

CITY TEAM MEMBER HANDBOOK & CODE OF CONDUCT

AUSTRALIA & NEW ZEALAND





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Team Member Handbook

Introduction

This handbook is a valuable tool that gives you advice about City and provides you with the information you need to know as a team member.

This handbook comprises two very important documents—the Team Member Handbook and the Code of Conduct—that cover all City team members. The City Team Member Handbook provides information on a variety of important policies and procedures for City, and also details where to locate further information regarding a particular subject. The Code of Conduct provides guidelines as to how we make decisions about behaviours that impact or reflect on the company. A copy of this handbook can be found on CityPoint.

It is important for you to know about the company that you work for. We encourage you to read through the booklet and ask questions of your line manager/team leader or to contact a member of the People & Safety team about any of its contents.

About City Australia



The City Group has grown to become one of the largest privately owned facilities management companies in Europe, with offices in the UK, South Africa, Australia, Malaysia and the US.

The name “City” is synonymous with professionalism, quality, customer service and value.

City’s capabilities are diverse and comprehensive – our core FM services include reactive maintenance and planned preventative maintenance (PPM), cleaning, waste management and pest control. Our partners can also leverage off our additional, value-add professional and technical capabilities.

Our Company

City employs team members in every state and territory across Australia.

Our unique approach to partnership aligns the strategic business objectives of our partners, with our significant experience in providing a comprehensive range of facilities management services. City adopts the mission and values of its partners, working collaboratively to achieve common objectives within affordable and jointly set budgets.

Our History

City launched in Australia in September 2009. We are a 100% owned subsidiary of City Refrigeration Holdings (UK) Ltd, a global leader in the provision of facilities management services. City Refrigeration Holdings (UK) Ltd is a Glasgow based organisation established in 1985 by its founders, Lord Willie and Lady Susan Haughey.

Our Partners

City is proud to provide innovative facilities management solutions that ensure successful, long-term outcomes for our partners.

City has operated in Australia since 2009, entering the market with Coles as our major partner. The Coles-City partnership was created in 2009 after an extensive and rigorous international search to find the best facilities management model for the Coles Group. The aim of the partnership is aligned with the Coles customer promise to make stores “a little better every day”.

From relatively humble beginnings, City now manages over 2,500 sites across Australia, with services encompassing electrical, RHVAC and building maintenance, engineering and technical procurement, helpdesk and critical incident desk support, and technical and energy centre analysis. In 2015, we added Coles Liquor stores

and Coles Express stores to our service nationally. In 2016, we extended our services to include the facilities management of Coles distribution centres.

Since our launch into Australia, we have grown our partner base to include major companies including Kmart, Target, Goodstart Early Learning, Australian Red Cross Lifeblood, Bunnings and more.



Our Purpose

“We partner to provide globally innovative and cost effective facilities management solutions”

Our Priorities

BUILD A GREAT TEAM

- Attract and retain the best people
- Promote health and wellbeing
- Foster workforce diversity and inclusion
- Develop team member skills and capabilities

DEVELOP GREAT PARTNERSHIPS

- Maximise facilities management service opportunities and leverage off global capabilities
- Foster a culture of collaboration
- Provide cost effective facilities management solutions

DELIVER AN EXCEPTIONAL SERVICE

- Drive continuous improvement
- Invest in customer experience and satisfaction
- Deliver high quality facilities management services with exceptional safety standards
- Be leaders in our field

LEVERAGE INNOVATION

- Optimise technical expertise and energy solutions
- Embed an innovative culture across the business
- Develop leading IT solutions

Our Values

We have developed The City Way to reflect our expectations, both in the performance of individual work and the way we do our business as a whole.

The City Way provides guiding expectations on accepted behaviours that underpin everything we do.

Our reputation is built on our five values, which define the essence of who we are.

think**safe.**

We *always* put *health* and *safety* first

one**team.**

We *support*, *value* and *respect* each other

working**in partnership.**

We *listen* to our partners and *exceed their expectations* daily

lead**the way.**

We *continually* seek to drive *innovative* solutions

can**do.**

We *own* it, *commit* to it and *deliver* it with *pride*

Our Team

As a global leader in our field, City knows that ***Our People are the Soul of Our City***". Our team is the driving force behind the success and growth of City.

Our team of highly skilled people is the driving force behind our success and growth. We invest heavily in the development and retention of team members and put continuous efforts into making sure City is a great – and safe – place to work.

Contact Centre

Our Contact Centre team supports our partners in sites across Australia and New Zealand 24 hours a day, 7 days a week, 365 days a year. The dedicated team handles over one million calls per year through our purpose built, in-house COMS system, which enables real-time analysis and communication with sites and team members.

Our Contact Centre team is multi-skilled to ensure the best possible service to our partners, whether it be resolving a technical fault, monitoring critical incidents, providing a refrigeration alarm management service, planning preventative maintenance and tagging assets, or assisting the public.

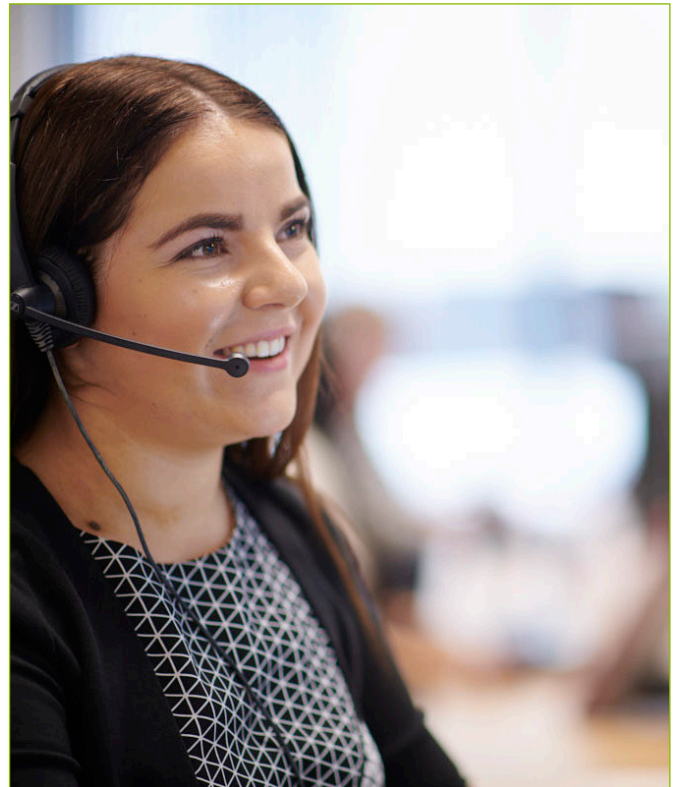
For further information on the Contact Centre, refer to CityPoint.

FM Operations, Engineering & Technical Solutions

Working with our partners we help to deliver the best possible experience for customers and team members. City provides proactive, reactive and planned services to ensure facilities are running at optimum levels. Our dedicated team of refrigeration technicians, electricians, builders, plumbers and tradespeople use the unique City service model to deliver a fully integrated solution, to ensure safety standards and customer comfort. City technicians have ownership for the sites they maintain, providing a high level of personalised service.

City's end-to-end Engineering team provides world-class solutions and has the technical expertise to deliver safe, successful, sustainable projects for our partners, on time and on budget. We provide industry leading engineering services with our in- house resources and expertise.

Our team has the technical expertise to manage all refrigeration processes, from conception through to commissioning.



In conjunction with Engineering and our technicians in the field, City's Energy Centre analysts work to establish energy benchmarking and setpoint management, in order to understand and rectify energy consumption in our partner stores across the country.

With national coverage and dedicated state-based teams, we offer specialist local knowledge and a drive to deliver. Our dedicated Technical Procurement team works with the world's leading manufacturers to provide cost- effective, technically superior equipment solutions for our partners. Utilising our global purchasing power and industry leading expertise, the team delivers the right equipment for the right application in full and on time

For further information on FM Operations, Engineering and Technical Solutions, refer to CityPoint.

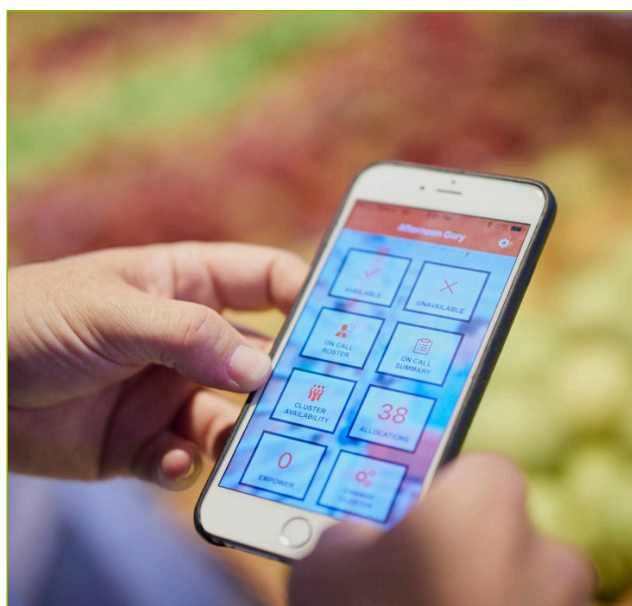


Information Technology

As well as supporting our in-house team with infrastructure and support, the IT team develops applications that improve the way we do business.

City has a suite of iPhone and iPad applications that enable technicians and site managers to monitor assets, key performance indicators, reports, job status, parts ordering and technician availability. The team also continues to develop the in-house systems used by the Helpdesk and CID teams, as well as our Energy and Technical Centre dashboards.

For further information on IT, refer to CityPoint.



Finance

The Finance team is responsible for the overall financial management of the company, while operating across a wide range of activities. Finance meets our statutory and legislative requirements, monitors the strategic planning and budgeting process, financial reporting, control and analysis, to assist the business to meet its objectives.

For further information on Finance, refer to CityPoint.

People & Safety

City's People & Safety team manages the employment lifecycle from recruitment, onboarding, payroll, learning and development, and performance management, and provides guidance on what's on offer to City's team members. The team also covers all aspects of industrial relations, health, safety and environmental issues, and remuneration and benefits.

Human Resources & Recruitment

City's Human Resources and Recruitment teams manage the employment lifecycle of all City team members, from recruitment and onboarding, career development and performance management, technical and professional development, and provide guidance on team member rewards and benefits.

City's onboarding program is designed to offer new starters all the information they need to make the transition into City as smooth as possible. This process includes a one-day Corporate Induction, featuring a presentation by the CEO.

City works hard to attract and recruit the best people, but it also works hard to retain the best people. The company offers a number of benefits and recognition programs, to help reward and celebrate our team members. Our people are important—their health, their work-life balance, their opinions. City also offers the chance to give back to the community through the various charities that the company supports.

For further information on Human Resources and Recruitment, refer to CityPoint.

Health, Safety & Environment

City is committed to the health and safety of our people and maintaining a high standard of environmental care in the conduct of the business. People are our greatest asset, and their health and safety is our greatest responsibility.

THINKSAFE AT CITY

City's duty of care is to provide a safe and healthy working environment. Our commitment to safety requires the involvement and participation of everyone. It is also the team member's duty of care to comply with Workplace Health & Safety (WHS) Laws and City's ThinkSafe requirements.

On the roads, at home and in the workplace, injury prevention is something we should be constantly aware of. We must work smart and commit to think about safety and take action to keep safe in everything we do.



For you, safety means remaining free of injury

and pain so that you can continue to enjoy the benefits of good health. This means being able to fully enjoy your leisure time, whether it is sport, social or other activities. Remember that good health is also important to your family. For City, good safety means good business. It ensures that our most valuable resource, our people, are at work productively contributing to our business objectives.

City's ThinkSafe requirements form a large component on the online Induction modules in the City Learning Hub, City's Learning Management System.

POLICIES & PROCEDURES

This handbook does not replace any legislation or specific work instructions. Its purpose is to familiarise you with the key requirements of City's Health, Safety & Environment (HSE) policies and procedures. These policies and procedures cover:

- Consultation
- Contractor Safety
- Risk Management
- Hazard Management
- Incident & Injury Management
- Emergency Management

If you have any questions regarding these policies and procedures, please contact your line manager/ team leader or the HSE team or visit CityPoint.

People Development

Investing in the learning and development of our team members is investing in the future of our company. City's People Development team assists the business with its learning and development needs, including the company's Corporate Induction, education assistance, technical training, personal and professional development, and leadership and management training.

The team is also responsible for producing eLearning modules to meet the training needs of team members.

For further information on People Development, refer to CityPoint.

Education Assistance Program

City actively encourages team members to undertake relevant tertiary education and will provide financial assistance to team members undertaking education programs at an approved post-secondary institution. Education assistance guidelines apply to all company team members, provided that courses of study relates to a team member's current position and career path.

Any application for educational assistance should have prior approval of the team member's immediate line manager/team leader and final approval by the business unit manager, in consultation with the Director, People & Safety.

For more information on this program, refer to *HR-PO-010 Learning & Development Policy* and *HR-PO-011 Education Assistance Policy*.

Marketing & Communications

The marketing and communications team support all marketing and communication activity for City including branding, communications, digital marketing and events.

The City 'Brand'

The City brand is used internally and externally to reinforce the company's purpose, values and behaviours. The MC-UG-001 City Brand Style Guide can be found on CityPoint. Please use this guide for the correct use of the City logo and those of its partners. The guide also outlines City's branded colour palette and the use of fonts. If you need a logo or further instructions on appropriate logo usage, please contact the General Manager, Marketing & Communications.

Communications

All internal and external communications on behalf of City are handled by the General Manager Marketing and Communications, including: CityPoint, team communication emails, publications, stationery and templates, City website, social media and video. The General Manager Marketing and Communications is your go-to point for advice on how to most effectively communicate to team members nationally. Please also refer to City's Communications Procedure – MC-PR-001.

Team Communications

From company updates and team news through to charity committee updates and events, our team communications emails will keep you up to date with everything happening across City.

Toolbox Talks

Toolbox Talks are held once a month, to enable technicians and their line managers/supervisors to catch up to discuss safety and technical issues, to discuss perception survey results, to acknowledge the work of team members and to present Service Recognition Awards.

CityPoint

City's intranet is called CityPoint. This is where all team members can access work-related documentation—policies, procedures, forms, user guides and manuals. A dedicated Operations Site provides a single source for technicians to access technical reference materials, project documents and more, as well as a live newsfeed for all technicians to share information and ask questions.

For further information on Communications, refer to CityPoint.



Our Community

Helping the communities we live and operate in is important to us. We support team members in making contributions to the community, both locally and nationally.

City also works hard to develop significant outcomes for charity organisations across Australia. Throughout the year City supports a range of causes, including Run for the Kids; Easter Good Friday Appeal, Australia's Biggest Morning Tea; Daffodil Day and Movember.

Our dedicated Charity Committee works to drive support and awareness of charity organisations and events, ensuring we help support those community members who need it most.

For further information on our community and charity initiatives refer to the charity page on CityPoint

Conditions of Employment

There are two types of employment at City. The first is employment under an Enterprise Agreement (referred to as an EBA) (for team members who live in Australia) and the second is under an individual employment contract (known as an individual employment agreement in New Zealand).

EBA

If you are employed under an EBA, you should refer to CityPoint for specific employment conditions that are applicable to you under this agreement.

A copy of the relevant EBA can be viewed and downloaded from CityPoint.

Individual Employment Contract

An individual employment contract (or agreement) is a legally binding document between you as an individual team member and City as the employer. Your employment contract is governed by the laws of the state or country in which you reside and clearly contains the terms and conditions under which you are employed. In addition, this document details your team member obligations, position and remuneration package details.

Leave Entitlements

City is committed to ensuring that all team members maintain a work-life balance. It is important that team members take appropriate breaks from the workplace.

Leave and holidays need to be pre-planned and agreed with your line manager/ team leader at least four weeks in advance where possible. Leave or holidays of three weeks or more can be requested but does require senior leader approval. Team members should talk to their line manager/ team leader prior to submitting this type of leave or holiday request. Only when leave or holidays are approved should a team member make commitments, especially those that involve booking travel and accommodation. Team members who have more than six weeks accrued leave or holidays can be directed to take these by their line manager/ team leader in accordance with applicable legislation or your employment contract.

For more information on leave, see HR-PO-015 Leave Policy, HR-PO-36 Parental Leave Policy and HR-PO-016 Purchased Leave Scheme Policy.

Work Rights

It is paramount that all team members who join City have a legal entitlement to work and are eligible to work the hours, days and shifts allocated. City will conduct a check to verify each person's work rights applicable to their position. You are responsible for advising City of any changes to your work rights and failure to abide by this requirement may result in dismissal.

Right to Search & CCTV

Spot checks of team members from time-to-time may be conducted by City leaders or by our partners at their premises if there are reasonable grounds on which to do so and will be properly organised, taking into consideration your legal rights under common law. With your co-operation they can be done quickly and with as little disruption as possible. Unreasonable refusal to co-operate with a spot check will likely be viewed very seriously and may result in dismissal.

Anyone caught in possession of unauthorised company property, or property belonging to any other team member or a third party, may be suspended on full pay. An investigation may be undertaken and may lead to disciplinary action.

For the safety and security of City team members and customers, CCTV cameras operate in all premises. As an employer we reserve the right to protect our legitimate interests, where CCTV footage provides evidence of a potential risk to these interests. We are entitled to give consideration to these images as part of any ongoing investigation or disciplinary procedure.

All City vehicles are fitted with GPS for health and safety purposes. In some circumstances, City may rely on GPS data in an investigation or disciplinary action, if that is reasonable in the circumstances.

Superannuation

City will make superannuation payments on your behalf in accordance with the Superannuation Guarantee (Administration) Act. You may elect to have your superannuation paid into a complying superannuation fund chosen by you. You may also elect to have your superannuation paid into the City default fund which is Australian Super. Should you not nominate a fund, City will make contributions into your stapled super fund. Should the ATO advise that you do not have a stapled super fund, City will pay your superannuation into Australian Super.

New Zealand team members will be automatically enrolled in KiwiSaver, and contributions will be made in accordance with our obligations under the KiwiSaver Act 2006 and your individual employment agreement. You may choose to opt out of KiwiSaver.

Deductions

All team members are paid weekly, fortnightly or monthly directly into a bank account, credit union account or building society account. You will be notified of your pay frequency upon commencement. Relevant income tax and levies will be deducted before you receive your salary. Your pay can also be directed to more than one financial institution account. For Australian team members, Superannuation Guarantee Contributions will be remitted to your choice of fund on a monthly basis. For New Zealand team members, KiwiSaver contributions will be remitted to the IRD. Pay slips are available online through CityHub.

Arrangements can be made for contributions to be regularly deducted from your pay for the following purposes (as far as is applicable to your employment):

- Salary Sacrificed Superannuation
- Voluntary Superannuation Contributions
- Novated Leases.

Company Policies & Procedures

City's policies and procedures underpin the operation of our business. Copies of all policies and procedures are located in the Information Centre on CityPoint and can be accessed by any City team member.

It is the team member's responsibility to check CityPoint and read any policy or procedure that provides information on what, how and when to complete a task, process or operation at City.

Equal Employment Opportunity (EEO)

Equal Employment Opportunity legislation, including in New Zealand the Human Rights Act 1993, relates to all aspects of City's operations—in its dealings with customers and the general public, and in its relationships with individual team members and groups of team members.

City ensures that all their activities conform to the relevant legislation and that all team members, contract workers and temporary team members work in an environment that is free from discrimination and harassment.

All of the practices, policies and decisions carried out by City are in place to ensure that no team member is discriminated against on the grounds of age, race, sex, marital status, physical features, parental status, religion, political beliefs, colour, sexual preference, family responsibilities, disability or length of service.

For more information refer to HR-PO-004 Equal Employment Opportunity Policy.

Equal Employment Opportunity Contact Officers

An Equal Employment Opportunity Contact Officer (EEOCO) is an independent person who can be approached if a team member requires information or has a complaint on the grounds of equal opportunity, harassment, bullying or discrimination.

Confidentiality will be maintained at all times—only those involved in the grievance or resolution will be contacted. However, in exceptional circumstances, it is not a breach of confidentiality for the EEOCO to inform People & Safety if there has been a serious policy breach.

For more information see CityPoint.

Inappropriate Behaviour

City considers inappropriate behaviour unacceptable and believes that all people have a right to work in an environment that is free of harassment.

Inappropriate behaviour includes but is not limited to:

- Discrimination
- Harassment
- Sexual harassment
- Bullying

The company has developed policies that clearly define inappropriate behaviour and forms of discrimination in the workplace. Your line manager/ team leader has the responsibility to manage all human resource activities, including the ensuring the work environment is free from any form of harassment or other forms of discrimination. Harassment consists of the following unwelcome behaviours or acts, although this list is not exclusive:

- Comments or questions about a person's personal circumstances, family, sex life, physical appearance, disability, race, gender, age, religion, etc.
- Suggestive behaviour, for example leering
- Familiarity, such as deliberately touching/ brushing against a person
- Inappropriate propositions or requests for dates
- Unwanted physical contact, such as pushing, shoving, fondling, touching or unwanted sexual advances
- Physical and/or verbal abuse
- Any behaviour that offends, threatens, humiliates, patronises or harasses
- Display of sexual materials/ objects, including posters and computer screen displays

Situations where behaviour would not meet business expectations includes a team member:

- Breaching company standards of behaviour, e.g. Code of Conduct
- Not demonstrating City's values and behaviours
- Ignoring safety requirements
- Having unexplained or excessive absences from work and/or poor punctuality for work
- Harassing, discriminating against or bullying other team members or visitors to the workplace
- Not meeting the required personal presentation standards

It is unlawful for any team member to subject a fellow team member to any form of harassment. Any reports of harassment will be treated seriously and sympathetically and will be investigated thoroughly and confidentially. If you feel subjected to any of the above, you can seek support from your line manager/ team leader or People & Safety. Any team member found to be harassing another person at work will be subject to disciplinary procedures.

For more information refer, to *HR-PO-005 Bullying Policy* and *HR-PO-022 Harassment Policy*.

Performance Review Process

All team members will complete a Performance Review with their line manager/team leader annually. This will document Key Performance Indicators (KPIs), performance standards and agreed development plans. The key responsibilities, and values and behaviours relating to each job, are documented in the Position Description document.

The ongoing performance of team members is continually reviewed.

The *HR-PO-012 Performance Review Process Policy* can be obtained via CityPoint.

Discipline Procedures

City has a detailed discipline procedure. In certain circumstances, team members may be subject to disciplinary procedures, including dismissal without notice. Some examples are:

- Theft or sabotage of company property or assets
- Misuse or unauthorised use of company property or assets
- The use of company facilities or falsification of company records for personal advantage or for another person's advantage
- Engaging in, or undertaking for profit, any private work associated either directly or indirectly with any of the company's assets or activities
- Unauthorised disclosure of official or confidential information
- Skylarking, horseplay, abusive language or sleeping while on duty
- Acts of violence against another person
- Poor performance and persistent lateness
- Non-compliance with company policies
- Misuse of email, internet or social media sites.

Personal Presentation & Uniforms

Roles Requiring Mandatory Uniform

Uniforms are mandatory only for field-based or store-facing (or customer-facing) team members.

City believes that the wearing of uniforms in these roles:

- ensures a consistent, identifiable image for the business
- promotes a business-like team image
- contributes to ensuring the safety of team members

These roles include: Retail Store Technicians, Refrigeration HVAC Technicians, Building Works Technicians, Regional HSE Managers/HSE Advisors, Facilities Managers – DCs, State Maintenance Managers, Regional Managers, RHVAC/RST Supervisors, Dual Trade Technicians – Target and State Maintenance Managers – Target.

All uniforms are supplied free of charge and are subject to the guidelines outlined in the HR-PO-003 Personal Presentation & Uniform Policy.

Roles Not Requiring Uniform:

Dress for your day

For team members working in the Mulgrave Team Support Centre (or other office-based roles), City has introduced a 'Dress for your Day Guide'.

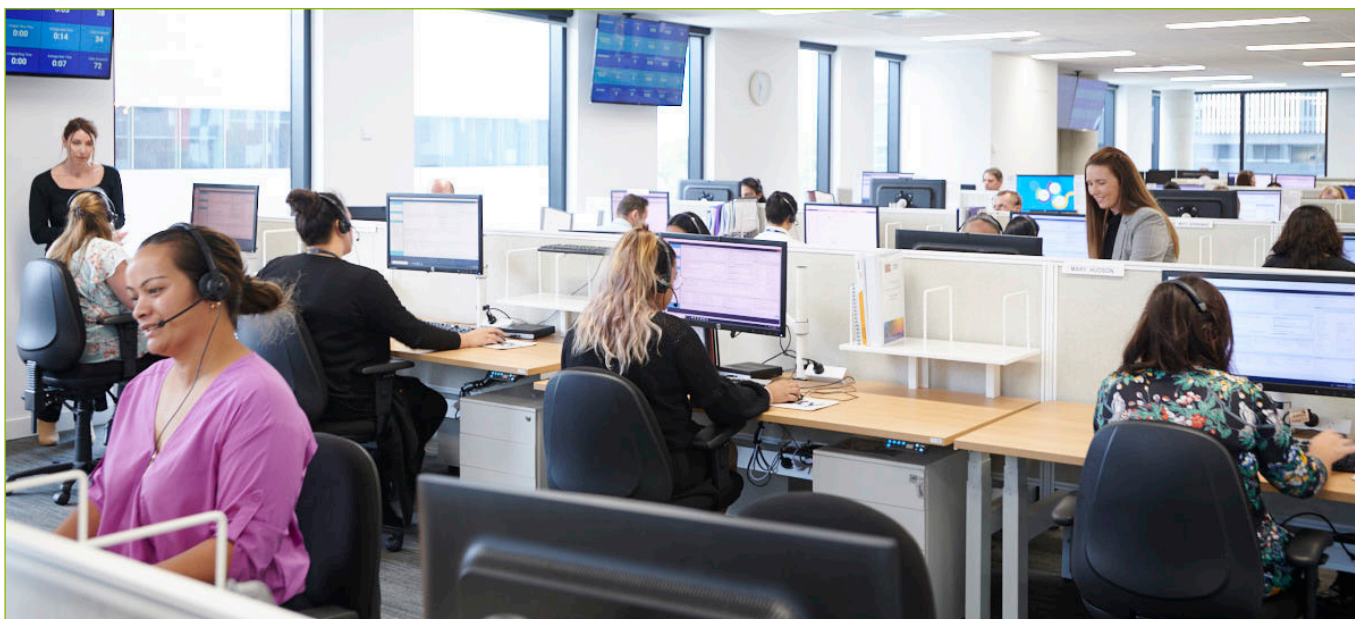
Dressing for your day means having the flexibility to choose how to dress for the work you're doing that day, while always remembering you're in a professional workplace and the face of City. It's about using your judgement for the nature and type of work you're performing. So, if you're meeting a partner, client or supplier, it may be appropriate to wear a traditional business suit or attire; if you have no external meetings you might choose a more relaxed and casual look. Dress for your day allows you to maximise comfort and confidence while still maintaining City's professional image.

Casual attire encompasses many looks. However, all clothing and shoes must be clean, neat and tidy, and in good repair. As a guide, casual attire includes the following:

- Denim jeans or pants
- Skirts or dresses (at an appropriate length)
- Polo shirts, collared shirts, blouses or tops
- Jackets, jumpers, cardigans and vests
- Footwear includes shoes, boots, sneakers, sandals (but not fully open sandals)

Further details can be found in HR-PO-003 Personal Presentation and Uniform Policy.





Company Logo

Team members travelling to and from work who wear our company logo should be mindful that by displaying our logo, they are representing our company, including its values and behaviours. This is important when travelling on public transport, driving in company vehicles, etc.

Failure to Adhere to the Dress Standards

If a line manager/team leader considers that a team member is not meeting or adhering to the company's required dress standards or wearing the appropriate Personal Protective Equipment (PPE), the team member will be counselled accordingly by their line manager/ team leader.

The company reserves the right to send a team member home to change where clothing or appearance is not acceptable.

For more information, see HR- PO-003 Personal Presentation & Uniform Policy.

Name Badges and Lanyards

City is a big place and we ask that you always wear your name badge so people know who you are. All team members are required to wear a lanyard and security ID at all times when working in or visiting our partners' sites.

Media Comment

Media releases, editorial comment or public statements on behalf of City are issued by the General Manager Marketing and Communications. All media enquiries should be directed immediately and without comment to the General Manager Marketing and Communications.

Social Media

City recognises the powerful and positive influence that existing and future social media can have on team member engagement, brand awareness and interaction within the community. City encourages the responsible use of social media for business-related purposes among its team members, with the understanding that users will exercise good judgement and abide by company policies.

The personal use of social media must only occur during non-working hours and must abide by Policy IT-PO-013 – Use of Company Systems & Social Media Policy.

Please make sure your social media profile and related content is in line with this policy and is consistent with how you wish to present yourself to people inside and outside City.

Information Technology

The Standard Operating Environment (SOE) is a set of procedures, standards and configurations that define our computing environment.

Due to the nature of information stored in our IT systems, the company has developed a number of policies governing the use of email, the internet and intranet, systems access and security. These policies are available for review on CityPoint. It is important that team members understand their responsibilities as an IT user.

Some key responsibilities of using IT resources are:

- Using resources only when authorised and only for approved purposes
- Ensuring there is no unauthorised use or copying of resources
- Complying with information security policies and procedures
- Reporting any known or suspected security or usage violation.

To ensure appropriate usage of this business tool, the company will from time-to-time log and review usage of all resources. Any inappropriate

usage (e.g. viewing sites containing sexually explicit or clearly non- business related material) may be subject to disciplinary action. The company allows for reasonable personal use of IT resources. For more information, refer to IT-PO-013 Use of Company Systems & Social Media Policy.

Delegation of Authority

On commencing employment certain team members, such as team leaders and managers, will be given a Delegation of Authority. This outlines their responsibility in relation to authorising payments on behalf of City and is subject to ongoing review. For more information, please contact the Finance team.

Licence Policy

Some team members are required to hold specific licenses to undertake their role. Full details will be confirmed at the time of recruitment. Team members are responsible for keeping all personal and professional licenses that are relevant to the responsibilities of their position up-to-date and valid at all times. Refer to HR-PO-013 Licences & Memberships Policy for more details.

Vehicle Usage & Licence Requirements

The FF-PO-001 Motor Vehicle & Safe Driving Policy outlines all terms and conditions relating to a company provided or supported vehicle.

Misuse and/or unauthorised use of company vehicles will be considered a serious disciplinary matter. Your line manager/team leader is responsible for ensuring adherence to this policy.

Team members who are required to drive a vehicle (including company and personal vehicles) for work purposes, must hold (and provide a copy of) a driver's license relevant to the jurisdiction and any specific vehicle requirements.

It is the responsibility of the team member to immediately notify their line manager/team leader if their license conditions change due to health reasons, cancellation, suspension, misplacement or other reasons.

For further information and prior to driving any City Vehicle, you are required to read the FF-MN-001 City Driver's Manual for the complete procedures relating to company vehicles. You can view a copy of this manual on CityPoint.

Team Member Benefits & Rewards

Nothing is more important than your health and wellbeing. City is committed to helping your mind and body stay healthy and strong.

City offers its team members a range of health rewards and benefits, including flu vaccinations, flexible work arrangements such as working from home, discounted health insurance and an Employee Assistance Program (EAP). Team members may also be able to access discounts with certain organisations.

Service Recognition Program

City is proud to celebrate with team members who have shared our journey so far. Every City team member contributes to the overall success of the City business, and it's those team members who have worked with us for many years that help make up the foundation of our business.

Recognising loyal service to City starts at five years and continues in five year increments from then on. We believe a career of 25+ years with City is a particularly special milestone and the perfect opportunity for us to show our long serving team members how much we appreciate them.

Service Recognition Celebrations

Five years of service is special and deserves to be recognised. Team members who serve this length of time with City are presented with service gifts (a certificate, recognition badge, name badge and a gift card).

Team members reaching anniversaries of 10, 15 or 20 years have made a significant contribution to the business and will be celebrated by their team. A special workplace celebration is called for, with a morning or afternoon tea organised by the team member's line manager. These team members will be awarded with service gifts (a certificate, recognition badge, name badge and a gift card) in recognition of the wonderful contribution they have made to City.

Upon reaching 25 years of loyal service, team members have the option to select a gold or steel Longines watch or receive a \$500 gift card.

Eligibility

Permanent team members who have current and continuous service with:

- City Australia & City UK
- Coles/Target > City Holdings (transferred to)

Note: continuous service means that there is no break in service.

Administration of the Program

The People and Safety team are responsible for administering the Service Recognition Program: printing certificates, ordering recognition badges, name badges, gift cards and watches. All morning or afternoon teas remain the responsibility of the team member's line manager/team leader. For those team members not in the Mulgrave office, awards are sent to line managers/supervisors for presentation (at events such as the Toolbox Talks).

For more information on this program please refer to HR-MN-001 City Service Recognition Program handbook.



Code of Conduct

Our *Code of Conduct* provides all team members with a guideline for conduct not covered by specific policies or guidelines, and ensures that City operates as, and maintains its reputation as, a good corporate citizen and ethical business partner.

This *Code of Conduct* applies to all City team members. Any team member who has a question or concern should contact their immediate line manager/team leader or People & Safety.

Wherever used in this *Code of Conduct*, the words below are defined as follows:

- Chief Executive Officer (CEO) refers to the Chief Executive Officer of City Holdings Australia Pty Ltd
- Company refers to City Holdings Australia Pty Ltd, City Facilities Management (Aus) Pty Ltd, City Building & Engineering Services Pty Ltd and City Facilities Management (NZ) Limited.
- Conflict of interest describes any circumstances that could cast doubt on a team member's ability to act with objectivity and independent business judgment with regard to the company's interest
- Team member refers to City team members, whether full-time, part-time, casual or fixed-term performing work for or undertaking activities on behalf of City
- Senior Leadership Team (SLT) refers to the City Executive Leadership Team (ELT) and General Managers reporting to members of the ELT.

Adherence to the Law

It is the company's policy to comply with the spirit and the letter of the law, and the Acts and Regulations that govern its business.

Team members will be committed to implementing any directives of the company that aid it in complying with legal requirements. If any team member breaches or is aware of any breaches of a known law, that team member must report it to their line manager/team leader or People & Safety immediately.

Conflict of Interest

The company recognises and respects the right of team members to take part in financial, business and other activities outside their jobs where their employment contracts permit them to do so.

However, those activities must be lawful and free of conflict with the team member's company responsibilities.

Specifically, all team members need to deal with all suppliers, customers and others doing business with the company in a completely fair and objective manner, without favour or preference based upon any personal considerations.

If a team member engages or proposes to engage in any activity outside of work that may objectively be regarded as a conflict of interest, that team member must:

- Immediately report the nature of the activity in writing to the SLT
- The SLT will respond in writing to the team member regarding the appropriateness or otherwise of the participation in the activity concerned.

External Business Relationships

Team members must ensure that financial, managerial or employment relationships with external businesses, either personally or through a family member, do not in any manner conflict with company business or have the potential to place the team member in a situation of conflict with the company. Outside work cannot interfere with company schedules, be performed during company work hours, or negatively affect a team member's job performance.

Board of Director Appointments

Team members are required to advise the company of appointments to external Boards as follows:

- For appointments to the external Boards of businesses and organisation (excluding not-for-profit organisations) the team members must notify their line manager/team leader and, subject to their endorsement, will be approved or otherwise in writing by the CEO
- For appointments to a not-for-profit organisation with a revenue turnover of greater than \$1 million per annum, the team must notify a SLT member and, subject to their endorsement, will be approved or otherwise in writing by the CEO
- Payment of such Board responsibilities must be disclosed at the time of approval. Agreement on the treatment of Board fees must be agreed by the CEO. Expenses such as travel, meals and attendance during working hours must receive prior approval to be borne by the Board member personally.

Suppliers

Relationships with suppliers, customers and all other persons doing business with the company must be professional, fair, trustworthy and in the company's best interests. There must be no possibility of the team member receiving any financial benefit as a result of the relationship. Payment of goods, products or services must be legitimate and only for the actual goods, products or services received.

Gifts, Events & Entertainment

To protect our integrity, team members must not accept any sponsorship, personal gift, goods, money, entertainment or other consideration from a supplier without seeking approval from the Head of Finance. The offer will be evaluated for its fitness and purpose against objective operational criteria. Acceptance of cash under any circumstances will not be approved. Any gifts received are to be forwarded to the Director People & Safety, for further distribution.

No team member is allowed to loan company money or provide company resources/gifts to individuals or businesses

or provide them to himself or herself or other team members without the written authorisation of a member of the SLT (the only exception being promotional items such as pens, t-shirts, diaries, etc.) Any such 'approved' resource, gift or donation must not be for personal gain.

Entertainment activities undertaken by an external company/individual with a team member, which are an allowable business expense that are designed to enhance business or customer relations, are acceptable— unless the activity could be viewed as putting the team member in a situation that obliges them to give special consideration at a later time.

Refer to *HR-PO-019 Gifts, Events & Entertainment Policy* for more information.

Company Resources

Team members are responsible for using company resources, including vehicles, computers, materials, equipment, machinery and supplies for the company's business only. If team members are to use company resources outside of company time, prior approval must be obtained from their line manager/team leader. All policies and procedures must be strictly adhered to when using company resources. Restrictions may exist on machinery and equipment for non-company use. All team members must adhere to specific security measures and controls (including licensing agreements) for the safe keeping of computer hardware and software programs.

Political Involvement

The company supports the rights of individuals to participate in the political process of Australia or country of residency. The company requires all team members to abide by the governance of the political process and to observe the rights of all individuals under that process.

Team members are not permitted to use paid work time, company facilities or the company name in support of political campaigns. The company will not reimburse team members for political donations.

A team member accepting public office or serving on a public body acts as an individual, not as a representative of the company. Great

care must be taken to ensure involvement in public votes or decisions will not implicate or involve the company. All political relationships must be managed such that a team member (or by association, the company) may not be questioned in or involved in political wrongdoing. As a corporate citizen, the company behaves in a manner that is ethical, supportive of fair practice, and recognises and respects matters of a legally binding nature.

Private Work

Team members should not engage in, or undertake for profit, any private work associated either directly or indirectly with company assets or activities. Should it become known that team members are undertaking such work, their employment will be reviewed.

Team members undertaking work for profit unrelated to company activities may do so as long as it does not interfere with the performance of their duties and does not amount to a conflict of interest. This includes maintaining a satisfactory level of performance and being able to work a reasonable amount of overtime. Acceptance of paid employment during periods of annual holidays, sick leave or long service leave is not permitted. Any breach of this code of behaviour may result in a review of a team member's employment

Confidential Information

Some of the information we deal with needs to be treated confidentially. Team members must not misuse confidential information about the company's business, either by using directly in an unauthorised way or by giving it to others who are not authorised to use it.

Confidential information includes information about the company that a team member acquires while employed or information that relates to a team member's employment.

The company reinforces the concept of protection and "process integrity" of confidential information placed in the care and trust of team members by the company or its customers, whether through written document or verbal agreement, and regardless of its nature.

The company will not obtain or use information gained through unethical or questionable means, and will discourage any actions that attempt to gain information through such means. In particular, team members of the company have the following obligations:

- Team members who sign contracts of employment or Deeds of Confidentiality must keep secure all confidential information disclosed to them
- Team members must also safe- guard confidential information against actions that may adversely affect team members, management or business of the company
- No team member shall, throughout the course of employment and thereafter, without written consent, release information that is or may be confidential or which may be used in a competitive situation or which may disadvantage the company
- Team members must ensure that storage and disposal of company information must be in compliance with company policy
- A team member must tell the company about any discovery, process, business method, procedure or improvement that the team member makes, discovers or develops while working for the company that relates to the business of the company or related companies. That even extends to anything that the company could use or adapt for its purposes. The company owns all such work; team members do not have any propriety interest, ownership rights or copyright entitlement resulting from their contribution.
- A team member must help the company protect its intellectual property even after the team member ceases to be employed by the company
- Team members must report any attempt by anyone to obtain or disclose confidential information
- It is management's responsibility to establish and maintain a system of internal accounting control that provides proof that transactions properly reflect City's intentions.

Conduct & Counselling

From time-to-time, situations occur where a line manager/ team leader has reason to discuss a matter that relates to poor conduct or professional behaviour. City endeavors to treat all team members equally and consistently. All counselling and discipline will be fair, reasonable, considerate of the nature of the alleged issue, and will take into account the team member's work record and responses to the allegations raised.

All line managers/team leaders must ensure they follow a fair and proper process when coaching, counselling and disciplining team members to ensure procedural fairness.

Company Records, Accuracy & Accounting Practices

All documented company information/records must be accurate and reported honestly. Deliberate misrepresentation or false reporting may result in legal proceedings of a criminal or civil nature.

For the company to be able to deal honestly and fairly with its suppliers, customers and team members, it needs to have every transaction recorded accurately and in full.

Accurate, reliable records are the key to meeting the company's financial, legal and management obligations. All reports, vouchers, bills, payroll and service records, measurement and performance records, and other essential data must be prepared promptly, carefully and honestly, and treated with discretion.

The company's books, accounts and records need to be kept in line with generally accepted accounting principles and in enough detail to accurately and fairly reflect the company's transactions, big and small.

No Smoking

City is committed to fulfilling both its moral and legal responsibilities under Health and Safety and Smoke-Free Environments legislation to provide a safe and healthy working environment for all team members, contractors and visitors, and is therefore committed to a non-smoking policy. To ensure the company provides a safe and smoke free environment, smoking is not permitted:

- in City owned or operated buildings
- in any Coles store or operated building

- in any vehicle owned or leased by the company
- at any customer premises where a non-smoking policy is in place.

City's Team Support Centre at Mulgrave has a designated smoking area; team members are only allowed to smoke in this area.

Refer to *HSEQ-PO-004 Smoking Policy* for more information.

Fitness for Work

Team members must be fit for work. It is critical that team members ensure their work performance is always such that their safety, the safety of others and their work efficiency is not impaired. As prescribed medication, alcohol and illicit drug use may affect workplace health and safety, the following applies to all work performed on City worksites and Partner facilities:

- Team members must inform their team leader/manager if the drugs prescribed for them by a medical practitioner may adversely affect or impair their ability to perform their normal duties
- Team members are not permitted to possess, sell or consume illicit drugs while on City worksites or Partner facilities.
- The consumption of alcohol during working hours is strictly prohibited unless it is part of an authorized work function
- Team members must not present themselves for work in a condition that is influenced by the consumption of alcohol or illicit drugs
- Drivers of company vehicles and mobile plant must have a zero-blood alcohol concentration.

Please refer to the Alcohol and Drugs Policy HSEQ-PO-003 and the Alcohol and Drug Procedure HSEQ-PR-058 for further details. The procedure also outlines testing requirements and processes. You may be subject to an alcohol or drug test at any time at the discretion of City management.

Responsibilities

It is the responsibility of every team member to act in accordance with and to make themselves aware of expected performance within the Code of Conduct section and other company policies.

Senior leaders are responsible for the implementation and communication of the Code of Conduct guidelines and other policies, and to monitor compliance within their areas.

Reporting a Concern

If a team member has a question about the Code of Conduct or knows of a possible breach, the team member should immediately discuss it with:

- His or her line manager/team leader
- A member of the People & Safety team
- A member of the SLT

The matter must be kept confidential by the line manager/team leader, SLT member and member of the People & Safety team, and anonymity, if requested, will be assured.

Breach

The company will have no obligation to defend and/ or indemnify any team member in violation of this policy, including possible legal action for civil or criminal changes and resulting penalties.

A team member in breach of this policy will be subject to appropriate disciplinary action as outlined in City's policies and their employment agreement. Leaders in breach of their responsibilities for implementation and administration of this policy may be subject to appropriate disciplinary action. Team members are prohibited at any level in the company from retaliating against anyone for reporting information on breaches of this policy.

Team members must report any attempt by anyone to obtain or disclose confidential information.

Whistleblower Policy

City has a detailed Whistleblower Policy which supports the Code of Conduct and is designed to promote and reinforce City Group's culture of honest and ethical behaviour.

The Policy is designed to provide a mechanism which encourages concerns to be raised about misconduct, malpractice, and irregularities or any other behaviour which is corrupt, illegal or inconsistent with any of City Group's values or policies (including the Code of Conduct), with the person raising the concern being subject to detrimental treatment.

The Policy outlines the process for individuals to raise concerns and the protections that are available for individuals who make these reports. For more details, the Policy can be found on CityPoint – Whistleblower Policy HR-PO-028.



Disclaimer

City is pleased to issue you with this *Team Member Handbook & Code of Conduct*. The company reserves the right to review, revise, amend or replace the contents of this handbook, and introduce new policies from time-to-time to reflect changing needs and to comply with new legislation.

All content is provided for team member information and is deemed an addition to your letter of employment, stating terms and conditions of employment with City.

This handbook contains selected information and does not purport to contain all of the information that may be relevant. The team member acknowledges that circumstances may change and this handbook may become outdated as a result. City accepts no obligation to update or correct this document. Updated and accurate information will be available to all team members via CityPoint.



Acknowledgement

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I confirm that I have received a copy of the *City Team Member Handbook & Code of Conduct*.

I understand it is my responsibility to read and familiarise myself with the contents of the *City Team Member Handbook & Code of Conduct* and abide by the conditions therein.

NAME:

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SIGNED:

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DATED:

.....

Please detach this slip from your handbook and return it to your line manager to place in your personnel file.

