

Anti-
Discrimination and
Equal
Employment
Opportunity
Policy



Maxima Cleaning Group

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Introduction



In today's world, we understand the importance of inclusivity and diversity in the workplace.

Anti-discrimination and equal employment opportunity policies help ensure that every individual has an equal chance to succeed regardless of their background.

By fostering a workplace environment that celebrates difference, we can create a more productive and positive work culture.

Review Procedure

The Managing Directors will review the policy as required. The review schedule is directed in response to organisational and/or legislative changes and requirements. The review will be undertaken in consultation with workers, company representatives, and other relevant parties. All relevant persons will be made aware of changes made because of the review.

This policy will be reviewed if:

- there are changes in the workplace that may affect the policy;

- the policy is not effective;
- there are legislative changes that affect the policy;
- there is a breach of this policy.

This policy is reviewed at least annually.

Regulations and Guidelines

Fair Work Act 2009

Cleaning Services Award

Terminology

Abbreviations and Acronyms

HR: Human Recourses.

HSR: Health and Safety Representative.

For this policy, no specific references will be made to the terms Health, Safety at Work (HSW), Work Health and Safety (WHS), we will refer to Occupational Health and Safety (OHS) as per the Australian Standard/New Zealand Standard (AS/NZS) International Organisation for Standardisation (ISO) 45001:2018.

Definitions

Incident: An incident is any unplanned event resulting in, or having a potential to result in injury, ill health, damage or loss.

We, us, our, our company or the organisation" means Maxima Cleaning Group.

Worker: is a person who carries out work in any capacity for an Organisation, including work as:

- | | |
|--|--|
| a. An employee, or | f. A person of a prescribed class, or |
| b. Outworker, or | g. A contractor or subcontractor, or |
| c. An apprentice or trainee, or | h. A worker of a contractor or subcontractor, or |
| d. A student gaining work experience, or | i. A worker of a labour-hire company. |
| e. A volunteer, or | |

Workplace – means a place where work is carried out for a business or undertaking and includes any place where a worker goes or is likely to be while at work. A workplace includes:

- A vehicle, vessel, aircraft, or other mobile structure; and
- Any waters and installations on land, on the bed of any waters or floating on any waters.

Anti-Discrimination and Equal Employment Opportunity Policy

Maxima Cleaning Group recognises the risk to worker health and safety from exposure to discrimination at work and has adopted a ZERO tolerance policy. We will implement procedures to ensure that no persons are discriminated against because of the following:

- Sex.
- Marital or parental status.
- Race.
- Age.
- Impairment.
- Religion.
- Political belief or activity.
- Trade union/industrial activity.
- Lawful sexual activity.
- Pregnancy or breastfeeding.
- Physical features.
- Direct or indirect discrimination against someone who is associated with any of the above.

The organisation will not tolerate the unfavourable treatment because of personal characteristics, including:

- Refusing employment.
- Setting unfair terms of employment.
- Denying or limiting access to promotion, transfer, performance bonus pays, training or any other benefits.
- Sacking, retrenchment, or demotion.
- Unreasonable workplace policies/practices that are difficult for a worker to comply with because of their personal characteristic compared to other workers.

All workers are responsible for ensuring their behaviour in the workplace is always appropriate for the work environment and are to not act in a manner that could be considered or interpreted as being discriminatory against other person(s).

Management will ensure action is taken if a worker feels they have been subject to discrimination. All investigations will observe the principles of natural justice.

Non-compliance with this policy may result in disciplinary action, and workers may be legally accountable for breaches of Anti-discrimination/Equal Opportunity laws.

RESPONSIBILITIES

The organisation is responsible for ensuring that:

- we provide a safe workplace for all people with a demonstrated zero tolerance of discrimination; and
- there are effective Workplace discrimination and equal opportunity procedures and support mechanisms in place; and
- all workers are trained and familiar with the Workplace Discrimination Procedure.

The Health and Safety Representative (HSR)/Occupational Health and Safety (OHS) Manager/Coordinator is responsible for:

- maintaining and reviewing the Workplace Discrimination Procedure; and

- ensuring all workers understand and are familiar with the Workplace Discrimination Policy and Procedures; and
- assisting workers with informal or formal notifications and resolutions of workplace discrimination matters or concerns; and
- remain impartial and treat all cases fairly; and
- manage each case in a confidential and timely manner; and
- respond to all reported cases; and
- ensure prompt referral to support/mediation; and
- oversee controls and follow-up as required; and
- maintaining records relating to workplace discrimination and equal opportunity matters.

Managers/Supervisors are responsible for:

- understanding and identifying any inappropriate behaviour in the workplace that appears to be workplace discrimination; and
- ensuring they, and workers, understand what is considered to be appropriate and inappropriate behaviour in a workplace in respect of workplace discrimination; and
- assisting workers with informal notifications and resolutions of workplace discrimination matters or concerns as required; and
- informing and consulting with (HSR/OHS Manager) about any reported workplace discrimination matters or concerns as necessary; and
- maintaining records relating to workplace discrimination.

All workers are responsible to:

- ensure their behaviour in the workplace is always appropriate for the work environment; and
- not act in a manner which could be considered or interpreted as being discriminatory against others; and
- follow reasonable directions in respect of workplace discrimination behaviour; and
- cooperate with investigations and follow-ups regarding discrimination issues and/or complaints as required; and
- report discrimination to a supervisor and/or complete the *HR Incident and Investigation Report Form*; and
- document everything that happens, including when it occurred, the names of any people who saw what happened, and what you've done to try to stop it; and
- save any evidence. e.g. keep text messages, social media.

Date: 01/04/2024

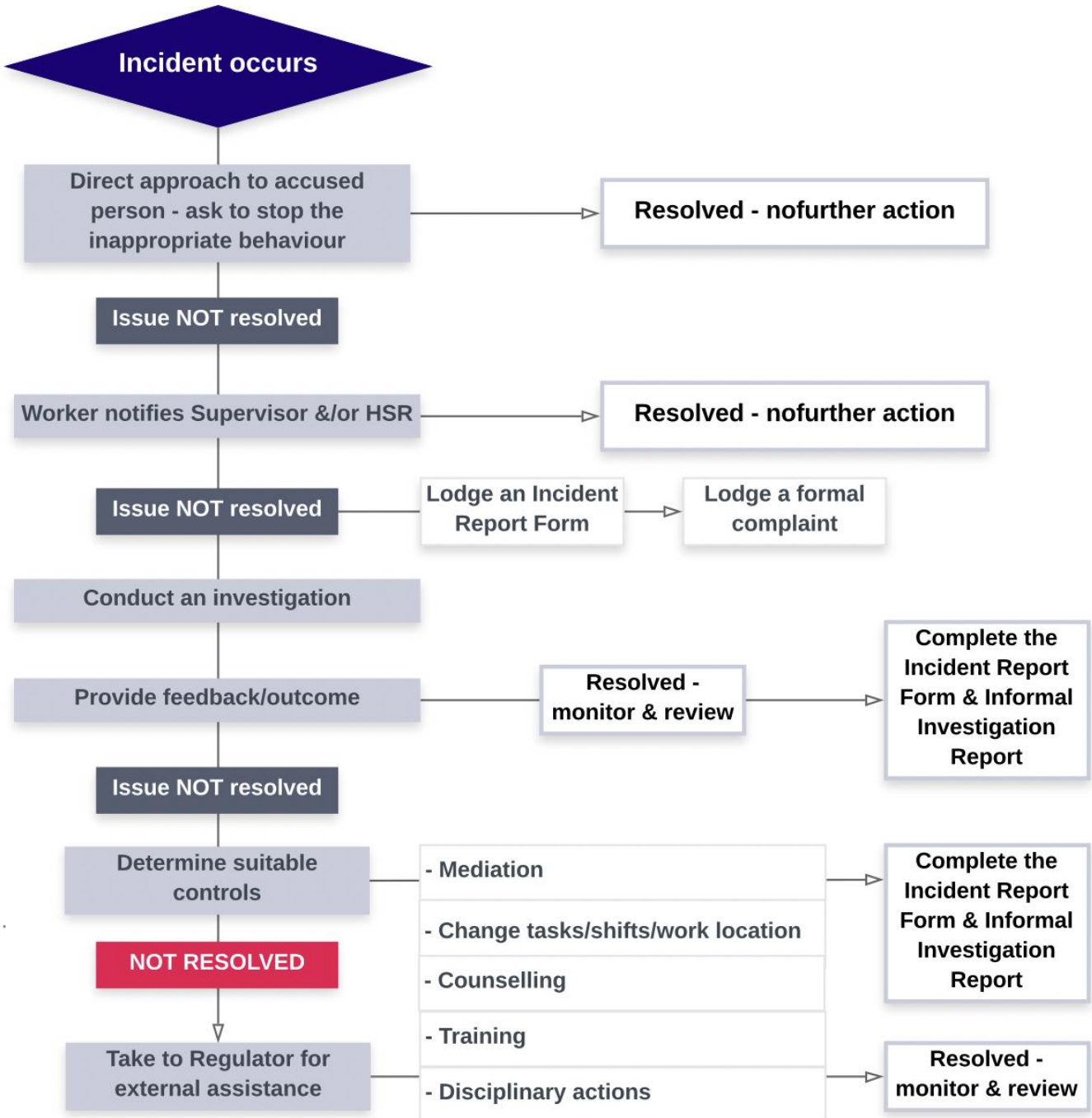


Signature:

HR Incident and Investigation Report Form

Administrative use only. Date Submitted:

INCIDENT REPORT AND INVESTIGATION FLOWCHART.



COMPLAINT PROCESS

A person who has been the subject of conduct that they believe constitutes workplace discrimination may make a formal complaint or may seek to have the matter resolved on an informal basis. Information provided by a complainant will be kept confidential.

Timely reporting is encouraged to improve the effectiveness of any response and to prevent a reoccurrence of the issue.

INFORMAL COMPLAINT

1. The complainant may wish to communicate directly with the person with whom they have a concern and ask that they refrain from further conduct of that nature.
2. If direct communication is not possible or does not resolve the complainants' concerns, they should then discuss the matter with their supervisor who will explain potential strategies for dealing with the conduct complained of.
3. The complainant, in consultation with their supervisor, will decide on a course of action to attempt to resolve the matter.
4. If deemed appropriate, we may be able to assist in the informal resolution process by the appointment of a mediator agreed to by the parties involved, who may be able to help the parties resolve the matter.
5. After achieving a satisfactory resolution, the issue will be monitored their Operational Manager, to ensure there are no re-occurrences or further concerns.
6. Records kept during the resolution process.

FORMAL COMPLAINT

1. Where a complainant's endeavours to resolve a complaint informally have failed, he or she may choose to make a formal complaint.
2. The particulars of the complaint must be submitted in writing to Julie Meagher, This would include a completed Incident/Injury Report Form and any supporting statements or documents.
3. Julie Meagher, will investigate the complaint in consultation with the relevant persons. The investigation will follow and apply the principles of Natural Justice.
4. After completing the investigation, Julie Meagher, will make a finding as to whether bullying has occurred, or whether it is likely to have happened.
5. Julie Meagher, will then submit a detailed report with a recommended course of action to the appropriate decision-maker (senior management).
6. An appropriate course of action will then be decided and implemented, in consultation with all relevant persons.
7. If required, assistance to achieve an acceptable resolution will be initiated with an appropriate external authority.

PERSONS INVOLVED		
Name of person reporting:	Are you a worker? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Phone:	Mobile ph.:	
Email:		
Managers' Name:	Managers' ph.	
Managers' Email:		
Name of the complainant (if different than person reporting):		
Complainants' address (if not a worker):		
Are you a worker? <input type="checkbox"/> Yes <input type="checkbox"/> No	Email:	
The Complainants' ph.:	Mobile ph.	
Complainants' Managers' Name (if a worker):		
Managers' ph.	Managers' Email:	
Was medical treatment required?	<input type="checkbox"/> No <input type="checkbox"/> First Aid <input type="checkbox"/> Nurse <input type="checkbox"/> Doctor <input type="checkbox"/> Hospital	
Description of behaviour/incident:		
Location:	Time:	Date:
Name of the accused person of the offence (if known):		
Are you a worker? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown		

Type of incident:

- Verbal abuse Threatening behaviour Armed assault Physical assault Property damage
 Sexual harassment Discrimination/Equal opportunity (specify):

Describe incident: (provide as much detail as possible, including events leading up to incident) The format who, what, where, when and why can help describe the incident.

Describe immediate actions taken (e.g. security/police/manager/co-worker called)

Was medical attention/first aid required? Yes No (Describe injuries and first aid provided):

WITNESSES: List names and contact details

Witness 1- Name: _____ Witness role Worker Customer Other?

Address:

Contact No: _____ Email: _____

Witness 2- Name: _____ Witness role Worker Customer Other?

Address:

Contact No: _____ Email: _____

Witness 3- Name: _____ Witness role Worker Customer Other?

Address:

Contact No: _____ Email: _____

Witness 4- Name: _____ Witness role Worker Customer Other?

Address:

Contact No: _____ Email: _____

FOLLOW UP

Has a police report been submitted? Yes No Has an investigation been initiated? Yes No

Reporting person name: _____ Sign: _____

Supervisor name: _____ Sign: _____