

CORPORATE AND SOCIAL RESPONSIBILITY POLICY

Intent & Purpose

Springmount Services is committed to acting and having; the highest standards of responsible business practice and sustainability. We will guarantee that its corporate and social responsibility to its workforce, and the community, is met through a range of internal processes and procedures, and external programs and initiatives.

Operation and Incidence

Operation and Incidence

SPRINGMOUNT SERVICES is committed to ensuring that we make a difference beyond our business operations as global and community citizens.

Community Engagement

SPRINGMOUNT SERVICES makes commitments on a regular and ad hoc basis to organisations of our choice. Engagement in community activities is supported by both the company, and in partnership with our client community commitments.

Workforce Care

We will stay abreast of best practice through;

- Membership of the Building Service Contractors Association of Australia, the Australian Human Resource Institute, the Risk Management Institution of Australia, National Safety Council of Australia, certification via the ISO process.
- Abiding by current regulatory requirements, measuring compliance, and acting on those changes to support our responsibility to our team members.
- Providing support and mentoring services to our people. SPRINGMOUNT SERVICES trains, briefs, and guides our managers and supervisors on their responsibilities, ensuring our people work in an environment that is fair and equitable.

Political Donations

SPRINGMOUNT SERVICES does not align itself to any political parties or their affiliations.

Sustainable Supply Chain

SPRINGMOUNT SERVICES conducts service delivery and supplier sustainability through long term relationship management with cleaning suppliers and subcontractors. Service agreements are in place for service providers and standard product delivery agreements for cleaning supplies. The preferred suppliers are linked to the company purchasing system; ensuring that only preferred suppliers are used on our sites.

Labour Standards and Human Rights

SPRINGMOUNT SERVICES believes that every person has inherent dignity and value, and human rights help us to recognise and respect that fundamental worth in ourselves and in each other. Team members and sub-contractors will be treated with respect and dignity. No threat of violence, sexual exploitation, abuse, or bullying and harassment (verbal or psychological) will be accepted.

In ensuring our people are employed under fair working conditions, SPRINGMOUNT SERVICES complies with the relevant employment legislation and working conditions as determined by the federal, state, and territory governments, and in association with standards outlined by other relevant bodies.

SPRINGMOUNT SERVICES complies with the intent of the following legislation pertinent to human rights:

Age Discrimination Act 2004

Modern Slavery Act 2018

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Disability Discrimination Act 1992

Fair Work Act 2009

Various state & territory WHS Acts

**and any other applicable or pertinent legislation, regulation, or convention now and as amended.*

SPRINGMOUNT SERVICES will ensure that these procedures are communicated our people to support this policy.

Living Wage

Wages and benefits paid for a standard working week must satisfy, at a minimum, national Legal requirements. In Australia this is specifically set via the award structure; or for non-award team members our Remuneration Policy.

SPRINGMOUNT SERVICES will ensure:

- The provision of safe and healthy working facilities and appropriate precautionary measures.
- Protection of team members from work-related hazards and anticipated dangers in the workplace.
- Workers receive regular and recorded health and safety training.
- That accommodation, where provided, is clean, safe, and meets the basic needs of the team members.

SPRINGMOUNT SERVICES will:

- Follow all relevant legislation, regulations and directives wherever we operate in to ensure a safe and healthy workplace;

- Ensure, at a minimum, that systems are implemented for the prevention of occupational injury and illness including, fire safety; emergency preparedness and response; industrial hygiene; lighting and ventilation; machinery safeguarding; reporting, and investigation of occupational injuries and illness
- Reasonable access to potable water;
- Assign responsibility for health and safety to a management representative

Whistleblower Policy

A person, who believes, on reasonable grounds, that SPRINGMOUNT SERVICES, a team member, or a contractor of SPRINGMOUNT SERVICES has engaged in, is engaging in, or proposes to engage in, corrupt or detrimental behaviour, can make a disclosure. Disclosures must be about improper conduct. Improper conduct means:

- Corrupt conduct (dishonesty, fraud, theft, breach of public trust, misuse of information or material acquired in the course of their performance, conspiracy or attempt to engage in any of the aforementioned); or
- A substantial mismanagement of resources; or
- Conduct involving substantial risk to public health or safety; or
- Conduct involving substantial risk to the environment;
- That would if proved constitute a criminal offence; or reasonable grounds for dismissal.

A disclosure can be made orally or in writing to the Managing Director. A disclosure can be made anonymously or if by a recognised person, will be kept strictly confidential.

Monitoring and Reporting Mechanisms

SPRINGMOUNT SERVICES will have systems in place to monitor client services against contractual key performance indicators. Monitoring is undertaken monthly through inspection processes and random audit; and reported to senior management on a monthly basis.

Risk control processes are in place to act upon monitoring outcomes and to seek continuous improvement. The risks identified shall be analysed and evaluated by reviewing the procedures, practices and processes that govern SPRINGMOUNT SERVICES's operations, and treated using the principle of descending control options.

Performance reporting is undertaken through client meetings and is aligned to client needs as determined in contract arrangements. Reports are stored as required.

Resource Management

SPRINGMOUNT SERVICES reviews suppliers and 3rd Party providers to ensure they comply with the requirements of this Policy.

Freedom of Association

SPRINGMOUNT SERVICES adopts an open attitude towards the legitimate activities of trade unions. Union representatives are allowed to carry out their legitimate representative functions in the

workplace and must not be discriminated against.

Corruption, bribery and extortion

Bribery and corruption in all SPRINGMOUNT SERVICES business dealings is prohibited. This prohibition applies equally as well to consultants, and /or third parties who deal with others on behalf of SPRINGMOUNT SERVICES including suppliers.

Our policy prohibits the offer, promise, gift or authorisation of the giving of a payment or anything else of value, directly or through an intermediary, to government official in an effort to influence official action. This includes officer, employee of government of any level, government-owned or controlled entity or enterprise.

Kick-backs, facilitation payments, secret commissions or similar payments are not under any circumstances are permitted. Payments include cash payments and can include other things such as hospitality, travel, favours and business opportunities.

Subordinate documents

- Code of Conduct

RACI

Responsible	It is the responsibility of the Executive Committee to implement, maintain and communicate this policy.
Accountable	The final authority for this policy lies with the Managing Director.
Consulted	When making changes to this policy, a consultation should be carried out with the leadership team.
Informed	All changes to this policy should be communicated to all leaders.

Breach of The Policy

Breach of this policy may be regarded as misconduct, leading to disciplinary action which may result in termination of employment or engagement. An individual may also be exposed to criminal or civil liability for a breach of relevant legislation.