



Employee Handbook

Effective Date: **January 2020**

Notice of Proprietary Information

*This Handbook is the property of **Aquamarine Personalised Home Care**. The information contained herein is proprietary to this Company and may not be copied or reproduced without the express written permission of the Company's Directors. This Handbook has been prepared for the express use of personnel employed by **Aquamarine Personalised Home Care**.*

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Welcome to **Aquamarine Personalised Home Care** family! We are delighted you have decided to join our caregiving staff and help seniors live independently at home for as long as possible.

We believe that each employee contributes not only to **Aquamarine Personalised Home Care's** growth and success but also to the improvement and quality of life for seniors. We hope you will take pride in being a member of our team.

This handbook contains our policy and training materials. It is important that you familiarise yourself with all the information presented here before beginning service with a client. If you have further materials to submit as a condition of your employment, please note that we cannot assign you to a client until those documents have been placed in your personnel file.

We hope that your experience here will be challenging, enjoyable and rewarding.

Again, welcome!

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Farrell". The signature is fluid and cursive, with a large initial "B" and "F".

Brian Farrell

1. INTRODUCTION

1.1 OUR EMPLOYEE RELATIONS PHILOSOPHY

Aquamarine Personalised Home Care is an innovative, growing Company whose success is built on the combined efforts of employees and The Directors of **Aquamarine Personalised Home Care**. We value the hard work and dedication of our caregivers and staff and promote a work environment built on mutual respect and loyalty.

We are proud of our good relationship with employees and value our ability to communicate one on one with our employees and will strive to protect that relationship.

1.2 ORGANISATION DESCRIPTION

I. Services Provided:

Aquamarine Personalised Home Care specialises in providing non-medical, in-home companion care for the elderly. We offer many in-home services including companionship, light housekeeping, laundry, meal planning and preparation, incidental transportation, errand running, and personal bathing and grooming assistance.

II. The Directors of Aquamarine Personalised Home Care Philosophy:

Our mission is to help seniors remain independent in their own homes as long as possible. We seek to improve the quality of senior life through dependable, caring service and thereby protect the dignity of seniors amid the decline of their physical and mental faculties. We further commit ourselves to assist the families of seniors who struggle with their complex responsibilities while caring for elder parents / relatives.

III. Vision:

Aquamarine Personalised Home Care's team envisions a world in which senior citizens can age gracefully, socialise frequently, and live confidently. We reject the idea that seniors have nothing to expect but isolation, malnutrition, institutionalisation, and indignity. We will not allow them to become third-world citizens in a first-world nation.

We choose to make a positive difference in the ageing experience. The **Aquamarine Personalised Home Care** team will perform its collective duties with confidence, concern, empathy, commitment, cheerfulness and care. We will treat every contact as a friend, every client as family and perform every task as an honour.

1.3 INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with **Aquamarine Personalised Home Care** and provide you with information about working conditions and some of the policies affecting your employment. It also contains training material that can be referred to as needed. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by **Aquamarine Personalised Home Care** to benefit employees. One of our objectives is to provide a work environment conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. While **Aquamarine Personalised Home Care** continues to grow, the need may arise and **Aquamarine Personalised Home Care** reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will, of course, be notified of such changes to the handbook as they occur.

1.4 CLIENT RELATIONS

Clients are among our organisation's most valuable assets. Every employee represents **Aquamarine Personalised Home Care** to our clients and the public. The way we do our jobs presents an image of our entire organisation. Clients judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any existing or potential clients. Nothing is more important than being courteous, friendly, helpful, focused and prompt in the attention you give to clients.

Our personal contact with the public, our manners on the telephone, and the communications we send to clients are a reflection not only of ourselves, but also of the professionalism of **Aquamarine Personalised Home Care**. Positive client relations not only enhance the public's perception or image of **Aquamarine Personalised Home Care**, but also pay off in greater client loyalty and increased revenue.

1.5 EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

This is to acknowledge that I have received a copy of the **Aquamarine Personalised Home Care** Employee Handbook. I understand and agree that it is my responsibility to read and familiarise myself with the policies and procedures contained within the handbook. I agree to discuss with my manager any section of this handbook I do not understand when I attend orientation or within five (5) days of attending orientation.

As a condition of employment, I agree to conform to all of the policies, rules, safety rules and regulations of the company, including those contained in the Employee Handbook. I understand that, any and all policies, or the company can change practices at any time. All such changes will be communicated through official notices and I understand that revised information may supersede, modify and eliminate existing policies.

I understand and agree that nothing in the Employee Handbook creates or is intended to create a promise or representation of continued employment this means that my terms and conditions of employment may be changed, with or without cause and with or without notice, including but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties, and location of work. My signature below certifies that I have received the **Aquamarine Personalised Home Care Employee** Handbook and agree to abide by its provisions during my employment. It supersedes all prior agreements, understanding and representations concerning my employment with **Aquamarine Personalised Home Care**

Employee's Name *(Please Print)*

Employee's Signature

Date

1.6 PROPRIETARY RIGHTS, PROPRIETARY INFORMATION AND NON-SOLICITATION AGREEMENT

This Agreement is between _____ (Hereinafter called "Employee"), and Aquamarine Personalised Home Care ("Employer"). **WHEREAS**, Employer has and will acquire and develop confidential information which it wishes to protect from improper use and disclosure; and

WHEREAS, Employee as an employee of Employer will have access to confidential information of Employer and may acquire or develop additional confidential information that will belong to and be confidential information of Employer;

NOW, THEREFORE, it is agreed as follows:

1. PROPRIETARY RIGHTS

Employee hereby acknowledges that all reports, plans, assessments, names, contact information, telephone numbers and other information gathered by Employee as an employee of Employer will be the property of Employer and that Employer shall be the sole and exclusive owner of such property.

2. PROPRIETARY INFORMATION

Proprietary Information of Employer may be disclosed to Employee in oral and written form by Employer and by agents or other employees of Employer. Employee's permitted use of the Proprietary Information shall be solely for the purposes of Employee's performing Employee's work for Employer.

For the purposes of this Agreement, "Proprietary Information" shall mean information which Employee develops or acquires in the course of employment by Employer, or which Employer discloses to Employee and wishes to maintain in confidence including, without limitation:

- Business ideas, concepts, plans and proposals
- Business processes and procedures
- Computer and software passwords, codes and program information
- Financial information
- Sales or marketing information and strategies
- Pricing information
- Compensation data
- Labour relations strategies
- Referral source lists
- Client lists, including current, past and potential client lists
- Client information, including names, phone numbers and preferences
- Employee information including names, phone numbers and preferences
- Training methods or information

Such information is Proprietary Information protected under this agreement, whether or not such information is protectable by copyright, patent, trade secret, or other method of protection. Failure by Employer to mark Protected Information as such or as Confidential or Proprietary Information shall not affect its status as Proprietary Information under this Agreement.

It is acknowledged by the parties that specific Proprietary Information is not entitled to protection as Proprietary Information if it is (1) publicly available information, (2) already known to Employee, as evidenced by documentation, prior to employment by Employer, or (3) becomes known to Employee without breach of this Agreement by Employee or breach of any other obligation of confidentiality by any other party.

Employee agrees, for so long as Proprietary Information is maintained in confidence by Employer, to hold Proprietary Information in trust and confidence and to make no use of Proprietary Information except for the purpose for which it was disclosed, and to refrain from and protect the Proprietary Information from disclosure.

Specifically, but without limitation, Employee agrees not to contact clients, vendors or employees of employer or to make private arrangements with clients or provide care independently to clients, using any information that is the property of Employer including but not limited to client information, potential client information, vendor information, and employee information. This prohibition continues during Employee's employment and for two years after leaving the employ of Employer.

In the event Employee derives an economic benefit, in any form, from a violation of Employee's obligations under this Agreement, it is hereby agreed that a portion of such economic benefit belongs to Employer. Employee agrees to compensate immediately upon Employer's request, the amount of 45% of any monies received by Employee from the use of Employer's proprietary information.

Employee agrees to keep Proprietary Information in the strictest confidence and will not disclose it by any means to any person except with Employer's approval, and only to the extent necessary to perform services for Employer. Upon termination of employment under any circumstances, Employee will return any confidential information in Employee's possession to Employer.

Employee agrees to make no copies, or partial copies of any Proprietary Information for any purpose other than the purposes for which the Proprietary Information was disclosed to Employee, and, in particular, but without limitation, to make no copies or partial copies for the purpose of supplying them to others.

Employee agrees that all obligations of Employee with respect to Employer Proprietary Information shall also extend to confidential and/or proprietary information belonging to clients and suppliers of Employer, which disclose such information to Employer or Employee as an employee of Employer. Employee shall not use such third-party information for the benefit of anyone other than Employer or such third party, or in any manner inconsistent with Employer's agreement with such third party.

3. NON-SOLICITATION

While this Agreement is in force, and for a period of two years following termination of employment, Employee will not solicit or hire away any of Employer's employees, contractors or clients. Employee became aware of as a result of performing services for Employer. In the event Employer ceases doing business or changes its business so that the identity, contacts, requirements and other information regarding Employer's clients, potential clients, employees, and contractors under this Paragraph are no longer subject to protection as Proprietary Information by Employer or a successor to Employer, this Paragraph shall no longer be binding upon Employee.

4. EMPLOYMENT

Employee acknowledges that this Agreement is not an employment contract, and nothing in this Agreement creates any right to continuous employment by Employer, or to employment for any particular period of time.

5. WAIVER

The waiver by Employer of a breach of any provision of this Agreement will not operate or be construed as a waiver of any other OR subsequent breach.

6. SURVIVAL

The terms of this Agreement shall survive any termination of Employee's employment.

7. SEVERABILITY

Each provision of this Agreement shall be construed as separable and divisible from every other provision. If any one or more of the provisions contained herein, or the application thereof to any person or circumstance for any reason is held to be invalid, illegal, or unenforceable in any respect, then such provision(s) shall be enforced to the maximum extent permissible, and the remaining provisions of this Agreement shall be unaffected thereby and will remain in full force and effect.

8. LEGAL FEES

In the event of any lawsuit permitted under this Agreement seeking to enforce any or all of the terms of this Agreement and/or seeking emergency injunctive relief, the prevailing party shall be entitled to recover its costs, expenses and reasonable attorney fees, both at trial and on appeal, in addition to all other sums allowed by law.

IN WITNESS THEREOF, the parties hereto have executed and delivered this Agreement.

EMPLOYEE:

(Print Name)

(Signature)

Date:

EMPLOYER:

Aquamarine Personalised Home Care



(Signature)

Date:

2. EMPLOYMENT

2.1 NATURE OF EMPLOYMENT

Effective Date: January 2020

This handbook is s intended to provide employees with general understanding of our personnel policies. Employees are encouraged to familiarise themselves with the contents of this handbook, for it will answer many common questions concerning employment with

Aquamarine Personalised Home Care.

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor **Aquamarine Personalised Home Care** is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

2.2 EMPLOYEE RELATIONS

Effective Date: January 2020

Aquamarine Personalised Home Care believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that **Aquamarine Personalised Home Care** amply demonstrates its commitment to employees by responding effectively to employee concerns.

2.3 EQUAL EMPLOYMENT OPPORTUNITY

Effective Date: January 2020

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at **Aquamarine Personalised Home Care** will be based on merit, qualifications, and abilities. **Aquamarine Personalised Home Care** is committed to equal employment opportunity for all qualified persons, without regard to race; ethnicity; colour; sex; sexual orientation; gender identity; relationship status; family or carer responsibilities; pregnancy; mental or physical disability; religion; political opinion; national extraction; social origin; age or any other consideration based on applicable law. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. This applies to all employment practices, including recruitment, hiring, compensation, leaves of absence, recall, and lay off, placement, Company benefits, promotions, demotions, transfers, training, disciplinary action, and termination.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about discrimination in the workplace is encouraged to bring these issues to the attention of his/her immediate supervisor, Area manager or Human Resources Officer. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 BUSINESS ETHICS AND CONDUCT

Effective Date: January 2020

The successful business operation and reputation of **Aquamarine Personalised Home Care** is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of **Aquamarine Personalised Home Care** is dependent upon our clients' trust and we are dedicated to preserving that trust. Employees owe a duty to **Aquamarine Personalised Home Care** and its clients to act in a way that will merit the continued trust and confidence of the public.

Aquamarine Personalised Home Care will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the owner for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every employee of **Aquamarine Personalised Home Care**.

2.5 IMMIGRATION LAW COMPLIANCE

Effective Date: January 2020

Aquamarine Personalised Home Care is committed to employing only Australian citizens and others who are authorised to work in Australia and does not unlawfully discriminate on the basis of the citizenship or national origin.

2.6 CONFLICTS OF INTEREST

Effective Date: January 2020

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which **Aquamarine Personalised Home Care** wishes the business to operate. The purpose of these guidelines is to provide general direction such that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Administration Office for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of **Aquamarine Personalised Home Care's** business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside clients or senior care firms. However, if employees have any influence on transactions involving senior care agreements it is imperative that they disclose to an officer of **Aquamarine Personalised Home Care** as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Employees are specifically prohibited from contacting clients, vendors, contractors or employees of the Company for purposes other than performance of services for the Company.

2.7 NON-DISCLOSURE

Effective Date: January 2020

The protection of confidential business information and trade secrets is vital to the interests and the success of **Aquamarine Personalised Home Care**. Such confidential information includes, but is not limited to, the following examples:

- Business ideas, concepts, plans and proposals
- Business processes and procedures
- Computer and software information including passwords, codes or file names
- Financial information
- Sales or marketing information and strategies
- Pricing information
- Labour relations strategies
- Compensation data
- Referral source lists
- Client lists, including current, past and potential client lists
- Client information, including names, phone numbers and preferences
- Employee information including names, phone numbers and preferences
- Training methods or information

Such information is Proprietary Information and is protected, whether or not such information is protectable by copyright, patent, trade secret, or other method of protection.

Failure by the Company to mark *Protected Information* as such or as *Confidential* or *Proprietary Information* shall not affect its status as Proprietary Information.

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Employees are specifically prohibited from making private arrangements or providing care independently, using any information that is the property of **Aquamarine Personalised Home Care**, including client information, potential client information, and employee information.

This prohibition continues during Employee's employment and for two years after leaving the employ of **Aquamarine Personalised Home Care**. Any violation of this policy will result in the employee's financial liability to **Aquamarine Personalised Home Care** in the amount of 45% of any monies received from these clients.

Protection of information belonging to clients and suppliers of the Company is also vitally important to the Company. Clients and suppliers of the Company may disclose personal or proprietary information to Company or Employee as an employee of Company. Employee shall not use such third-party information for the benefit of anyone other than the Company or such third party. Furthermore, Employee shall not use such client or supplier information in any manner inconsistent with policies of Company or Company agreement with such third party.

Employees who improperly use or disclose trade secrets or confidential information of third parties will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

3. EMPLOYMENT STATUS AND RECORDS

3.1 EMPLOYMENT CATEGORIES

Effective Date: January 2020

It is the intent of **Aquamarine Personalised Home Care** to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and **Aquamarine Personalised Home Care**

Caregivers are hired as Casual Workers. Casual Workers are those employees who work when work is available and may be used on an occasional basis. As such Caregivers employed by **Aquamarine Personalised Home Care** understand and agree that no guarantee of specific hours or days of work is made by the employer.

Office staff employees are subject to the following designations:

Regular, Full-Time Employee – you are considered to be a regular, full-time employee if you have satisfactorily completed the introductory period and are regularly scheduled to work forty (40) hours or more per week.

Regular, Part-Time Employee – you are considered to be a regular, part-time employee if you have satisfactorily completed the Introductory Period and are regularly scheduled to work less than forty (40) hours per week.

3.2 ACCESS TO PERSONNEL FILES

Effective Date: January 2020

Aquamarine Personalised Home Care maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of **Aquamarine Personalised Home Care**, and access to the information they contain is restricted. Generally, only Supervisors and The Directors of **Aquamarine Personalised Home Care** and personnel of **Aquamarine Personalised Home Care** who have a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, employees may review their own personnel files in **Aquamarine Personalised Home Care's** offices and in the presence of an individual appointed by **Aquamarine Personalised Home Care** to maintain the files.

3.3 EMPLOYMENT REFERENCE CHECKS

Effective Date: January 2020

To ensure that individuals who join **Aquamarine Personalised Home Care** are well qualified and have a strong potential to be productive and successful, it is the policy of **Aquamarine Personalised Home Care** to check the employment references of all applicants. **Aquamarine Personalised Home Care** will respond to all reference check inquiries from other employers. Responses to such inquiries will be limited to factual information that can be substantiated by **Aquamarine Personalised Home Care** records.

3.4 PERSONNEL DATA CHANGES

Effective Date: January 2020

It is the responsibility of each employee to promptly notify **Aquamarine Personalised Home Care** of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Administration Office.

3.5 INTRODUCTORY PERIOD

Effective Date: January 2020

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations.

Aquamarine Personalised Home Care uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or **Aquamarine Personalised Home Care** may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If **Aquamarine Personalised Home Care** determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

During the introductory period new employees are eligible for those benefits required by law. Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

3.6 EMPLOYMENT APPLICATIONS

Effective Date: January 2020

Aquamarine Personalised Home Care relies upon the accuracy of the information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.7 PERFORMANCE EVALUATION

Effective Date: January 2020

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognise strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled bi-annually unless a Performance Improvement Plan (P.I.P.) is initiated by the supervisor. If a P.I.P. is initiated, 30, 60 or 90-day performance evaluations will be conducted at the supervisor's discretion and determined by the nature of the performance problem.

Aquamarine Personalised Home Care awards merit-based pay increases in an effort to recognise truly superior employee performance. The award of such increase is based upon numerous factors, at the company's discretion and includes information obtained from clients and other sources.

4. TIMEKEEPING & PAYROLL

4.1 TIMEKEEPING

Effective Date: January 2020

Accurately recording time worked is the responsibility of every employee. Australian laws require **Aquamarine Personalised Home Care** to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Timekeeping data is collected through the scheduling app Sandwai. Care staff must "log in" and "log out" of each visit as they are arriving to the client's home and as they are leaving. Staff are responsible for keeping track of the time they are attending client's home. All overtime or changes to requested services must be requested through the office. The failure to complete this may result in overtime or changed service not being paid.

Time sheets are to be submitted daily when finished with final client of the day. Time sheets must include all approved kms to claim.

The weeks' timesheets must be submitted by Sunday evening for processing, the failure to comply with this process can result in you pay not being lodged on time.

4.2 PAYDAYS

Effective Date: January 2020

Employees are paid weekly on Tuesdays. Each pay will include earnings for all work performed through the end of the previous payroll period which falls from Sunday through Saturday.

In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the first day of work following the regularly scheduled payday.

The Company typically pays employees via direct deposit into their chosen Bank account.

4.3 PAY ADVANCES

Effective Date: January 2020

Aquamarine Personalised Home Care does not provide pay advances on unearned wages to employees.

4.4 ADMINISTRATIVE PAY CORRECTIONS

Effective Date: January 2020

Aquamarine Personalised Home Care takes all reasonable steps to ensure employees receive the correct amount of pay in each pay and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Administrative Office so that corrections can be made as quickly as possible.

4.5 EMPLOYMENT TERMINATION

Effective Date: January 2020

Termination of employment is an inevitable part of personnel activity within any organisation, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organisation, after completion of warning period.
- Redundancy - involuntary employment termination initiated by the organisation for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting Age, length of service, and any other criteria for retirement from the organisation.

Aquamarine Personalised Home Care will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, repayment of outstanding debts to **Aquamarine Personalised Home Care**, or return of property owned by **Aquamarine Personalised Home Care**. Suggestions, complaints, and questions can also be voiced.

Since employment with **Aquamarine Personalised Home Care** is based on mutual consent, both the employee and **Aquamarine Personalised Home Care** have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with the applicable Award.

5. WORK CONDITIONS AND HOURS

5.1 SAFETY

Effective Date: January 2020

To assist in providing a safe and healthy work environment for employees, clients, and visitors, **Aquamarine Personalised Home Care** has established a workplace safety program. This program is a top priority for **Aquamarine Personalised Home Care**. The Administrative Office has responsibility for implementing, administering, monitoring and evaluating the safety program. Its success depends on the alertness and individual commitment of all.

Aquamarine Personalised Home Care provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe conditions to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Administrative Office or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

5.2 USE OF PHONE AND MAIL SYSTEMS

Effective Date: January 2020

Personal use of telephones including mobile phone usage is discouraged while in the workplace. Employees should practice discretion when making personal calls.

Use of a client's home phone should be restricted to client-specific, work-related issues or emergency personal use.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller/client and hang up only after the caller/client has done so.

The use of **Aquamarine Personalised Home Care** paid postage for personal correspondence is not permitted.

5.3 CELLULAR TELEPHONES AND DIGITAL DEVICES

Effective Date: January 2020

Personal mobile telephones should be used only to receive work related calls whilst on a client site. Company policy expressly prohibits the use of mobile telephones and receiving and/or sending text messages by employees while driving vehicles on Company business. Failure to comply with this policy may result in disciplinary action, up to and including termination. **Aquamarine Personalised Home Care** accepts no responsibility for fines issued to an employee while driving a vehicle on Company business.

Aquamarine Personalised Home Care recognises that many mobile telephones have the capability to take photographs. Due to this capability could allow for theft of confidential information employees are prohibited from taking photographs anywhere on Company premises.

5.4 email, VOICE MAIL, INTERNET ACCESS AND COMPUTER SYSTEMS

Effective Date: January 2020

All company systems including all individual equipment (e.g., stand-alone computer or hand-held device) are covered by this policy. These systems are important assets of the Company and have been installed/provided at a substantial expense to facilitate business communications. The company respects the individual privacy rights of its employees; however, employee privacy does not extend to the employee's work-related conduct or to the use of Company provided equipment or supplies. The Company operates under this policy for several reasons including: (1) to ensure that these systems are only used for business purposes; (2) to follow-up on departing employees' work-in-progress; (3) to ensure that the confidentiality of its private information is being preserved; (4) to monitor employee performance; (5) to maintain the systems and (6) to monitor our client service and relations with outside businesses. You should be aware that the following guidelines might affect your privacy in the workplace.

- Although each employee may have individual passwords to access these systems, the systems belong to the Company and the contents are to be accessible at all times by The Directors of **Aquamarine Personalised Home Care** for any business purpose. All system passwords must be available to the Directors of **Aquamarine Personalised Home Care**, and you may not use passwords that are unknown to your supervisor. The systems may be subject to periodic unannounced inspections and should be treated like other shared filing systems. Of course, these systems are intended solely for business use. Employees should inform family members and friends not to use the systems for any confidential messages (e.g., confidential voicemail, email messages, instant messages or text messages).
- Do not assume that messages and files are confidential. The Company has the capability to access, review, and copy and delete any messages sent, received or stored on the systems. The Company reserves the right to access, review, copy or delete all such messages for any purpose and to disclose them to any party (inside or outside the Company) it deems appropriate. The Company may utilise or override individual passwords or codes. Back-up copies of electronic messages and computer files are maintained and referenced for business and legal reasons.
- These systems may not be used in any manner that would be discriminatory, harassing or obscene, or for any other purpose which is illegal, against Company policy or not in the best interests of the Company. Employees are not permitted to access the electronic communications of other employees or third parties unless directed to do so by the Directors of **Aquamarine Personalised Home Care**. **Aquamarine Personalised Home Care** reserves the right to access and review files and messages and to monitor the use of electronic (e-mail and internet) communications as is necessary to ensure that there is no misuse or violation of Company policy or any law. Employees who misuse these communication systems will be subject to discipline up to and including termination.
- Employees may not install personal software in Company computer systems.
- Employees may not use the Company's logo, graphics, trademarks, slogans or any other Company content, except as part of authorised business activity.
- All electronic information created by any employee using any means of electronic communication provided by the Company is the property of the Company and remains the property of the Company.
- Use of email, the Internet, or any other electronic device/medium to copy and /or transmit any documents, software or other information protected by copyright laws is prohibited.
- Employees are prohibited from accessing or attempting to access the email, Internet, text message, instant message, voicemail system or any other electronic storage device of another user without the Directors of **Aquamarine Personalised Home Care's** prior authorisation.
- Employees who use mobile phones and cordless phones should not use these methods for communicating confidential or sensitive information or any private company business.
- The use of the camera function of a Company-issued or individually owned mobile camera phone is strictly prohibited on Company premises and while on Company-related business, unless it is used for a lawful business purpose and the employee has prior written approval from the employee's supervisor. The use of mobile telephones or other hand-held devices for personal use is limited to non-paid break and meal periods provided that any such use does not disturb or interfere with any other employee's work. Phones, beepers etc. carried for personal use must be set to an inaudible mode.

- Employees must exercise a greater degree of caution in transmitting the Company confidential information by email, instant message, text message or any other means of electronic communication than they take with other means of communicating information, (e.g. written memoranda, letters or phone calls) because of the reduced human effort required to redistribute such information. Company confidential information should never be transmitted or forwarded to outside individuals or companies not authorised to receive that information and should not even be sent or forwarded to other employees inside the Company who do not need to know the information. Always use care in addressing e-mail messages, instant messages, text messages, or any other means of electronic communication to make sure that messages are not inadvertently sent to outsiders or the wrong person inside the Company.
- In particular, exercise care when using distribution lists to make sure that all addresses are appropriate recipients of the information. Individuals using lists should take measures to ensure that the lists are current. Refrain from routinely forwarding messages containing Company confidential information unless there is a clear business needs to do so
- Access to the internet, websites and other types of Company-paid computer access are to be used for Company-related business only. Your supervisor must approve any information about the Company, its products or services, or other types of information that will appear in the electronic media about the Company before the information is placed onto an electronic information source. Employees may not transmit or post any information that may harm the business or reputation of the Company or any of its employees.
- Any Company provided laptops, portable computers, hand-held devices, such as iPhones or iPads® or any other electronic device are covered by this policy at all times. They are not to be used by employees for personal business and are not to be connected to employees' personal Internet access accounts.
- Before using any personally owned computer or electronic device for Company-related business, you must receive approval from your supervisor. If approval is provided, an employee's personal computer or electronic device is subject to all inspection and Company protection portions of this policy vis-à-vis the Company related information.
- Employees cannot use added software or any mechanism available over the Internet in an attempt to permanently delete (or scrub) any file on any company computer or system, unless authorised in writing by **Management**. Employees also cannot reformat any hard drive on any device without the written authorisation of **Management**.

5.5 PERSONAL BLOGS

Effective Date: January 2020

This policy describes the Company's guidelines with respect to publicly accessible communications via the Internet relating to the Company. This includes blogs, discussion forums, newsgroups and email distribution lists. The Company respects the individual privacy rights of its employees and encourages open communication; however, activities in or outside of work that affect your job performance, the performance of others or Aquamarine Personalised Home Care's business interests are a proper focus of company policy. [Externally communicating about aspects of the Company that are part of your non-disclosure agreement is always forbidden and is grounds for immediate termination and legal action.] You should be aware that the following guidelines may affect your privacy in the workplace.

- Public communication concerning the Company must not violate any guidelines set forth in this handbook, whether or not you specifically identify yourself as an employee of the Company. The same principles and guidelines that apply to Company employees in general apply to your activities online.
- Employees are prohibited from disclosing sensitive, proprietary, confidential or financial information about the Company in a blog or other publicly accessible Internet forum. Further detail can be advised on request to The Directors of **Aquamarine Personalised Home Care**.
- Employees may not communicate any material that violates the privacy rights of another employee. For example, ask permission to publish someone's picture or a conversation that may be private.

- Participation in blogs should not interfere with your work commitments. The Company's computer systems and Internet access are intended to be used for business purposes only.
- If you identify yourself as an **Aquamarine Personalised Home Care** employee or regularly or substantively discuss **Aquamarine Personalised Home Care** publicly, you should make it clear that the views expressed in the blog are yours alone and do not necessarily represent the views of your employer. Employees must be respectful to the Company, fellow employees, clients, partners, and competitors. You may not post any material that is defamatory, libellous, threatening, harassing, abusive or embarrassing to another person or entity related to **Aquamarine Personalised Home Care**.
- Failure to follow these guidelines may result in disciplinary action, up to and including discharge. All employees are expected to exercise good judgment and restraint in their personal participation in blogging activity, discussion forums, newsgroups and email distribution lists. Employees are directed to ask their supervisor if they have any specific questions about what is appropriate to include in their blogs. [Employees should keep in mind that they may be held legally responsible for any content published on the Internet. Employees should also be mindful that even if they write anonymously or under a pseudonym, their identity could still be revealed.]

5.6 SMOKING AND/OR SMOKELESS TOBACCO USAGE

Effective Date: January 2020

In keeping with **Aquamarine Personalised Home Care's intent** to provide a safe and healthy work environment, smoking and/or the use of E-cigarettes products is prohibited while on duty. Every effort will be made to avoid assigning non-smoking caregivers to smoking clients.

5.7 OVERTIME

Effective Date: January 2020

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorisation. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the require work.

Overtime will be paid according to appropriate award.

5.8 USE OF EQUIPMENT AND VEHICLES

Effective Date: January 2020

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

In the course of performing caregiving duties a client may request the employee use the client's vehicle for errands and incidental transportation. **It is the employee's responsibility to review the client's vehicle registration and insurance card prior to vehicle usage.** In addition, the employee MUST have a current driver's license and personal vehicle (CTP) insurance. If the employee has any concern over the safety or legal status of the client's vehicle, the employee will decline its usage and will report that concern to the Administration Office.

The employee may use his/her own vehicle for incidental transport on the client's behalf providing the employee has proven full and current license and insurance coverage to the Administration Office prior to that service. **Aquamarine Personalised Home Care** will pay mileage reimbursement at the current Aged Care Award per/km rate.

5.9 NON-SOLICITATION/DISTRIBUTION

Effective Date: January 2020

Persons who are not employed by **Aquamarine Personalised Home Care** may not solicit or distribute literature on the premises of **Aquamarine Personalised Home Care** at any time.

Employees of **Aquamarine Personalised Home Care** may not solicit or distribute literature during working time for any person. Working time means the working time of both the employee doing the soliciting or the distributing and an employee to whom the soliciting or distribution is directed. Working time does not include periods such as meal or break times when the employees are not required to be working. Distribution of literature is not permitted at any time in working areas. Working areas means client's homes or places of residence and the Agency office.

5.10 WORK SCHEDULES

Effective Date: January 2020

Work schedules for employees vary throughout our organisation. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

6. LEAVES OF ABSENCE

6.1 TIME OFF FOR RELIGIOUS REASONS

Effective Date: January 2020

It is **Aquamarine Personalised Home Care's** intent to reasonably accommodate the known religious observances and practices of employees, when to do so would not impose an undue hardship on **Aquamarine Personalised Home Care**. Please talk to your supervisor if you need to take time away from work for religious reasons. Your time away from work will be without pay, unless you wish to use accrued vacation benefits (if applicable).

7. EMPLOYEE CONDUCT & DISCIPLINARY PROCESS

7.1 EMPLOYEE CONDUCT AND WORK RULES

Effective Date: January 2020

To ensure orderly operations and provide the best possible work environment, **Aquamarine Personalised Home Care** expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organisation.

It is not possible to list all the forms of behaviour that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Solicitation of money from clients or clients' family
- Inviting employee's friends or family to client home
- Leaving a shift early without employer approval
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer's or client's property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorised materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorised absence from workstation during the workday
- Unauthorised use of telephones, mail system, or other employer-owned equipment
- Unauthorised disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with **Aquamarine Personalised Home Care** is at the mutual consent of **Aquamarine Personalised Home Care** and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

7.2 DRUG AND ALCOHOL USE

Effective Date: January 2020

It is **Aquamarine Personalised Home Care's** desire to provide a drug-free, healthy, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on duty and conducting business-related activities, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment. Such violations may also have legal consequences.

7.3 SEXUAL AND OTHER UNLAWFUL HARASSMENT

Effective Date: January 2020

Aquamarine Personalised Home Care is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. We do not tolerate unlawful harassment and the

Company's policy against harassment applies to all persons involved in the operation of **Aquamarine Personalised Home Care**. The policy prohibits unlawful harassment by any employee of **Aquamarine Personalised Home Care**, including supervisors and managers, as well as vendors, customers, independent contractors, suppliers, and any other persons. Any form of harassment which violates Australian Federal or state law, including, but not limited to harassment related to an individual's race, colour, national origin, ancestry, sex, gender, religion, creed, age, mental or physical disability, veteran status, medical condition (including pregnancy, childbirth and related medical conditions), marital status, registered domestic partner status, citizenship, sexual orientation, gender orientation, gender identification or genetic characteristics is a violation of this policy and will be treated as a disciplinary matter. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Actions, words, jokes, or comments based on an individual's sex, colour, national origin, age, religion, disability, sexual identity/orientation, gender identity/ orientation, or any other legally protected characteristics will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behaviour and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favours
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct that includes leering, making sexual gestures, or the display of sexually suggestive objects, pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations
- Physical conduct that includes touching, assaulting, or impeding or movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favours, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual, or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact **Brian Farrell** or any other member of Management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any employee who becomes aware of possible sexual or other unlawful harassment must immediately advise the Company office or any member of Management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

7.4 ATTENDANCE AND PUNCTUALITY

Effective Date: January 2020

To maintain a safe and productive work environment, **Aquamarine Personalised Home Care** expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness places a burden on our clients, other employees and on **Aquamarine Personalised Home Care**. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Absence from work for two (2) consecutive days without notifying your supervisor will be considered a voluntary resignation.

7.5 PERSONAL APPEARANCE

Effective Date: January 2020

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image **Aquamarine Personalised Home Care** presents to clients and visitors.

During business hours or when representing **Aquamarine Personalised Home Care**, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards.

Your supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstances, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. **Sandals and thongs are not permitted.** (except during certain activities such as attending a client's hydrotherapy)
- Clothing must be in a style and fit to allow for ease of movement.
- Revealing attire such as Tank tops, tube or halter-tops, t-shirts, jean shorts or short-shorts, clothing made from see through materials may not be worn under any circumstances.
- Skirts are not appropriate garments for Care Workers to wear as they do not allow the freedom and movement to be able to perform work tasks
- Moustaches and beards must be clean, well-trimmed, and neat.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Offensive body odour and poor personal hygiene are not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewellery should not be functionally restrictive, dangerous to job performance, or excessive.
- Excessive body piercings are not permitted, if you have any concerns that your body piercings may be against company policy please speak to your Area Manager.
- Visible excessive tattoos and similar body art must be covered if deemed offensive or inappropriate

7.6 JEWELLERY/PINS/BUTTONS POLICY

Effective Date: January2020

While providing client service or while otherwise in contact with clients or the public during working time, jewellery should be kept to a minimum and non-jewellery pins and buttons worn on visible clothing must be limited to small professional pins and the Agency name tag/lanyard

7.7 SECURITY INSPECTIONS

Effective Date: January 2020

Aquamarine Personalised Home Care wishes to maintain a work environment that is free of illegal drugs, alcohol, or other improper materials. To this end, **Aquamarine Personalised Home Care** prohibits the possession, transfer, sale, or use of such materials on its premises. **Aquamarine Personalised Home Care** requires the cooperation of all employees in administering this policy.

7.8 SOLICITATION

Effective Date: January 2020

In an effort to ensure a productive and harmonious work environment, persons not employed by **Aquamarine Personalised Home Care** may not solicit or distribute literature in the workplace at any time for any purpose.

Aquamarine Personalised Home Care recognises that employees may have interests in events and organisations outside the workplace. However, employees may not solicit or distribute literature concerning these activities to the client.

Examples of impermissible forms of solicitation include:

- The collection of money, goods, or gifts for community groups
- The collection of money, goods, or gifts for religious groups
- The collection of money, goods, or gifts for political groups
- The collection of money, goods, or gifts for charitable groups
- The sale of goods, services, or subscriptions outside the scope of official organisation business
- The circulation of petitions
- The distribution of literature not approved by the employer
- The solicitation of memberships, fees, or dues

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- Employee announcements
- Internal memoranda
- Job openings
- Organisation announcements
- Payday notice
- Workers' compensation insurance information

If employees have a message of interest to the workplace, they may submit it to the Office Manager for approval. The Office Manager will post all approved messages.

7.9 PROBLEM RESOLUTION

Effective Date: January 2020

Aquamarine Personalised Home Care is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from **Aquamarine Personalised Home Care** supervisors and the Directors of Aquamarine Personalised Home Care.

Aquamarine Personalised Home Care strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive suggestions.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalised, formally or informally, for voicing a complaint with **Aquamarine Personalised Home Care** in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs in which employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to contact a member of the Management Team.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

7.10 RETURN OF PROPERTY

Effective Date: January 2020

Employees are responsible for all property belonging to **Aquamarine Personalised Home Care** as well as materials, or written information issued to them or in their possession or control including any hard copies of this Handbook. Employees must return property of **Aquamarine Personalised Home Care** immediately upon request or upon termination of employment. Where permitted by applicable laws, **Aquamarine Personalised Home Care** may withhold from the employee's pay or final pay the cost of any items that are not returned when required. **Aquamarine Personalised Home Care** may also take all action deemed appropriate to recover or protect its property.

7.11 RESIGNATION

Effective Date: January 2020

Resignation is a voluntary act initiated by the employee to terminate employment with **Aquamarine Personalised Home Care**. Although advance notice is not required, **Aquamarine Personalised Home Care** requests at least 2 weeks written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation.

7.12 WORKPLACE ETIQUETTE

Effective Date: January 2020

Aquamarine Personalised Home Care strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behaviour in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. **Aquamarine Personalised Home Care** encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behaviour that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behaviour to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Office Manager if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

Personal/Client Environment

- Refer to senior clients as "Mr." or "Mrs." and their last name unless they insist that you refer to them by their first name
- Take the time to get acquainted with your client.
- Review the Client Care Plan Book with the client if they are able and decide where to keep it in the house.
- Sit with the client during meals, even if you are not eating.
- Keep all client information confidential.
- Always arrive on time.
- Be neatly groomed.
- Never smoke in a client's house, even if the client smokes.
- In the event of a disagreement with a client, call the office immediately. Do not simply walk off the job.

Office Environment:

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimise unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.

- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socialising to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voicemail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded paper.