattoos should be covered up as far as reasonably practical.





Code of conduct and safety.

A guide to expected standards of behaviour

Our Code of Conduct sets out Glad Group's expectations and standards for ethical behaviour and responsible business practices. As part of this commitment, we strive to maintain a safe and secure workplace for everyone, ensuring that safety remains a fundamental part of our culture and daily operations.

Read our Code of Conduct and get to know our workplace simple safety steps.

CODE OF CONDUCT

1.0. PURPOSE

Glad Group is a family owned and operated business. Family values are at our core and our Code of Conduct outlines expectations of behaviour for all employees. Within Glad Group, there is a united link- a passion for service. This passion and the quality of our service has been the foundation of our success for almost 40 years. Glad Group promotes the adoption of strong ethical standards by our employees and stakeholders, including customers, suppliers, partners, and contractors.

This Code of Conduct provides an understanding of Glad Group's expectations and standards for ethical behaviour and responsible business practices.

By following this Code of Conduct, we endeavour to provide a safe workplace for everyone, based on shared values and strong personal and business ethics.

2.0. SCOPE

The Code of Conduct applies to all Glad Group entities as outlined below:

Glad Group, comprising of:

- **Glad Group Pty Ltd** | ABN 62 092 928 115
- Glad Security Pty Ltd trading as **Glad Group Services** | ABN 99 122 097 590
- **Glad Maintenance Pty Ltd** | ABN 85 127 522 481
- **Auxus Pty Ltd** | 12 655 147 292
- Stratium Global Pty Ltd trading as **Unifyd Technology** | 55 627 094 366
- **Australian Protective Services Pty Ltd** | 47 610 471 424

It applies to all employees regardless of their job title, responsibilities, seniority, or location, within every subsidiary or joint venture that Glad Group has control over.

The Code of Conduct draws on legislation, regulations, policies and procedures and employment contracts.

3.0. POLICY STATEMENT

This Code of Conduct governs the behaviour of all Glad Group directors, employees, labour hire staff, independent contractors, and sub-contractors (employees). It aims to ensure that in all matters we act in accordance with our values and good ethics.

The Code of Conduct provides guidance for employee behaviour in certain situations that may arise during the course of employment or in situations where Glad Group's reputation may come into disrepute or in any other way harm the Company. It is impossible to cover every scenario that may arise; however Glad Group expects all its employees to take personal responsibility for acting in accordance with our values and for delivering on our purpose.

All employees must familiarise themselves with our policies and procedures and address any questions or concerns to their manager or People and Culture. It is the responsibility of all employees to understand and comply with this Code of Conduct and with the policies and

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procedures that apply to the work that they do and the decisions that they make. Glad Group's policies can be found in Central, or they can be provided by your manager or People and Culture.

Our Human Values

- **Trust**
  We are transparent and ethical
- **Respect**
  We collaborate and share ideas without judgement
- **Integrity**
  We deliver on our commitments
- **Innovation**
  We create positive change through disruption

These human values define our approach to all that we do – they are the lens through which we check and monitor our conduct and performance.

Our Purpose

We create welcoming experiences and safe places, every day.

4.0. CODE OF CONDUCT

4.1. Leadership

While all employees are required to adhere to the Code of Conduct, as a leader or manager you are expected to act as a positive role model and inspire others to understand and comply with the Code of Conduct and other policies and procedures. This includes encouraging our people to speak up and share their opinions and feedback without fear.

DO	DON'T
▪ Value, support and develop others, by thinking and acting as an authentic team player, and managing any risk or conflict proactively. ▪ Be genuine and humble, act with integrity, and respect different points of view. ▪ Encourage a speak up culture in which employees feel comfortable discussing risks or raising concerns, by taking the necessary time to listen and promote dialogue and feedback. ▪ Take timely and well-considered decisions in the interest of Glad Group and assume personal responsibility and accountability for working in accordance with this code.	▪ Rush when making complicated decisions. ▪ Deny accountability or hide behind hierarchy when communicating difficult messages. ▪ Spread rumours, denigrate, or undermine the work of team members or other colleagues. ▪ Assume you are never done learning.

4.2. Workplace Health and Safety

Glad Group is a service provider and the safety of our employees, contractors, and visitors to the places we guard, clean, maintain and support must be our primary focus. It is the responsibility

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of all employees to ensure the health, safety, and wellbeing of our workers, contractors, and visitors.

Remember that safety encompasses both physical and psychological safety.

DO	DON'T
▪ Conduct our work in accordance with the training provided. ▪ Work in a safe way including wearing clothing and PPE as per site requirements. ▪ Prioritise personal and public safety. ▪ Identify and report/remove hazards. ▪ Report incidents in a timely manner. ▪ Speak up if you feel something is unsafe. ▪ Promote a positive workplace culture that recognises and embraces the value of individual differences in the workplace. ▪ Treat colleagues, customers, visitors, contractors and members of the public in accordance with Glad Group values.	▪ Take shortcuts and compromise on health, safety and wellbeing and always follow the rules for Glad Group and its customers. ▪ Undertake work or operate machines that you are not trained for. ▪ Skylark while at work. ▪ Disregard health and safety obligations and procedures. ▪ Forget or disregard to report any incidents. ▪ Ignore when others work unsafely.

4.3. Working without harassment or bullying

Glad Group expects that all employees are treated fairly and with respect. We will not tolerate inappropriate language, harassment or bullying of any kind in the workplace against our employees, contractors, customers or visitors/members of the public.

All forms of harassment or abuse are against company policy and will not be tolerated and may be subject to disciplinary action including termination. Glad Group is committed to maintaining a Speak Up culture by promoting an open and trusting dialogue with employees at all levels. All employees are encouraged to express their views and point out unacceptable behaviour.

DO	DON'T
▪ Always treat personal information as confidential. ▪ Always treat others with respect. ▪ Remember that exploitation of power or misuse of authority in the workplace will not be tolerated. ▪ Remember that offensive, intimidating, insulting or malicious behaviour of any kind will not be tolerated.	▪ Ever make jokes about or discriminate against gender, race, colour, ethnicity, religion, age or sexual orientation or other status. ▪ Ever distribute, display or keep on company/customer property any material which could be considered offensive. ▪ Spread malicious rumours or use email, voicemail or other means to transmit derogatory or discriminatory comments.

If you are being bullied or harassed, or are aware that someone else is, please speak to your manager, People and Culture or the Whistleblower Service.

- gladacademy@gladgroup.com.au
- https://www.whistleblowingservice.com.au/gladgroup/

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Related Policies

- Bullying and Harassment policy
- Whistle-blower policy
- Social Compliance policy
- Grievance Resolutions policy
- Equal Employment Opportunity and Anti-Discrimination policy

4.4. Inclusion and Diversity

At Glad Group, diversity is a core part of our identity with employees from more than 100 countries. We recruit our people on merit, irrespective of race, colour, religion, gender, age, sexual orientation, gender identity, disability or any other similar status.

We are committed to an inclusive workplace that embraces and promotes diversity.

DO	DON'T
▪ Treat everyone with fairness, respect, and dignity. ▪ Build high-performing teams by utilising the wisdom of our diverse workforce. ▪ Speak up if you witness or are aware of any behaviour that you believe constitutes bullying, harassment or discrimination. ▪ Report any form of bullying, harassment or discrimination to your manager or People and Culture.	▪ Engage in any form of harassment, including unwelcome gestures, comments or physical contact. ▪ Ignore evidence of discrimination around you.

Related Policies

- Diversity policy

4.5. Attendance

Employees are required to reliably fulfil their rostered or agreed work schedules as determined by a contract of employment and/or roster. Regular attendance and punctuality are of the upmost importance to keep Glad Group and its customers operating satisfactorily. Arriving late or unreported absences causes disruptions and are not acceptable.

Being late or not turning up to rostered shifts is a serious matter and Glad Group may take disciplinary action up to and including termination if:

- you are intentionally or consistently late.
- your lateness or absenteeism impacts your work, the work of your colleagues or Glad Group's and its customers operational requirements.

Failure to personally clock in and clock out of our time and attendance systems (where used) and failure to complete timesheets (where used) correctly are considered timesheet fraud. Employees who fail to clock in and clock out or complete timesheets correctly may be subject to disciplinary action including termination.

Unexcused and/or unreported absences don't count as hours worked and so Glad Group will not compensate them.

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DO	DON'T
▪ Arrive at work to be ready to commence work at the correct time. ▪ Communicate with your manager if you will not be at work due to illness, emergency situations or any other reason. ▪ Request leave before going on leave and ensure that the leave is approved before commencing the leave. ▪ Correctly clock in and clock out of the time and attendance system and complete timesheets correctly.	▪ Abuse personal/carer's leave. ▪ Be intentionally or consistently late to work. ▪ Leave work early without approval from your manager.

Related Policies

- Leave policy
- Parental Leave policy
- Cultural Leave policy

4.6. Dress Code

Site based staff

Employees who are provided with a uniform must attend work in the correct uniform every day. All employees must be neatly presented in a clean, and pressed uniform that is free from rips, tears and stains.

Office based staff (Customer Facing)

Employees who are not provided with a uniform, including office staff and leadership teams, are expected to dress according to their day.

If you are attending site visits, meeting with employees or customers then you must be professionally presented in business casual or business formal clothes. The general rule is, if you know how your customer is going to be dressed, you should match your attire accordingly.

Example 1: You have a few site visits organised for the day, including a commercial security customer. You know that this customer is always in a suit. You should wear formal business attire to match the expectations of the customer.

Example 2: You are spending the day at a retail cleaning site and will be doing a lot of walking around. You know that the customer will usually wear a polo shirt and trousers and so it is appropriate for you to dress more casually and comfortably for the day you have planned.

Office based staff (non-customer facing)

While our office environment maintains a professional but casual atmosphere, we expect employees to take care in presenting a neat and clean appearance while at work. Business casual attire is acceptable.

There are several things you must not wear in a business casual environment:

- Well-worn athletic sneakers or tennis shoes.

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- Flip-flops.
- Stained or wrinkled clothing.
- Clothing with holes, such as distressed jeans.
- Clothing that is too tight or short.
- Clothing that is oversized or too loose.
- Shorts.
- Tank tops or strapless shirts unless paired with a blazer, jacket or cardigan.
- Backless or low-cut tops.
- Crop tops.
- Clothing with inappropriate logos or text.
- Activewear.

4.7. Use of Technology

Glad Group is committed to the appropriate use of Information Technology and Services to support business functions. The IT Acceptable Use Policy defines acceptable behaviour expected of users within Glad Group. Employees must comply with all IT policies and requirements governing the use of Information and Technology Systems, including tracking systems and information systems provided to employees by customers.

Glad Group treats misuse of its information systems seriously. Violations of the conditions of use may result in temporary or indefinite withdrawal of access, disciplinary action and/or demand for reimbursement to Glad Group.

DO	DON'T
▪ Take all reasonable steps to protect information and information systems assets against loss, damage and destruction. ▪ Take responsibility for maintaining the appropriate level of security when working on or off site.	▪ Share user login details including passwords. ▪ Make unauthorised changes to computers or networks. ▪ Use systems and internet for unreasonable private purposes. ▪ Use, download or install free or non-glad group software on any equipment.

Usage of Customer Information Technology Sources

Most of our employees are based on customer sites and are required to use customer IT sources to successfully perform their roles. In doing so, all employees must adhere to the following:

- Do not use or attempt to use customer IT sources for your own personal use or any other purpose than authorised by Glad Management or the customer.
- Do not use Personal drives (USB, hard drive, phone, etc) on customer IT sources.
- Do not make or attempt to make a copy of customer data or information without prior written permission from Glad Management or the customer.
- Do not install or attempt to install equipment or software on customer IT sources without the prior written approval from Glad Management or the customer.

Misuse or unauthorised use of customer IT sources will be treated as a serious matter and may result in removal from site and/or disciplinary action.

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Related Policies

- IT Acceptable use policy
- Mobile Device and Service Usage policy
- Social Media policy
- Workplace Surveillance policy

4.8. Conflict of Interest

Although we encourage employees to explore talents and business opportunities beyond their role within Glad Group, certain practices could result in a conflict of interest between confidential business practices and/or competing efforts between Glad Group and the employee. This includes personal actions that can affect Glad Group in a negative way such as loss of revenue, customers or company ideas.

Conflicts of interest also occur when outside opportunities influence the way an employee performs their job responsibilities.

Glad Group does not accept personal interests that interfere, or appear to interfere, with the employee's ability to make fair and objective decisions when performing their jobs in the best interest of Glad Group.

DO	DON'T
▪ Discuss with you manager any personal or professional relationships that could give rise to a conflict of interest. ▪ Make sure that conflicts of interest are disclosed, managed and recorded. ▪ Contact your manager or risk and compliance when you have a question.	▪ Conceal information on any actual or potential conflict of interest. ▪ Act on situations where your personal interests could appear to influence your business decision with glad group.

Related Policies

- Conflict of Interest policy

4.9. Drugs and Alcohol

All employees have a duty to take reasonable care for their own health and safety and not adversely affect the safety of others. Glad Group must manage health and safety risks, and this includes the management of use of drugs and alcohol within the workplace. This includes medicines that are prescribed or over-the-counter.

In accordance with Glad Group's Drug and Alcohol policy we outline initial and ongoing alcohol and drug tests that are a requirement for ongoing employment. Employees who fail to comply with a request for a drug and alcohol test may be subject to disciplinary action including termination.

DO	DON'T

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▪ Be fit and well to do your job. ▪ Comply with any direction from Glad Group, its customers or via a third party on behalf of Glad Group in taking a drug or alcohol test ▪ Report any suspected illegal drugs and alcohol use at work to your manager.	▪ Be under the influence of drugs or alcohol whilst at work or undertaking work duties. ▪ Use illegal drugs or alcohol while at work. ▪ Possess, distribute, offer or sell illegal or legal substances at the workplace.

Related Policies

- Drug and Alcohol policy

4.10. Environment and Sustainability

Glad Group has a responsibility to protect the environment in our operations and throughout our value chain. We must comply with and strive to exceed all applicable environmental laws and regulations wherever we do business and in the delivery of our services. We promote co-efficiency in all our business activities by striving to reduce the overall Glad Group environmental footprint. We also engage with customers to support them reducing the environmental impacts of their businesses. Glad Group expects its supply chain to embrace, follow, and cascade our environmental sustainability commitments.

DO	DON'T
▪ Consider the environmental credentials of a product before you buy. ▪ Recycle using the appropriate bins provided.	▪ Use products at work that are not approved by Glad or its customers. ▪ Focus solely on price when purchasing a product but take into consideration the environmental impact.

Related Policies

- Environmental policy
- Green cleaning policy
- Sustainability and community engagement policy

4.11. Human Rights

Human rights are inherent to everyone whatever their nationality, place of residence, gender, national or ethnic origin, religion, or any other similar status. Everyone has the right to be treated with respect and dignity, to work in a safe workplace and to be paid fairly for their work. Glad Group has a zero-tolerance approach to all forms of human rights abuses, including modern slavery and child labour, within our business, operations, and supply chain. It is our responsibility to raise any issues or concerns if we suspect an instance of a human rights abuse.

DO	DON'T
▪ Treat everyone with dignity and respect. ▪ Ensure that you report all forms of human rights abuse.	▪ Turn a blind eye or be afraid to report anything that you think violates someone's human

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▪ If you think anybody is in immediate danger as you are performing your job, make a report directly to your manager or People and Culture.	rights, even if they are working for one of Glad Group's customers or suppliers. ▪ Disrespect anyone's human rights within the workplace.

Related Policies

- Human Rights Commitment

4.12. Business Integrity

Glad Group has zero tolerance for any form of bribery, fraud, or corruption. It will seek to take disciplinary and/or legal action against those found to have been involved in such matters. We must always act with integrity to eliminate unethical and non-compliant behaviour.

DO	DON'T
▪ Act honestly and in the best interest of Glad Group. ▪ Seek approval from Glad Group before accepting an offer of a personal benefit. ▪ Report suspected inappropriate behaviour or improper conduct to Glad Group. ▪ Cooperate with any investigations to suspected bribery, fraud and corruption. ▪ Ask for help if you are not sure.	▪ Offer, promise, give, accept, or solicit of any advantage as an incentive for an action which is illegal, unethical or a breach of trust. ▪ Accept bribes or kickbacks for any purpose, either directly or indirectly or through a third party. ▪ Accept a personal benefit when you are directly or indirectly involved to select a supplier to deliver goods and services to Glad Group. ▪ Abuse you position to achieve personal gain for yourself, another person or entity.

Related Policies

- Anti-Bribery, Fraud and Corruption policy

4.13. Following Reasonable and Lawful Direction

Employees are obligated to comply with directions from Glad Group that are:

- Lawful.
- Related to the subject of their employment; and
- reasonable, which is determined by examining the specific circumstances on a case-by-case basis.

A failure to comply with a lawful and reasonable direction may serve as valid reason for disciplinary action including termination.

4.14. Workplace Communication

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Good communication practices can help prevent workplace problems from occurring and resolve issues quickly. Employees are expected to communicate any workplace issues with Glad Group and refrain from raising concerns directly with its customers unless authorised to do so.

Related Policies

- Grievance Resolution policy

4.15. General Obligations

All employees must comply with:

- All state, federal, commonwealth and international legislations and regulations including but not limited to Fair Work, anti-discrimination, work health and safety and human rights legislation.
- Obligations and requirements within your contract of employment.
- Policies and procedures of Glad Group and its customers.
- Lawful directions made by a person with appropriate authority including but not limited to police and WorkSafe inspectors.
- Lawful and reasonable directions made by the Company.

5.0. RELATED POLICIES

- As specified under each section.

6.0. LOG OF CHANGE

DATE	AMENDMENTS	AMENDMENTS BY	REVISION
30/03/2023	General updates	Ann Shanahan	2
14/04/2025	Minor Amendments, new section 4.14 Workplace Communication	Ann Shanahan	3

Authorised by:



Kiri Chase
Head of People & Culture

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Safety is everyone's business.

It's everyone's duty to foster a safe and healthy workplace.

If you see something unsafe speak up.

Here are some simple safety steps that we can all take to stay safe at work:

- Know your workplace environment and be aware of your surroundings.
- Keep your work area clean, tidy, and avoid trip hazards.
- Follow all procedures and Safe Work Method Statements.
- Stop, think, act - keep safety for everyone top of mind.
- Report unsafe conditions or potential hazards to the manager on duty.
- Report all incidents and near misses to the manager on duty.
- Wear necessary PPE to avoid injury.

For more information on our safety culture visit:

gladlife.gladgroup.com.au





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