DELEGATION OF AUTHORITY POLICY

1.0. PURPOSE

This document sets out the authorities that the Glad Group Advisory Board has delegated to the Executive Director and Chief Operating Officer to run the Group. The Group comprises of Glad Group, Glad Cleaning Services, Glad Security, Glad Maintenance, Australian Protective Services, Mutual Cleaning and Maintenance and Glad Group NZ (each an Entity).

In accordance with the *Advisory Board Charter,* the Executive Director is primarily responsible for all aspects of the day-to-day running of the Group, including financial performance,reporting, risk and compliance, communications and the promotion of ethical behaviour in accordance with the ethical standards of the Group. The Executive Director may determine the authority levels that are to remain with the Executive Director and those that are to be further delegated to Management for the day-to-day running of the Group.

2.0. CAPITAL EXPENDITURE – PROJECT APPROVAL

Capital Expenditure refers to expenditure that results in the acquisition, development, divestment or improvement of equipment or an asset. The following table determines the limits for approving the overall project regardless if it has or has not already been approved as part of the annual budget. Refer to the Capital Expenditure Commitment Approval table for limits committing to the expense, such as approval of purchase orders or payments. It does not refer to operational expenditure which is defined separately in this document.

Limit	Approver
> $50k	Executive Director, and Chairman of the Advisory Board
≤ $50k	Executive Director
≤ $20k	*Chief Financial Officer,* or Chief Operating Officer
≤ $5k	Head of Services

Notes:

Annual Aggregate: The limit for the Executive Director is capped at an aggregated annual amount of ≤ $100K. Once the total approvals within the budget year exceed $100K, all subsequent approvals are to be submitted for Advisory Board approval. The Executive Director may apply to the Advisory Board to replenish the amount of $100K as required.

Cumulative Expenditure: All limits operate cumulatively for projects or commitments which are staged or phased. For example, where a project is expected to cumulatively cost more than the relevant limit, approval from the relevant delegated authority holder is required based on the cumulative amount.

Acquisitions, Developments and Divestments: All acquisitions, developments or divestments, regardless of size, are to be approved by the Advisory Board. Due Diligence costs outside of existing approved budgets also require Advisory Board approval.

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3.0. CAPITAL EXPENDITURE – COMMITMENT APPROVAL

Once a Capital Project has been approved (refer to section 2. for Capital Expenditure Project approval limits), the following table determines the limits for individuals to approve the commitment to expenditure, such as purchase orders, contracts or payments.

Limit	Approver
Unlimited	Chairman of the Advisory Board
≤ $200k	Executive Director
≤ $100k	*Chief Financial Officer,* or Chief Operating Officer
≤ $20k	Head of Services
≤ $10k	National Manager
≤ $5k	State Managers
Unlimited	For approvals $200K and below, please refer to the Limits of Authority table, located on internet,which is allocated by purchasing groups.

4.0. OPERATIONAL EXPENDITURE

Operational Expenditure refers to expenses not of a capital nature, incurred at the profit centre level. These limits operate for amounts which are over and above operational expenditure approved as part of the annual budget.

Operational Expenses

Limit	Approver
Unlimited	Chairman of the Advisory Board
≤ $200k	Executive Director
≤ $100k	Chief Financial Officer, or Chief Operating Officer
≤ $20k	Head of Services
≤ $10k	National Managers
≤ $5k	State Managers
≤ $1k	Regional Manager

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Other

Limit	Approver
Approval of a new supplier via the Supplier Registration Process	Procurement Manager

Notes:

All Operational Expenditure must comply with the Procurement & Expenses Management Policy. Excludes purchases via a corporate credit card.

Execution of the procurement strategy and procurement recommendation

5.0. PEOPLE

Remuneration Limits

Limit	Approver
Remuneration increases >$20k (based on Full Time Equivalent) of the previous incumbent's Total Package Value	*Joint* – Executive Director, and Chief Operating Officer, and Chairman of the Advisory Board
Remuneration Framework	Advisory Board
Approve remuneration levels including annual reviews for the Advisory Board and Executive Director	Chairman of the Advisory Board
Approve remuneration levels including annual reviews for COO and Senior Management Team	Advisory Board
Approve remuneration levels including annual reviews for all employees under the Senior Management Team	Advisory Board
Employee Litigation (Legal Spend)	Head of People and Culture or; Chief Operating Officer or; Executive Director

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Recruitment, Termination and Structure Limits

Limit	Approver
Recruitment for all new permanent roles, fixed term roles or like for likebackfill site based roles	Regional Manager, or State Manager or National Manager
Recruitment for all new permanent roles, fixed term roles or like for likebackfill support office & senior management roles	*Joint* – Executive Director, and Chief Operating Officer
Senior Team appointments	Executive Director
Fixed term extensions over 6 months	*Joint* – Executive Director, and Chief Operating Officer
Corporate Restructure	Glad Advisory Board
All Employee Redundancies	*Joint - Chief Financial Officer*, and Chief Operating Officer
All Employee - Terminations within Probation Period (Excluding Senior Management) -	*Joint* – Head of Service, and Head of People & Culture,
All Employee - Terminations post Probation Period (Excluding Senior Management)	*Joint* - Head of People and Culture, and Chief Operating Officer
Senior Management Employee Terminations	*Joint* – Executive Director, and Chairman of the Advisory Board
Appointment of Executive Director	Advisory Board
Appointment of Governance Committee Members	Executive Director
Approval of appointment of Advisory Board Committee Members	Chairman of the Advisor Board

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Other People Limits

Limit	Approver
Outside Employment (Executive Director)	Chairman of the Advisory Board
Outside Employment (Senior Management Team and Senior Team Management direct reports)	Executive Director
Outside Employment (all other employees)	*Joint* - Head of People and Culture, and Manager one level up
Personal Benefits >$250	Executive Director, or Chief Operating Officer

Notes:

To be reviewed and recommended by Executive Director or Chief Operating Officer for Advisory Board approval in accordance with the Remuneration Framework

In accordance with the Advisor Board Charter.

Excludes like for like backfills where the head of the business unit can approve the replacement. Senior Team can be appointed by the Executive Director however will consult the Chairman of the Advisory Board.

Corporate Restructures refer to a significant change to the operations of the Group, such as a change to the Senior Team structure. More minor restructures that occur below Senior Team level can be approved jointly by the General Manager, People & Culture, and Chief Operating Officer.

Employees who are offered personal benefits from a third party that are valued, or perceived to be valued greater than $250.

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6.0. Communication

In relation to the Media Policy, the following outlines approved spokespeople for external communications and events.

Engagement	Approver
All corporate matters	Executive Director
Media Releases – Corporate & Significant Transactions	Executive Director
Media Releases – External Communication	*Chief Operating Officer* or Head of Customer Experience
Media Releases – Internal Communication	*Chief Operating Officer, or* *Employee Engagement Manager*
Advisory Board Matters	Chairman of the Advisory Board
Approving the Spokesperson for External Presentations and Speaking Events	Executive Director, or Chief Operating Officer
External Financial Reporting	Advisory Board

Notes:

Corporate matters refer to matters of interest involving the Group.

In providing information to the media, Glad approved spokespeople must adhere to Glad's Disclosure Policy at all times. All significant announcements to be reviewed by the Chairman of the Advisory Board prior.

The Executive Director may delegate spokesperson responsibility to members of the Senior Team.

Marketing related external communication is excluded from these delegations of authority.

External Financial Reporting Includes interim results, annual report and investor presentations.

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7.0. Disputes or Litigation with Third Parties

Prior to any legal disputes or litigation with third parties commencing, the following authority is required. Disputes or litigation can be in both against Glad or from Glad, the limits below apply to both scenarios.

Limit	Approver
Unlimited	Chairman of the Advisory Board
≤ $50k	Executive Director
≤ $20k	*Chief Financial Officer*, or Chief Operating Officer
≤ $10k	Head of Finance

Notes:

The limits above relate to the cost of litigation. Limits for settlement amounts are within the operational expense limits of authority.

All disputes or litigation with claims over $50,000 must be reviewed by Advisory Board.

The Advisory Board must be consulted on any dispute or litigation that may materially impact the Group reputation.

Head of Finance can approve ≤ $10k for disputes with revenue authorities

8.0. Capital Management

Limit	Approver
Amendments/Extension of existing debt facilities	Advisory Board
Authorise bank signatories	Company Director *(requires 1 signatories)*
Authorise EFT signatories	Head of Financial
Open new bank accounts	Company Director
Approve Tax Calculations and payments	Head of Financial
Customer Debt Write Off >$20K	Advisory Board
Customer Debt Write Off <$20K	Executive Director
Appointment and removal of approved persons for Finance activities	Chairman of the Advisory Board

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Notes:

Delegation of approval of amendments to existing facilities:

- For amendments in the borrower's absolute favour (i.e. better than existing terms, including facility extensions with the same or lower margin, line fees andestablishment costs for the additional term) can be approved by the Finance Director.
- For amendments that are less favourable than existing terms but in line with or more favourable to current market can be approved by the Executive Director.

In all other cases, Advisory Board approval is required.

9.0. TENDER SUBMISSION & FINAL NEGOTIATION

Limit	Approver
Tender submission (Final Sign-off) <$1 Million	Joint - Executive Director, or Chief Operating Officer, and GM, Business Engineering
Tender submission (Final Sign-off) >$1 Million	Joint - Chairman of the Advisory Board, and Executive Director, and Chief Operating Officer
Tender Submission (Re-negotiation of Pricing) <$1 Million	Joint - Executive Director, or Chief Operating Officer, and GM, Business Engineering
Tender Submission (Re-negotiation of Pricing) >$1 Million	Joint - Chairman of the Advisory Board, and Executive Director, and Chief Operating Officer
Execution of Service Agreements (Customer)	Executive Director

Notes:

In accordance with the Audit Committee Charter.

As required under the Guidelines for the Engagement of and Dealing with Auditors in accordance with the Audit Committee Charter.

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10.0. OTHER

Limit	Approver
Approve Internal Audit Plan	Governance Committee
Approve of External Audit Firm	Advisory Board

Notes:

In accordance with the Governance Committee Charter.

As required under the Guidelines for the Engagement of and Dealing with Auditors in accordance with the Governance Committee Charter.

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