

COMPANY CHARTER

1.0. SCOPE

The Company Charter applies to all of the Glad Group Companies, as listed below:

- Glad Group Pty Ltd | ABN 62 092 928 115
- Glad Cleaning Service Pty Ltd | ABN 43 054 617 891
- Mutual Cleaning and Maintenance Pty Ltd | ABN 53 006 516 810
- Glad Maintenance Pty Ltd | ABN 85 127 522 481 | Contractor's Licence: 215410C
- Glad Security Pty Ltd T/A Glad Group Services | ABN 122 097 590 | Security Licences: NSW 409557154, ACT 17502081, QLD 3199590, VIC Licence 763-211-20S, WA SA40606, NT SFL1081
- Glad Indigenous Pty Ltd | ABN 13 648 519 957
- Stratium Global Pty Ltd T/A Unifyd Technology | ABN 55 627 094 366
- Auxus Pty Ltd | ABN 12 655 147 292

2.0. POLICY STATEMENT

Glad is committed to conducting and managing its business and its operations in a manner that reflects our high ethical standards. Our Charter sets out our minimum requirements and expectations that Glad holds of itself and further of its contractors.

Contractors must respect and adhere to the same standards in the operation and management of their business and its operations. Glad reserves the right not to do business with contractors who do not share and demonstrate their commitment to this Charter.

Whilst this Company Charter also applies to all contractors.

Glad further outlines its commitment to uphold all human rights across its operations and supply chain, via its Modern Slavery Statement.

EMPLOYMENT IS VOLUNTARY

Glad will not use any forms of forced labour, including services conducted by individuals involuntarily or work conducted under the threat of physical harm or other penalties.

Glad will respect the freedom of movement of its workers and permit employees to move within their designated work areas during working hours. Employees are permitted to leave the premises during meal breaks and after hours and have access to water and toilet facilities.

RIGHT TO WORK

Glad will not employ a person who does not have the right to work in Australia.

Glad will accept the following documents as evidence of the right to work in Australia:

- Australian birth certificate
- Certificate of Australian citizenship
- Australian or New Zealand passport



- Evidence of permanent resident status
- Temporary visa with entitlement to work.

NO CHILD LABOUR

Glad will not use child labour in its business and to be considered for employment a candidate must be at least 18 years of age.

Glad has processes in place, through onboarding to ensure that the age of all candidates is verified before employment is offered.

NO DISCRIMINATION

The workplace will be free from discrimination, including discrimination in recruitment, remuneration and compensation, promotion, and discipline on the basis of religion, race, gender, age, disability, sexual orientation, nationality, political opinion or membership or affiliation with a trade union.

PROHIBITION ON HARASSMENT AND ABUSE

Workers are treated with dignity and respect. Glad will provide a workplace free from harassment, which can take many forms including physical, sexual, verbal or visual behaviour that creates an offensive, hostile or intimidating environment.

COMPENSATION IS TIMELY PROVIDED

Workers are paid in a timely manner in accordance with the relevant industrial instrument and/or contractual arrangement.

FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

Glad recognises and respects the right of its workers to freedom of association, including the right to freely join a trade union. We do not interfere with an employee's decision to associate or not associate, and we do not discriminate against the employee or the employee's representative.

Glad employees have the right to nominate or be nominated for the role of Union delegate without interference or retaliation. As far as practical and in accordance with any Award or industrial instrument, Glad will provide reasonable time off work for Union representatives to carry out their duties and undergo training and development.

WORKING HOURS ARE NOT EXCESSIVE

Glad respects the rights of its workers to have and maintain a work-life balance.

Workers will not be engaged to work excessive hours and overtime will be paid where applicable.

THE WORKPLACE IS HEALTHY AND SAFE

Glad provides a safe, hygienic and healthy workplace and takes all steps to prevent accidents and injuries in the workplace. Glad has systems and policies in place to detect, avoid and respond to potential safety risks or hazards.

THE WORKPLACE IS ENVIRONMENTALLY FRIENDLY

Glad takes all steps to minimise its environmental footprint and adopts all reasonable measures to mitigate negative environmental impacts and continuously strives to improve its environmental performance.

TO ACT ETHICALLY AND WITH INTEGRITY

Glad maintains an ethical work environment and always complies with the business's Code of Conduct.

REPORTING VIOLATIONS

Any actual or suspected breaches of Glad's Charter can be reported to Glad directly by contacting People & Culture:

gladacademy@gladgroup.com.au

Or via our independent and 100% confidential Whistleblower Service:

To make an "Online" report please click on the "Make a Report" link below. You will be redirected to the new page where you need to enter 'GLAD2021' in the "Unique Key" field. Click on "next" and follow the prompt. You will then be asked for your "Client Reference Number" which is "GladGroup21".

<https://www.whistleblowingservice.com.au/gladgroup/>

To make a "Phone" report please call the following numbers:

- Australia – 1300 687 927.
- New Zealand – 0800 687 927.

Authorised by:



Nick Iloski

Executive Chairman
Glad Group