



**WELCOME
TO THE STAR
FAMILY**

Contents Page

A Message from the General Manager	4
Key Contacts	5
Introduction	6
Our Expectations, Your Behaviour	7
Recruitment and Onboarding	8 - 11
Uniform and Grooming Standards	12
Aviation Security Identification Card	14
Learning and Development	15
Rewards and Recognition	16 - 17
SuperSTAR Program	16
Star Voice	16
LifeWorks Program	17
Employee Information	18 - 28
Timesheets, Wages and Salary	19
Superannuation	19
Leave Entitlements ; Part-time Employees	21
Leave Entitlements ; Casual Employees	26
Calling in Sick	27
Arriving to Work on Time	27
Availability	27
Change in Availability or Personal Details	27
Confidential Information	28
Intellectual Property	28
Personal Property	28
Phone Usage	28
Client and Customer Relations	28
Resignation/ Termination	29
Summary/ Dismissal	29
Safety	29 - 36
Work Health and Safety Policy.....	31
Hazard and Risks.....	33
Work Health and Safety Responsibility Checklist.....	34
Accident and Incident Reporting	34
Healthy Work Environment	34
Elevate Safety	36
ISOPro	36
Workers Compensation	37
Policies and Procedures.....	38 - 70
Code of Conduct	39
Definitiv Policy	40
Counselling and Misconduct Policy	41
Complaints and Grievance Procedure	43
Workplace Behaviour Policy	49
Social Media Policy	56
Internet and Email Policy	57
Alcohol and Other Drugs Policy	58
Leave Procedure	59



“Our people are our success.”
General Manager | Peter Georgiou



Congratulations on becoming an employee of Star Aviation (Star). Star was established in 2012 as a Ground Handling Company delivering hands on professional services to Airlines and Airports.

Star operates Australia wide and is focused on building and fostering a diverse and inclusive culture. We strive to be the employer of choice and provide our staff with a platform of opportunities in Aviation, Customer Service and Management just to name a few.

Our Employee Handbook has been designed to support your success whilst employed at Star.

Welcome to the Star team.

#Experience The Star Difference

Regards,

Peter Georgiou
General Manager

KEY CONTACTS

hr@staraviationservices.com.au

HUMAN RESOURCES



[PAYROLL
payroll@staraviationservices.com.au](mailto:payroll@staraviationservices.com.au)



[SAFETY
safety@staraviationservices.com.au](mailto:safety@staraviationservices.com.au)



MARKETING

marketing@staraviationservices.com.au



INTRODUCTION

The purpose of the Employee Handbook is to provide the employees of Star Aviation (Star) with the conditions of employment, policies, procedures and general information, which will be beneficial during your employment with the company. This handbook is intended to be used in conjunction with other supporting company policy documents.

The terms set out in the handbook may be changed from time to time at the discretion of Star, subject to common law or statutory obligations. Employees will be notified of these changes as they occur.

VISION

To be Australia's most dedicated Ground Handler.

MISSION

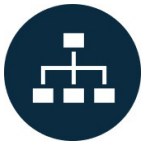
To provide safe, high quality and cost effective Ground Handling services to our business partners.

COMPANY VALUES



Safety

Providing our people with a safe and healthy work environment is fundamental to us at Star. Everyone participates in sustaining a healthy and safe workplace in the belief that all incidents and injuries are preventable.



Accountability

At Star, we take personal accountability for our performance, actions and results. We actively engage in discussions with all of our clients and commit to decisions once they are made.



Customer Focus

Star is continuously looking for ways to improve. We are always looking for innovative opportunities to improve our service delivery, provide cost savings and efficiencies in processes are high on our agenda.



Innovation

Star works closely with our clients to ensure we meet or exceed their requirements. In a constantly changing and competitive market, our approach to each client is specific to their current and future needs, we do not believe in a one size fits all approach to our services.

OUR EXPECTATIONS, YOUR BEHAVIOUR

What we expect from our employees:

In your first days with us, as in any new role, it can be a little overwhelming to know what is expected of you. As noted below, we have four simple expectations that will help you not only in your role, but in your understanding of our culture at Star.

While your Team Leader / Manager will go through your role in more detail, the following may help you.

Our Expectations	Your Behaviour
Get Involved	<ul style="list-style-type: none">• Do your best!• Meet the team• Ask questions• Learn our processes and systems• Suggest areas for improvement
Be part of the Star family	<ul style="list-style-type: none">• Get to know your team• Be kind, caring, attentive and helpful• Participate in Star events• Keep up to date with Star news and Star Connect
Represent the Star brand	<ul style="list-style-type: none">• Ensure you are displaying appropriate and acceptable behaviour at all times• Wear your uniform with pride• Wear your uniform correctly including all safety protection• Ensure your hair is neatly presented• Wear minimal jewellery
Embody our company values	<ul style="list-style-type: none">• Make safety a priority• Be accountable, reliable and engaging• Be customer focused• Suggests areas for improvement

RECRUITMENT & ONBOARDING

RECRUITMENT PROCESS

Star values the contribution of each and every employee. Star understands that without the dedication and hard work of its employees it would not be able to achieve our vision and mission.

By now you would have received a written Employment Contract which details the terms and conditions of your employment with Star, as well as information on your entitlements. Your Employment Contract should also be read in conjunction with this Handbook.

As part of our recruitment process, you would have undertaken a pre employment medical and provided evidence of your qualifications and Australian residency or authorisation to work in Australia (if applicable). Should your residency status change, you must notify Star Aviation's HR team in writing and provide updated copies of your residency status. These are all terms of your employment and you are required to maintain such qualifications during your employment with Star. Employees are to inform Star if they are engaged in any other form of work. The obligation to inform Star is an ongoing obligation during the term of your employment.

Along with your offer of employment with Star, you will be provided with Company Policies/ Documents that require your review, signing and return. These include, but are not limited to:

- The 'Star Aviation Employment Handbook' (this document).
- A written 'Offer of Employment', also known as a 'Letter of Offer'
- An onboarding pack

You will also be required to undertake relevant training, both online and on the job. Please note you may be required to attend training away from your home port.

In signing your Letter of Offer you are acknowledging that you have read, understood and agree to abide by the terms, conditions and policies detailed in Star's Employee Handbook (this document). You also accept that you will carry out all lawful and reasonable orders and exercise such duties and functions as may be delegated or assigned to you including work for any related, associated or subsidiary of Star.



INCLUSION AND DIVERSITY

Star recognises its talented and diverse workforce as key to its competitive advantage. People are different and it is these very differences that give Star its strength. Our business success is a reflection of the quality and skill of our people.

Diversity in our team benefits individuals, teams, Star as a whole, our clients and customers. We recognise that each employee brings their own unique capabilities, experiences and characteristics to their work and we value this diversity at all levels of the company in all that we do.

Star believes in treating people with respect and dignity. We strive to create and foster a supportive and understanding environment in which all individuals realise their potential within the company, regardless of their differences.

We recognise the importance of reflecting the diversity of our customers and markets in our workforce and ensuring we leverage the diverse thinking styles, backgrounds and experiences of each employee. These diverse capabilities that reside within our talented workforce are advantageous in anticipating and fulfilling the needs of our diverse customers and ultimately providing a superior level of service.

Star is diverse in many ways. Our diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience and education.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

EEO aims to ensure fair and equitable outcomes in all areas of employment which relate to recruitment, selection, and access to information, supervision and management. Star is serious about ensuring EEO obligations are conveyed in its business practices.

EEO aims to ensure:

- Fair practices in the workplace
- Management decisions are made without bias
- Recognition and respect for the social and cultural backgrounds of all staff and customers
- Employment practices which produce staff satisfaction, commitment to the job and the delivery of quality services to the customer.

EEO improves productivity by guaranteeing that:

- The best person is recruited and/or promoted
- Skilled staff are retained
- Training and development are linked to business, employee and customer needs
- The workplace is efficient and free of harassment and discrimination



elevate
safety

QANTAS
737-800

QANTAS
BOEING 7

Fasten yourselves with
Life jackets in
Over fastened seat belts
take-off and in
No smoking

UNIFORM AND GROOMING STANDARDS

Image and presentation is key to exceptional customer service. It is your responsibility to maintain your allocated Star or client uniform to the highest standard.

The issued uniform is to be worn whilst working on shift and must be clean and correctly pressed/ironed. Partially wearing the issued uniform is not acceptable.

Our customers identify our staff in uniform as their first point of contact, and it is important that our presentation and behaviour whilst in uniform is a reflection of the high standards and values we uphold at Star. **Note: smoking, consumption of alcohol or chewing gum is not permitted when in your uniform. Refer to Healthy Work Environment, page 32, for further details.**

We kindly request that all our staff wear the uniform with a sense of pride and in entirety **at all times**.

Once you have been issued with your Star Aviation uniform(s), please adhere to the following:

- All staff must ensure uniforms are cleaned and maintained on a regular basis (i.e. uniform needs to be well-pressed and clean, without holes, tears or stains)
- Ensure that your ASIC identification pass is clearly visible on the outside of the uniform (above waist) when on duty

Footwear

- For Customer Service and Corporate positions; conservative and professional leather shoes are required to be worn
- For Ramp Officers and Cabin Cleaning positions enclosed safety footwear is required to be worn on shift as per health and safety requirements
- Shoes are to be kept clean and in good condition
- Socks need to be appropriately coloured to match your uniform

Personal Presentation

- Hands and nails must be clean, neat and conservatively manicured
- Hair should be clean, dry, neat and not 'unnatural' in colour
- Hair below collar length should be tied back off the face in a neat pony tail or bun, fringes must be worn in a manner that does not cover the face
- Beard/facial hair must be neatly trimmed/shaved prior to commencement of each shift
- Make up (including nail polish) must be professional and conservative (e.g. nail polish colours must be subtle or neutral tones)
- Tattoos will not be permitted to be visible on hands, face or neck unless covered by adhesive bandages (e.g. band aids) or standard uniform
- For team members who smoke, please be mindful that you need to be careful to ensure that smoke scent cannot be detected when commencing your shift or returning from a break
- Fragrances including perfume and cologne should be subtle and not overpowering
- Consider appropriate hygiene standards such as be bathed or showered, use deodorant or body odour prevention and have appropriate oral hygiene.

All uniforms and equipment supplied by Star remain the property of Star. Staff must return all items of uniform, photo identification, electronic devices (if applicable) and any other equipment issued by Star during of employment. Failure to adhere to these standards may result in disciplinary action.



STAR AVIATION

TION

AVIATION SECURITY IDENTIFICATION CARD (ASIC)

An Aviation Security Identification Card is an Australian identification card that shows that the holder of the card has undergone a security check and is suitable to enter a secure area of an Australian Airport.

All Star employees are required to hold a valid ASIC whilst employed with Star. ASIC's are to be purchased by employees in the first instance. Star Aviation will pay/reimburse you for your ASIC application once employees provide evidence they have successfully obtained the ASIC. Staff are to complete an Expense Claim Form via ISOPro for their managers review and approval. Approved expense claims will be sent to the Star Payroll team for their action.

NOTE:

- ISOPro Expense Claim Link: <https://www.isopro.info/StarAviation/Public/pap.aspx?fmid=4>
- Receipts must be attached to submit an expense claim
- Approved expense claims are paid to employees in line with the fortnightly pay cycle and are outlined on your payslip
- Star Aviation will only reimburse the cost of the ASIC and not any associated fees including bond payments etc

Employees must ensure they are aware of the specific requirements when holding an ASIC. In particular ASIC's must be returned to the issuing body when;

Your ASIC has expired:

- If the issuing body notifies you that your ASIC has been cancelled, suspended or disqualified;
- Your ASIC has been damaged;
- You resign from Star Aviation

All employees are to adhere to the following:

- Always display your ASIC above the waist whilst on shift. You are not permitted to work without displaying your ASIC or valid visitors pass
- Never proceed through to the departure or arrival gates (airside) without your valid ASIC, or valid visitor pass
- Always ensure that doors are closed behind you, especially in sterile areas
- Question anyone in a sterile area not displaying a valid ASIC
- Never use your ASIC to go airside to farewell friends - not even when they are on duty
- Report a loss of your ASIC immediately to your local police ensuring you receive an event number from the Police plus a Statutory Declaration is to be completed and signed by a JP or a Police Officer.
- If an access card is lost, damaged or expired it is to be reported immediately to the issuing body and the Star Team Leader/ Manager
- When on a visitor pass, you must be escorted by a valid ASIC holder before accessing a secure area.

Guidelines for escorting someone on a visitor's pass are:

- They must be within line-of-sight
- Within speaking distance of the Red ASIC holder

LEARNING AND DEVELOPMENT

Star is committed to developing and maintaining a highly skilled and motivated workforce that delivers consistently outcomes in relation to its values and behaviours. This is largely demonstrated through the provision of in depth training, career development opportunities, timely support and constructive performance management and feedback.

Our commitment to Learning and Development starts from your onboarding where you undertake compliance and role specific training. Star uses a number of different portals for this, but all staff undertake their compliance training via Kineo.

During your time with Star, you will also be provided with on-the-job training, opportunities for cross skilling and other development activities such as formal courses, to support you in current and future roles.

Star Online Training Portal

To support the learning and development of our employees, Star invested in an online training platform; Kineo. The online training platform allows employees to complete training on any smart device (computer, tablet or phone).

The training courses have been designed to provide in depth knowledge and skills to ensure all employees understand Aviation regulations and can confidently provide services on behalf of Star and our clients.

All online training is compulsory and must be completed prior to your first working shift.

Training computers may be available to use at your local port if you do not have access to one at home. Please contact your Manager or HR for assistance.

Star Connect

Star Connect is Star's intranet and was designed with our employees at the forefront of our mind ensuring the links and documents staff need most are accessible.

Star Connect features:

- Quick links
- Company Policies and Procedures
- Event Calendar
- Team Photo Album
- Key Contacts
- Managers Page (Manager access only)

You will receive a link to access Star Connect once you commence with Star Aviation.

If you experience any difficulties accessing Star Connect please contact the Marketing team - marketing@staraviationservices.com.au

REWARDS AND RECOGNITION

SuperSTAR Program

Star recognises and rewards the achievements of its employees through our SuperSTAR employee recognition program.

Employees and Clients can nominate a Star employee under several categories via our website: <https://www.staraviationservices.com.au/careers/super-star-nomination/>

The SuperSTAR of the Month is determined by Star’s Judging Panel with the monthly winner being awarded a \$ gift voucher and an appreciation certificate.

All SuperSTAR’s of the Month go in the running for the SuperSTAR of the Year award, determined by the General Manager at the end of the year, with the annual winner awarded a cash prize.



Events and Competitions

In driving customer satisfaction and service excellence, Star holds internal events and competitions several times a year, for all staff. Monthly turnaround performance and KPI competitions are held amongst the ports, as well as teams BBQ’s and newsletter quizzes.

In line with our commitment to diversity and inclusion, we also support charities, diversity and health awareness campaigns such as R U OK Day, Harmony Day, Movember and Breast Cancer Awareness.

EMPLOYEE ENGAGEMENT

Star Voice

Star has developed and implemented ‘Star Voice’ as part of our ongoing commitment to employee satisfaction and continuous improvement.

We know that if our employees are truly engaged, they will be more productive and contribute to the success of our company. Star Voice is an anonymous engagement survey that seeks feedback from all levels of the business, ensuring all employees feel they have a voice that will be heard.

Survey results are collated and presented to Senior Management and the Star Aviation Board. From the results, action plans are developed to ensure real and positive changes are seen within the business. All employees are encouraged to participate in our Star Voice surveys to help make a difference.



Star Connect Intranet Site

Employees can stay up to date with company information, access policies and procedures and other relevant documents through the intranet site. There is also a feedback/suggestions button where employees can anonymously raise concerns or provide positive and areas of opportunity feedback which is available to do 24/7 through Star Connect.

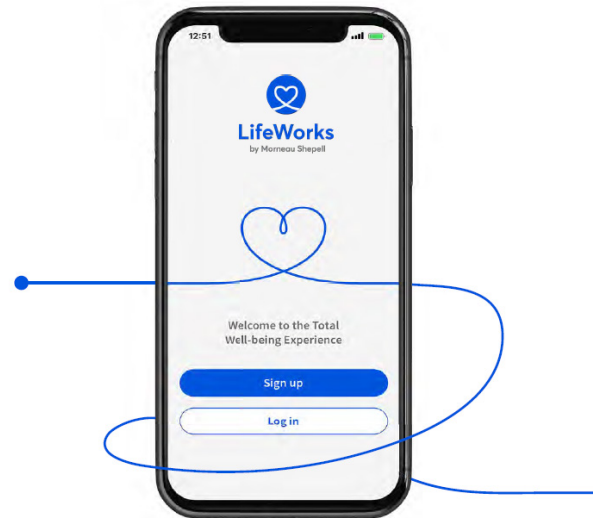
EMPLOYEE ASSISTANCE AND WELLBEING

LifeWorks Wellbeing Platform

At Star, we want to create a happy and safe workplace for you, and we know this can only be achieved when we provide support, appreciation, and benefits that work for you.

LifeWorks is a platform that allows Star to deliver a total wellbeing experience for our employees nationally. With a range of supportive resources and tools on topics ranging from family and life to health, money, and work through a customisable app on your mobile device.

LifeWorks provides free, comprehensive support through a confidential, impartial, and professional counseling and coaching service for managers and employees alike, as well as immediate family members.



To access the LifeWorks platform, Star’s HR Team will load your details into the system once they have received all of your signed employment and onboarding paperwork. This will then generate an email to your inbox with a unique code.



1. To register, you will receive an email to your inbox for your one-time sign-up instructions.
2. Download the LifeWorks App from the Apple Store or GooglePlay, or go to login.lifeworks.com
3. Click on Sign Up.
4. Enter your invite code that can be found in the email sent to you on how to sign up.
5. Create your personal login credentials (email and password) - you’ll use these next time you log in.

Alternatively, scan the QR code to download the App.

EMPLOYEE INFORMATION

TIMESHEETS

Star use a rostering system called Definitiv. You are required to download the Definitiv app to your phone (available on iTunes and Google Play store). The app will give you access to your roster, allow you to apply for leave and many other features. All staff are required to complete an electronic timesheet via the Definitiv app at the commencement and completion of each shift. Incorrect completion, or failure to clock on and clock off for each shift via the Definitiv app, may result in being incorrectly paid as the timesheets are used to reconcile for payroll.

WAGES AND SALARY

Wages and salary payments are made by EFT (Electronic Funds Transfer) direct to your nominated Bank, Building Society or Credit Union account. Wage payments will be deposited to your nominated account/s on Thursday of each fortnight.

Where a pay error is the fault of the Employer, and is notified to payroll, an adjustment, may be paid by the next pay cycle, with notification by the pay office during Monday to Friday. Where a deduction from an employees' pay is required, or when an employee is required to pay back money (i.e. overpayment), the pay office will notify the employee of this and both parties will agree in writing to the deduction or repayment arrangement.

Payslips are available to view and download on the Definitiv app.

SUPERANNUATION

All employees are entitled to Superannuation as per the relevant legislation. Star will contribute the appropriate percentage (in accordance with Government legislation) of ordinary time fortnightly earnings into your nominated Superannuation Guarantee Contribution (SGC) fund on your behalf.

Under the Airline Operations Ground Staff Award the nominated superannuation fund is Australian Superannuation Fund. More details regarding this fund are available at <https://www.australiansuper.com>

As per the Superannuation Legislation, you are free to nominate any eligible superannuation fund you please by completing the appropriate form on Defintiv. This nomination form is available upon request from the payroll team; payroll@staraviationservices.com.au or the ATO's web-site.





STAR AVIATION

STAR AVIATION

COUNTRY ROAD

color

LEAVE ENTITLEMENTS; PERMANENT EMPLOYEES

You are entitled to leave in accordance with the National Employment Standards (NES) and relevant award.

Leave application requests must be submitted through Definitiv.

Annual Leave

Annual leave is subject to Management approval to ensure operations will not be impacted. All annual leave must be approved by the relevant Manager and Star encourages employees to discuss annual leave plans before making holiday arrangements as it may not always be possible to grant leave during specific periods.

An annual 'Leave Application' should where possible, be lodged in Definitiv, at least four weeks in advance in order to increase the likelihood of approval from your supervisor.

Cashing out of annual leave is only permitted in accordance with the relevant award.

Personal Leave

You will be entitled to Personal Leave per year (pro-rated for part-time employees) in accordance with the National Employment Standards (NES). Unused personal leave will continue to accumulate in line with the NES and is not paid out upon termination.

Personal leave covers both sick leave and carer's leave:

- Sick leave – the employee is unfit for work because of their own personal illness or injury.
- Carers leave - the employee is required to provide care or support to a member of their immediate family or household because of an illness, injury or unexpected emergency.

Employees are encouraged to give as much notice as possible to their supervisor when taking personal leave. Notification must include the period or expected period of the leave.

Employees are required to provide reasonable evidence for any absences, which include an original medical certificate or statutory declaration. Failure to provide reasonable evidence may result in the employee not being entitled to the leave and you may not be paid for that period.

Unpaid Carer's Leave

All employees, including casual employees are entitled to 2 days unpaid carer's leave. Employees get 2 days unpaid carer's leave each time an immediate family member or household member of the employee needs care and support because of:

- Illness
- Injury or
- An unexpected emergency.

Full-time and part-time employees can only get unpaid carer's leave if they don't have any paid sick / carer's leave left.

LEAVE ENTITLEMENTS; PERMANENT EMPLOYEES (CONTINUED)

Notice and evidence

An employee taking compassionate leave must give their Manager notice as soon as they can (this may be after the leave has started). The employee must tell their Manager of the period, or expected period, of the leave. Star can request evidence about the reason for compassionate leave (eg. a death or funeral notice or statutory declaration). This request for evidence has to be reasonable. If the employee doesn't provide the requested notice or evidence they may not get compassionate leave.

Long Service Leave

Long Service Leave (LSL) is leave available to employees who have worked for the same employer over a long period of time. This time period varies in each State/Territory in accordance with the relevant legislation. This legislation also provides rules for taking long service leave. Star complies with this legislation and/or the relevant industrial instrument. Queries about LSL should be directed to payroll.

Community Service Leave

Employees may be entitled to take temporary absences from work because of voluntary emergency management activities. Eg: as a volunteer (RFS, SES, etc) dealing with an emergency or natural disaster. As with all other leave, appropriate notice must be given to your supervisor and you may be asked to provide reasonable evidence for your absence.

Parental Leave

Employees who are expecting a child or are adopting a child are eligible for a combined 52 weeks of unpaid parental leave if they are a permanent full-time or part-time employee with at least 12 months service prior to the expected date of birth or adoption placement. Employees who are pregnant may commence leave up to six weeks before the expected date.

Employees on approved parental leave and who have carer's responsibility for the child, can request up to an additional 12 months unpaid parental leave subject to Star's agreement.

An employee wishing to take unpaid parental leave must provide written notice at least ten weeks before starting the leave, including the intended leave start and end dates and a Doctor's Certificate supporting birth dates. The employee must submit written notification to their Manager not less than four weeks prior to a planned return to work date.

Family and Domestic Violence leave

All employees (including part-time and casual employees) are entitled to 5 days unpaid family and domestic violence leave each year under the NES.

An employee may take family and domestic violence leave if:

- The employee is experiencing family and domestic violence and
- The employee needs to do something to deal with the impact of the family and domestic violence
- It is impractical for the employee to do that thing outside the employee's ordinary hours of work.

This could include for example:

- Making arrangements for their safety, or safety of a family member (including relocation)
- Attending court hearings or
- Accessing police services.

LEAVE ENTITLEMENTS; PERMANENT EMPLOYEES (CONTINUED)

Compassionate & Bereavement Leave

All employees (including casual employees) are entitled to compassionate leave (also known as bereavement leave).

Compassionate leave can be taken when a member of an employee's immediate family or household:

- Dies or
- Contracts or develops a life-threatening illness or injury.

Immediate family is an employee's:

- Spouse or former spouse
- De facto partner or former de facto partner
- Child
- Parent
- Grandparent
- Grandchild
- Sibling, or a
- Child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner).

Amount of compassionate leave

All employees are entitled to 2 days compassionate leave each time an immediate family or household member dies or suffers a life threatening illness or injury.

The compassionate leave can be taken as:

- A single continuous 2 day period, or
- 2 separate periods of 1 day each, or
- Any separate periods the employee and the employer agree.

An employee does not accumulate compassionate leave and it doesn't come out of their sick and carer's leave (or annual leave) balance. It can be taken any time an employee needs it.

If an employee is already on another type of leave (eg. annual leave) and needs to take compassionate leave, the employee can use compassionate leave instead of the other leave.

Payment for compassionate leave

Full-time and part-time employees receive paid compassionate leave and casual employees receive unpaid compassionate leave.

Full-time and part-time employees are paid at their base pay rate for the ordinary hours they would have worked during the leave.

This doesn't include separate entitlements such as incentive-based payments and bonuses, loadings, monetary allowances, overtime or penalty rates.

Compassionate leave can't be cashed out.

LEAVE ENTITLEMENTS; PERMANENT EMPLOYEES (CONTINUED)

Family and Domestic Violence leave (Continued)

Employees are entitled to their entitlement from the day they start work i.e. they do not have to build it up over time.

The entitlement does not accumulate from year to year if it is not used.

An employee must give their employer reasonable notice of taking such leave. The notice must be given as soon as practicable and must advise the employer of the period, or expected period, of the leave.

Managers can ask an employee for evidence that shows the employee took the leave to deal with family and domestic violence. If the employee does not provide the requested evidence, they may not get family and domestic violence leave. The evidence has to convince a reasonable person that the employee took the leave to deal with the impact of family and domestic violence. Types of evidence can include:

- Documents issued by the police service
- Documents issued by a court
- Family violence support service documents, or
- A statutory declaration.

Star Aviation has a responsibility to take reasonably practicable steps to keep any information about an employee's situation confidential but is not prevented from disclosing information if:

- It is required by law or
- It is necessary to protect the life, health or safety of the employee or another person.

Jury Duty

Employees, including casual employees, can take leave to attend jury selection and jury duty.

Leave for Jury Duty shall be provided in accordance with the following;

- Full time and part time employees, if required to attend Jury Duty during normal working hours will be paid the difference between Jury Duty payment and the normal rate of payment that would have been earned if not on Jury Duty for the first 10 days of jury selection and jury duty.
- Casual employees do not get paid for jury duty under the National Employment Standards but they may be entitled to payment under state or territory laws.
- Proof of attendance, duration of attendance and amount paid must be presented to your direct Manager

For additional information please refer to Leave Procedure, located on Star Connect.



LEAVE ENTITLEMENTS; CASUAL EMPLOYEES

Unpaid Carer's Leave

All casual employees are entitled to take up to two days unpaid carer's leave for each occasion when a immediate family or household member requires care or support due to an illness or unexpected emergency.

Compassionate Leave

Casual employees are entitled to two days unpaid compassionate leave for each occasion when a family or household member has sustained a life-threatening illness or injury.

Parental Leave

Casual employees who are expecting a child or adopting a child may be eligible for unpaid parental leave where they:

- Have been working for their employer on a regular and systematic basis for at least 12 months
- There is a reasonable expectation of continuing work with the employer on a regular and systematic basis, had it not been for the birth or adoption of a child.

Community Service Leave

Employees may be entitled to take temporary absences from work because of voluntary emergency management activities. Eg: as a volunteer (RFS, SES, etc) dealing with an emergency or natural disaster. As with all other leave, appropriate notice must be given to your Supervisor and you may be asked to provide reasonable evidence for your absence.

Family and domestic violence leave

Casual employees are entitled to 5 days unpaid family and domestic violence leave in a 12-month period.

For additional information please refer to HRM-PRO-0004 Leave Procedure, located on Star Connect.

CALLING IN SICK

Star understand there are times when you are unwell and are not able to attend a rostered shift. In these times, we ask you to follow the below procedures to allow sufficient time to make sure the operations will not be compromised and coverage is secured.

- If you are calling sick for your shift, you must notify the relevant Team Leader/Manager on shift by calling the duty phone during business hours or by email after business hours.
- We ask that you provide where possible a minimum of six (6) hours notice if you are unable to attend your shift due to being unwell.
- Advising of an absence via text message is not acceptable.
- It is often difficult to find a suitable shift replacement if we receive the notification from you an hour or less before your shift is due to commence. If you are or have been feeling unwell, please call the duty phone so that they can arrange to have a staff member on “stand-by” to come in if you wake up and don’t feel well enough to work.

ARRIVING TO WORK ON TIME

When you are rostered for work you must ensure you are in position ready to commence your role at the rostered time. Arriving to work at the rostered time is not deemed acceptable.

Please ensure if for any reason you are running late or something has caused you to be running late you immediately notify the Team Leader/Manager via a phone call. If you do not receive an acknowledgment within 10 minutes of your message please try calling again.

AVAILABILITY

Full Time and Part Time Employees

As per your Letter of Offer, you must be available between the hours and days as outlined. However, Star are flexible and understand there may be times you need a particular day off because of personal commitments outside of work. In these cases, you will be required to apply for leave via Definitiv. It is then up to the relevant Manager to determine if it can be approved or not based on the operational requirements.

Casual Employees

Within Defintiv, there is a feature called “my availability”. This feature is only to be used by casual employees who can indicate when they can or cannot work. If you have not updated your availability for that rostered week, and you are given a shift that you cannot work, it is your responsibility to have it covered.

CHANGE OF AVAILABILITY OR PERSONAL DETAILS

You must notify your Team Leader/Manager and cc hr@staraviationservices.com.au of any change in your availability or personal details so that payroll records are always up to date. It is your responsibility to ensure we have your correct contact details, including but not limited to: postal address, phone number, email address, bank account details, etc.

CONFIDENTIAL INFORMATION

Employees are required to acknowledge the confidential nature of their work, particularly in the areas of client information and procedures, and other related information and data that Star collects and maintains.

Confidential information includes all trade secrets, ideas, know how, concepts and information whether in writing or otherwise relating in any way to Star and its affairs or businesses, sales, services, prices, quotations, marketing or promotional information which is not in the public domain and includes any, of its customers personal information or any other person.

Employees who breach this privacy policy or provide customers private information to a third party may be subject to disciplinary action and if applicable have the matter referred to the relevant law enforcement authority.

Star values the privacy of its information and that of its customers and any entrusted employee with access to this information must adhere to its Privacy Policy.

Confidential Information can be in any form, whether it be digital, on paper or verbally.

INTELLECTUAL PROPERTY

Whilst an employee of Star any work performed, discoveries, inventions, systems or programs created or process improvements made, are considered work made for hire and is the intellectual property of Star. This includes any type of documentation, policies, templates, databases, spreadsheets or computer programs. You may, depending on the nature of the work, be asked to complete documents verifying that it is the property of Star.

PERSONAL PROPERTY

The responsibility for security of personal property rests with you. Star recommends that valuables 'not' be left in an unsecured area or if possible not brought onto the premises.

PHONE USAGE

Employees are **not permitted** to make or take personal phone calls whilst on duty, except in a scheduled break. Phones must be left in the office and not taken onto aircrafts as per Star and Airline policy. The abuse or misuse of Star telephone may result in disciplinary action. Unless explicitly required for your role, the carrying or use of mobiles phones during your shift is prohibited. Emergency calls are the exception to this rule.

CLIENT AND CUSTOMER RELATIONS

Client and customer relations are one of the most important aspects of Star business. It is a requirement that all employees always show respect and use discretion when dealing with clients and customers.

If the employee has any client / customer query that they are unable to respond to they should pass the query to their Manager if the matter is urgent.

RESIGNATION/TERMINATION

Employees must give written notice of their resignation to their Manager and HR, and provide the appropriate amount of notice as outlined in their offer of employment. Failure to give the minimum notice required may result in a deduction from your final pay in lieu of notice.

After resignation or termination all employees must return all of Star' issued property and uniforms. Each item you are required to return may be located in your Standard Operating Procedures (SOP) and may include:

- Employee identification / Access Card(s)
- ASIC card to the issuing authority
- Uniforms (dry cleaned and in an acceptable condition)
- Keys (including any locker keys)
- Any other of Star property (mobile phone, radio, tools, lanyard, fuel cards etc).

Refer to HRM-PRO-0003 Termination Procedure for additional information, located on Star Connect.

SUMMARY DISMISSAL

Serious misconduct is conduct that is willful or deliberate and that is inconsistent with the continuation of the employment contract. It is also conduct that causes serious and imminent risk to the health and safety of a person or to the reputation, viability or profitability of the employer's business.

Serious misconduct includes:

- Theft
- Fraud
- Assault
- Intoxication at work and
- The refusal to carry out lawful and reasonable instructions consistent with the employment contract.

This list is intended to provide examples of misconduct only.

If you witness any employee breaching any of the Policies and Procedures of Star then you should immediately report them (which can occur anonymously) to our Human Resource department or your Manager and Head of Department.

SAFETY

WORK HEALTH AND SAFETY (WHS) POLICY

Star Aviation/WHS Policies 31.01.2019

A MESSAGE FROM THE GENERAL MANAGER

Star Aviation recognises safety to be fundamental in everything we do, as we understand that the very nature of our working environment can expose people to significant risk to their safety and health.



Our Objectives

- To implement, maintain and continuously improve a health and safety management system to eliminate the risk of work-related injury and illness.
- Allocate sufficient financial and human resources to deliver effective safety outcomes.
- Comply with all applicable health and safety legislation alongside other requirements such as Codes of Practice and Australian Standards.
- Facilitate a risk management process that ensures workplace hazards are identified, assessed, controlled, monitored and reviewed.
- Provide current and relevant safety related training, information and advice to all stakeholders along with appropriate supervision.
- Provide, handle and store plant, equipment, substances and systems of work without risk to health or safety.
- Facilitate effective consultation and participation practices to engage key stakeholders.
- Establish and report upon measurable objective and target for health and safety that aim to minimise the risk of work related injury and illness.

A handwritten signature in black ink, appearing to read 'Peter Georgiou'.

Peter Georgiou
General Manager





WORKPLACE HEALTH AND SAFETY (WHS)

Star is committed to providing a safe and healthy work environment for all company employees, contractors, sub-contractors, and visitors. This commitment extends to ensuring that the company's operations do not place clients, visitors or the local community at risk of injury or illness.

Workplace Health and Safety (WHS) is both an individual and shared responsibility and all Star employees have an important role to play in ensuring the safety and well-being of colleagues, clients and the general public every day.

Star places a high priority on WHS and believes that following, supporting and elevating company WHS is essential to the success of the policy.

HAZARDS AND RISKS

A hazard can be defined as anything that could cause injury, illness or damage. Managing hazards in the work environment reduces injury and illness in the workplace. Please refer to the Risk Management Program for more details on how Star manages WHS risks in the workplace.

Hazard Identification

Most hazards are identifiable by observation during the performance of normal work activities. The WHS representative is responsible for conducting regular workplace inspections.

Reporting Hazards

Any potential hazard identified by an employee must be reported immediately to the employee's supervisor or a WHS representative.

Risk Elimination and Control

Following the risk assessment, the following hierarchy procedure is to be followed in reducing risks to health and safety:

- Eliminate the risk where reasonably practicable to do so
- Substitute the hazard with a process, substance or plant that gives rise to a lesser risk
- Isolate the hazard
- Lastly, use personal protective clothing or equipment.

A combination of the above methods may be used to minimise the risk to the lowest possible level.

- Hazard Identification – Most hazards can be identified by general observation during the performance of normal work activities. The WHS representative is responsible for conducting regular work place inspections
- Reporting Hazards – Any potential hazard identified by an employee must be reported immediately to the employee's Manager or an WHS representative
- Hazard Assessment – Once a hazard is identified, a risk assessment will be carried out.

WORK HEALTH AND SAFETY RESPONSIBILITIES CHECKLIST

The following checklist provides a brief summary of key responsibilities of all Star employees:

- Complying with all site-specific and government safety rules and laws, this policy and any other WHS programs
- Follow correct procedures and safety instructions including wearing Personal Protective Equipment (PPE) where designated
- Working in a healthy and safe manner and encouraging others to work in a healthy and safe manner
- Focusing on effective accident prevention by making safety a part of everything we do
- Not putting other employees, customers, contractors or visitors at risk of injury or illness
- Not intentionally or recklessly interfering with, or misusing equipment, or any other items supplied at the workplace
- Delivering effective safety information, instruction and training at all levels to continuously improve workplace safety
- Report all work related near misses, injuries and illnesses within 24 hours of occurring
- Encouraging commitment, co-operation and open communication about safety issues
- Co-operating and supporting management in promoting WHS compliance
- Assisting managers implement WHS policy.

ACCIDENT AND INCIDENT REPORTING

It is company policy that all incidents and injuries are reported immediately. Notification of Incidents must either be lodged directly via **ISOPro**, alternatively employees can download a Notification of Incident Form from Star Connect which must be completed immediately and returned to your Manager or Supervisor. A Notification of Incident (NOI) must be lodged within 24 hours of the incident occurring. If you are unable to complete a form personally then your Manager or Supervisor will assist you and ensure the incident is reported and forwarded to safety@staraviationservices.com.au Unless determined otherwise all incidents and injuries will be investigated by Star Aviation and you are required to cooperate with your Manager or Supervisor in this matter.

HEALTHY WORK ENVIRONMENT

All Star premises are non-smoking environments. Smokers must comply with the smoking regulations and designated smoking areas for their respective work site.

Star encourages a smoke free workplace for all of its employees and clients to enjoy;

- Smoking is not permitted when on duty
- Smoking is only permitted during designated breaks – Eg: Lunch Break
- Smoking is not permitted at any time other than on an approved break
- Smoking in uniform is not permitted outside the front of any Star facility / premises
- Staff are not permitted to take 'smoke breaks' during their scheduled shifts.

Breaches of this policy may lead to disciplinary action taking place.

Drinking or eating is not permitted in client / customer service areas during your shift (this excludes water). Eating should be limited to your designated break. This includes the chewing of gum and/or eating lollies or any type of food products.

elevate
safety

ELEVATE SAFETY

Our commitment to safety is supported through our national safety strategy branded 'Elevate Safety,' a program that delivers improvements through the four key pillars.

The fundamentals of our Elevate Safety Strategy is to provide staff with key information and support a culture of sharing safety knowledge whilst promoting safety reporting and conversations.

Our Elevate Safety pillars include:

DESIGN - *We work together to design a safe work environment.*

At Star we know that we work in a unique environment and understand the importance of creating a safe and collaborative workplace to contribute positively to the health and wellbeing of our employees.

RISK - *We manage risks and continuously improve.*

At Star we put systems and processes in place to manage and mitigate risks. We are all committed to monitoring and reporting on risks to evolve our risk management strategies for continuous improvement.

CAPABILITY - *We provide training, tools and leadership.*

We all have a role to play in providing health and safe workplace. At Star we provide our people with the right training, tools and capability to be health and safety conscience.

CULTURE - *We empower our people to be health and safety leaders.*

We empower and support our safety leaders to share the responsibility in proactively looking after the health and wellbeing of our team.

ISOPro

ISOPro is Star Aviation's governance, risk and compliance management system.

ISOPro electronically houses all of Star's quality assurance and audit assessments and allows Star to elevate safety throughout the business by providing real time data, visibility across multiple departments whilst also automating administrative tasks.

Employees are encouraged to use ISOPro to lodge:

- Notification of Hazards (NOH)
- Notification of Near Miss (NONM)
- Notification of Incident (NOI)
- Toolbox Talks
- GSE Maintenance Request Forms
- Recruitment Request Forms
- Expense Claims
- Uniform Orders

WORKERS COMPENSATION

Workers compensation can provide protection to workers if they suffer a work-related injury or illness. Injured workers may be entitled to receive compensation for lost wages, medical treatment and/or return to work assistance.

To access workers' compensation, the employee and Star must follow certain steps to ensure the injury is compensable. Therefore, timely notification of your work-related injury or illness is paramount.

You must notify your manager as soon as the injury occur. Dependant on the severity of the injury, you may require first aid treatment or you may need to attend hospital or a doctor – in which case you must provide a specific workers compensation medical certificate. You must have a valid workers compensation medical certificate for any time you take off that is related to the illness or injury and this must be provided to your manager.

You must to complete a Notification of Incident Form (NOI) directly via ISOPro, your manager or supervisor can support you doing this. Alternatively download and complete a Notification of Incident Form from Star Connect. Notifications of Incidents includes events that occur on your way to and from work in some states.

Your claim needs to be approved by the insurer before any wages or reimbursement for medical expenses are paid. The amount of money paid to employees on workers compensation will depend on the state or territory. The amount paid to an employee is an insurance payment and not a wage.

If your claim is approved by the insurer, you must comply with your obligations in regards to attending medical appointments, obtaining medical certificates, working with a Return to Work (RTW) provider or following your injury management plan, in order to ensure yourself and Star complies with obligations that assist employees to return to suitable employment.

POLICIES & PROCEDURES

This handbook provides a snapshot and summary of Star's key policies and procedures.

All full policies and procedures are located on Star Connect for employees to access.

CODE OF CONDUCT

Purpose

This policy outlines the expectations of Star Aviation in relation to the behaviour of its employees. It provides clear guidelines to managers and employees, so there is a common understanding of the values and expected standard on matters relating to this issue. The primary purpose is to make sure that high standards of corporate and individual behaviour are observed, when conducting the business of Star Aviation and its associated brands. It is also there to provide support for those behaviours, and this will help enhance public confidence in our company.

Introduction

The Code of Conduct (“Code”) of Star Aviation (“Star”) is a statement of Star’s corporate ethics and philosophy and provides clear guidelines regarding the values and standards of behaviour expected from all workplace participants. This Code is not intended to provide an exhaustive list of the types of behaviour expected from workplace participants, however, it provides an overview of Star’s fundamental business values.

The Code underpins all business decisions, actions and behaviour and relates to dealings with customers, suppliers, clients, co-workers, management and the general public.

Application

The Code applies to all employees, agents and contractors (including temporary contractors) of Star, collectively referred to as “workplace participants”.

The Code

Workplace participants are expected to:

- Behave honestly and with integrity in the course of their work,
- Act with care and diligence during the course of their work,
- Treat customers, clients, suppliers, co-workers, company management and the general public with respect and courtesy,
- Comply with all laws in force at the place/s where work is performed,
- Comply with all Star’s policies and procedures and all contracts pertaining to their work,
- Comply with any lawful and reasonable direction given by Star,
- Disclose, and take reasonable steps to avoid, any conflict of interest (real or perceived) in connection with their engagement by Star,
- Not utilise their position for private purposes, or solicit or accept any gift or benefit in connection with their employment or engagement which might compromise, or be seen to compromise their integrity or Star’s reputation,
- Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of Star,
- Be honest and fair in dealings with customers, clients, suppliers, co-workers, management and the general public. Workplace participants must not make false or misleading declarations during the performance of their duties,
- Display an appropriate image of professionalism in the workplace. This requires workplace participants to ensure that they are always dressed in a neat and tidy manner, promptly report any violations of law, Star’s policies and procedures or this Code,
- Behave in a way that upholds the integrity and good reputation of Star and would not bring disrepute upon Star’s customers, clients or suppliers, confidentiality of any confidential information, records or other materials acquired during the employment with Star,

CODE OF CONDUCT (CONTINUED)

The Code (continued)

Workplace participants are expected to:

- Maintain during employment with Star and after the termination of employment, the confidentiality of any confidential information, records or other materials acquired during the employment with Star,
- Not fight or use inappropriate language in the workplace,
- Never report for work in circumstances where there is a risk that the workplace participant could be affected by or 'under the influence' of illicit drugs or alcohol. If a workplace participant is taking prescription medication that could affect the performance of work, they must inform their Manager at the commencement of their working day.

Breaches

A breach of this Code may lead to disciplinary action. Breaches of this Code will be handled in accordance with Star's Counselling and Misconduct Policy.

Associated Documents

- Workplace Behaviour Policy
- Counselling and Misconduct Policy
- Complaints and Grievances Procedure

DEFINITIV POLICY

Purpose

Definitiv has been implemented across Star Aviation to ensure rosters, timesheets and processing of pay are being recorded in an accurate and efficient matter.

Requirements

The employee receives their roster via Definitiv Application (app).

The employee clocks on to shift on arrival and departure of each shift worked and in essence this becomes their timesheet:

- Employee must clock off and on for required breaks
- If employee works over rostered shift, the employee must enter a comment to explain why
- Location settings must be activated when clocking on and off Definitiv along with the entitled shift breaks to ensure management teams can verify time and attendance in the event of an emergency and/or evacuation
- Employees must only clock onto shifts if they are located on the work site ready to commence their shift, and not just when they arrive at the Airport.

For part-time employee they must apply for leave via Definitiv for Team Leader/Manager to approve the employee submits availability via Definitiv. (Please note this is not guaranteed)

Breaches of the Requirements

Breaches of the above requirements may result in disciplinary action.

COUNSELLING AND MISCONDUCT POLICY

Purpose

Star Aviation (Star) expects that the behaviour, performance and conduct of its employees is of the highest standard. The purpose of this policy is to detail the steps that are required when managing under performance issues.

Application

This Policy may be used as guidance for the process or manner in which Star may discipline an employee because of their poor performance or inappropriate conduct in any circumstances that can be connected to, or impact upon, Star.

Consequently, employees need to ensure that they exhibit appropriate out-of-work conduct where the circumstances or event can be connected to Star, such as a work-related function.

A work-related function is any function that is connected to work and includes events such as work lunches, dinners, conferences, Christmas parties and client/customer functions. This Policy also applies when employees go to other workplaces in connection with work, for example, when visiting a supplier, client or customer.

This Policy does not form part of any employee's contract of employment.

Grounds for Disciplinary Action

Disciplinary action may be taken in response to any:

- unsatisfactory performance;
- unacceptable conduct; and
- wilful or serious misconduct.

Disciplinary Procedure

The procedures outlined below are intended as a guide only to the disciplinary procedures which may be implemented by Star.

In every case, Star will determine the actual disciplinary procedure to be adopted in its discretion and in consideration of the circumstances of the case as a whole. Nothing in this Policy prevents Star from issuing a final warning at any stage of the process. Similarly, nothing in this Policy prevents Star from dismissing an employee at any stage of the procedure set out in this Policy if Star deems this action is warranted, for example in circumstances involving an employee committing serious or wilful misconduct.

Investigation

Depending on the circumstances, it may be necessary to conduct an investigation into certain incidents and/or allegations that have been raised. This may involve collecting relevant data and interviewing the relevant employee as well as material witnesses (such as the employee's co-workers or supervisors, or even customers and suppliers with whom the employee has had contact).

Disciplinary Interview

If on the basis of the investigation, Star believes that there is a case to be answered by the employee, the employee may be asked to attend a formal interview meeting to address the area(s) of concern.

COUNSELLING AND MISCONDUCT POLICY (CONTINUED)

An example of a procedure that may be adopted by Star in these circumstances may involve:

- the employee being given notice of the meeting;
- the employee being given a reasonable opportunity to have a support person present at the meeting;
- putting the issue(s) of concern or allegations to the employee;
- giving the employee an opportunity to respond to the concerns or allegations;
- Star considering the employee's response;
- Star determining whether the concern(s) or allegations have been substantiated on the balance of probabilities; and
- if it is determined that all or some of the concerns or allegations are substantiated, Star will make a decision about what, if any, disciplinary action is appropriate in the circumstances.

Disciplinary Action

Any disciplinary action taken by Star against an employee will vary from case to case. This may include a consideration of whether the employee has received any prior verbal or written warnings in relation to their performance or conduct.

Examples of disciplinary action which may be taken by Star include, but are not limited to:

- training;
- informal counselling;
- verbal warning;
- written warning;
- final written warning; and
- dismissal, including summary dismissal in circumstances of serious or wilful misconduct.

Confidentiality

Disciplinary discussions and meetings (and their outcomes) are confidential. They are not to be discussed with co-workers. Failure to maintain the confidentiality of performance management discussions or meeting is a breach of this policy and may result in disciplinary action.

Suspension

In some instances, poor performance or misconduct may be serious enough to present a risk to Star's operations, employees or customers. In these circumstances, an employee may be suspended from employment on ordinary pay whilst an investigation into the poor performance is undertaken.

Variations

Star reserves the right to vary, replace or terminate this Policy from time to time.

COMPLAINTS AND GRIEVANCES PROCEDURE

Purpose

Star recognises that workers' performance may be negatively affected where they are aggrieved or feel that they have not been treated fairly in the workplace and so provides a fair and transparent process for:

- Managing and resolving concerns and complaints in the workplace, and
- Provides appropriate mechanisms for Employees to raise a grievance or complaint on employment related matters

Application

This policy applies to all Star Aviation employees.

Roles and Responsibilities

Employees are to:

- Understand and adhere to expected standards of workplace behaviour [Code of Conduct HRMPOL-0001, Workplace Behaviour Policy HRM-POL-0002],
- Act promptly in respect of a complaint or grievance and not let them 'fester',
- Attempt to resolve issues directly with the persons involved (where it is safe and appropriate to do so), and
- Not raise complaints or grievances which are vexatious or without reasonable cause.

Team Leaders / Managers are to:

- Deal with any complaints received in a prompt, sensitive, impartial, confidential and supportive manner,
- Deal with grievances in a supportive way,
- Take all reasonable steps and actions to ensure that Employees are treated fairly and with dignity and respect, and
- Assist in resolving issues directly with the person/s involved (where it is safe and appropriate to do).

GM and Heads of Departments (HoD) are to:

- Deal with any complaints received in a prompt, sensitive, impartial, confidential and supportive manner,
- Provide guidance/assistance to employees and Managers/ Team Leaders in managing complaints or grievances, and
- Determine on a case-by-case basis the appropriate means of managing or resolving any issue escalated to them under this procedure.

What is a complaint?

A complaint is a concern, dissatisfaction or frustration with an aspect of Star Aviation. It could be related to a policy, procedure or another employee.

What is a Grievance?

A grievance is any type of problem, concern or alleged wrongdoing related to an employee's work or the work environment. A personal grievance can be about any act, behaviour, omission, situation or decision impacting on an employee, that the employee thinks is unfair or unjustified. For the purpose of this procedure, complaint and grievance resolution is the same.

COMPLAINTS AND GRIEVANCES PROCEDURE (CONTINUED)

What is a Dispute?

A dispute exists when one or more people disagree about something and the matter remains unresolved. Disputes usually relate to a condition under the Award or National Employment Standards. Often disputes can be settled quickly and informally in the course of everyday work. However, if people can't agree on a way forward or if the dispute is about a serious matter, you might need a more formal approach.

Where a dispute cannot be resolved at the workplace level, the employee or the employer may refer the matter to the Fair Work Commission. The Commission can help in a number of ways:

1. Mediation – an informal process, where the Commission will work with all parties to figure out the best solution for everyone.
2. Conciliation – a semi-formal process, where the Commission will talk to both parties and discussions are held to help the parties come to an agreement about the solution.
3. Arbitration – a formal process, where if the parties are not able to agree to a solution the Commission can sometimes decide for them what the solution should be. This decision would only be made after the parties have had a chance to present their evidence and arguments

Steps

The following steps are a guideline of the actions which can be taken once a complaint or grievance has been identified.

Informal Resolution

Self-Resolution

Where the individual complainant feels comfortable doing so, they should attempt to seek a resolution to the grievance themselves with the person/persons involved. The focus on self-resolution is to avoid escalation of grievances in the future, to produce a positive result for the maximum number of parties, and to encourage a culture where honest and constructive dialogue is valued.

Star Aviation does not condone behaviour, which is contrary to these objectives, and therefore will not tolerate individuals behaving in a confrontational, aggressive or abusive way in the pursuit of addressing a workplace grievance.

Some forms of unacceptable workplace behaviour such as serious misconduct should not be the subject of self-resolution. Employees and Managers should contact HR for guidance in this instance.

Report the grievance to Management

If the employee does not feel comfortable talking to the person(s) involved, or they have tried to and it was ineffective in resolving the grievance, or if there is no other person involved in the grievance, the employee should report the grievance in the first instance to their line-manager.

If the complainant does not feel comfortable reporting the matter to their Manager because the grievance directly involves them, the complainant should report the grievance to the next level Manager or HR. If a Manager feels that they are unable to handle the grievance, then they must refer the grievance to HR.

COMPLAINTS AND GRIEVANCES PROCEDURE (CONTINUED)

Manager should:

- Obtain information about the employee's personal grievance and what they consider will resolve it,
- Explain how the personal grievance procedure works, and
- Decide if they are the appropriate person to handle the grievance.

Managers can take a range of informal actions where:

- Issues and concerns can be raised and promptly addressed with minimal formalities,
- Parties can gain an understanding of each other's perspective,
- Issues can be addressed before they escalate,
- Employees may find agreement, where possible, to resolve the issues, and
- Actions to prevent and resolve future conflicts can be established.

Informal actions that can often resolve the grievances include:

- The Manager attempts to resolve the grievance through informal discussions with the complainant and the respondent,
- The Manager facilitates a meeting between the parties in an attempt to resolve the issue and move forward.

Managers should refer to HR where the complaint could fall within the definition of unacceptable workplace behaviour.

Informal complaints concerning a Head of Department must be directed to HR.

Informal complaints concerning HR must be directed to the General Manager.

Note: Where an employee has raised an allegation of bullying, harassment or discrimination but does not wish to lodge a formal complaint, Star has a responsibility to take these matters seriously and may be obligated to investigate these concerns further where they are considered to be of a serious nature and has the capacity to impact on the employee's health and safety, or another employee's health and safety

Formal Resolution

Where the grievance is not resolved at the first level or where the employee has attempted to resolve the grievance without success, or where informal resolution is not suitable, the employee can raise a formal grievance to their Manager.

If the complainant does not feel comfortable reporting the matter to their Manager because the grievance directly involves them, or if they are unsatisfied with their Manager's response in the first instance, the complainant should report the grievance to the Head of Department or HR.

Formal complaints concerning a Head of Department must be directed to HR.

Formal complaints concerning HR must be directed to the General Manager.

COMPLAINTS AND GRIEVANCES PROCEDURE (CONTINUED)

When formally reporting a grievance, the complainant will need to do the following:

- Set out their grievance – this can be orally or in writing. If orally, the complainant may be asked to put the matter in writing
- Include full details of the grievance i.e. date/s, time/s, location/s, people involved, and reasons for the grievance,
- If any informal attempts to resolve were taken and the outcome of this,
- Attach any evidence / supporting documentation,
- Detail the desired outcome or remedy of raising the grievance.

Once a grievance has been raised with the Manager, they will then determine how the grievance should be handled with regard to the steps set out below, or other appropriate measures which they think fit.

Work to Continue

Where appropriate, work should continue as normal in the workplace whilst an investigation is being undertaken into an alleged incident/grievance. Unless there is a direct threat to the health and safety of any of the persons involved in the investigation, then all employees will be required to continue to work as per normal. If there is a threat to health and safety of any person involved, employee(s) may be stood down on full pay or asked to work from a different location or report to a different manager until such time as the investigation process has been completed and an outcome determined. The Manager will inform any members of staff required to be stood down of this decision and the expected return to work date. This may be advised verbally but should also be followed up in writing.

Procedural Fairness

Throughout the process of any investigation under this procedure, all those involved in an investigation will be afforded, and will abide by the principles of natural justice and procedural fairness. Procedural fairness includes:

- The employee should be fully informed of the issues (including any possible consequences), be given the opportunity to prepare and present their response at each stage of the process,
- Genuine consideration of any response before a decision is made,
- Not being unreasonably refused having a support person present, and
- Making a decision on a suitable disciplinary penalty (including termination of employment) based on all relevant information.

Confidentiality

All parties involved in a matter being managed under this procedure (including managers, complainants, respondents and witnesses) must observe strict confidentiality. The Manager will endeavour to maintain confidentiality as far as possible however, it may be necessary to speak with other employees in order to determine what happened and to afford fairness to those against whom the complaint has been made and to resolve the grievance.

Employees involved in the grievance are required to also maintain confidentiality, including the employee who lodges the complaint. If an employee breaches confidentiality, this may constitute grounds for disciplinary action.

Record Keeping

Accurate and appropriate confidential records will be kept by the person/s responsible during the process.

COMPLAINTS AND GRIEVANCES PROCEDURE (CONTINUED)

Outcomes from the process

At the end of the investigation, the complainant and respondent are to be advised in writing. This will inform the complainant and respondent that the investigation has been carried out and if the allegations are substantiated or not substantiated – it does not provide details to the complainant of the outcome or the action that will be taken against the respondent.

Where the allegations are admitted or substantiated

Outcomes for the respondent may include:

- Disciplinary counselling
- An official warning
- A requirement to attend training
- A requirement to provide a formal apology to the complainant
- Disciplinary action (e.g. demotion, transfer, suspension, probation or dismissal)
- Participation in mediation to restore relationships in the workplace.

Where the allegations are not admitted or substantiated

If the complainant is not satisfied with the outcome, he/she may refer the matter to Star Aviation's General Manager. The appeal should be made within 7 business days of the advice of the outcome. The decision made by the General Manager is final and binding. While this procedure is to assist in resolution, within Star Aviation, of concerns about behaviour of Star Aviation employees, nothing in this procedure is intended to affect the right of a person to approach an external agency in relation to their concern.

Vexatious claims / claims made without reasonable cause

While the majority of employee's complaints/grievances are actually genuine concerns about perceived or actual inappropriate or unfair behaviour or actions, on some occasions a complaint/grievance may be vexatious, frivolous or improper.

Vexatious means that:

- The main purpose of a claim is to harass, annoy or embarrass the other party or
- There is another purpose for the grievance other than the settlement of the issues arising in the claim (or response).

"Without reasonable cause" means that a claim is made without there being any real reason, basis in fact(s) or purpose. Such claims include allegations that are:

- So obviously untenable that the claim cannot possibly succeed,
- Manifestly groundless and/or
- Insufficiently particularised.

Where a claim is determined as vexatious or made without reasonable cause, the worker who raised the complaint will receive written notification of the determination which will include reasons as to why the complaint was deemed as vexatious and/or reasonable cause and may be subject to disciplinary action.

Associated Documents

- *Code of Conduct*
- *Workplace Behaviour Policy*
- *Counselling and Misconduct Policy*

WORKPLACE BEHAVIOUR POLICY

Scope & Purpose

Star Aviation (Star) is committed to providing a safe, flexible and respectful environment for all persons, that is free from all forms of discrimination, bullying and harassment.

All individuals engaged in activities reasonably connected with Star are required to conduct themselves in a manner consistent with this procedure, and are to treat others with dignity, courtesy and respect.

Contravention of this procedure will be considered to be inappropriate behaviour and dealt with in accordance with the Star's Counselling and Misconduct Policy.

Application

This policy applies to anyone who is defined as a "worker". This includes anyone who carries out work for Star such as:

- An employee,
- A contractor or sub-contractor,
- An employee of a contractor or sub-contractor,
- An employee of a labour hire company, and
- Others such as students gaining work experience, volunteers, labour hire, apprentice or trainee.

This policy applies to behaviours that occur:

- In connection with work, even if it occurs outside normal working hours, during work activities,
- At work related events, for example, at conferences and work-related social functions, and/or
- On social media, where employees interact with colleagues and their actions may affect them either directly or indirectly.

Roles and Responsibilities

Workers

Workers are to:

- a) Comply with the requirements of this policy at all times and
- b) Call-out inappropriate workplace behaviour

Team Leaders / Managers

Team Leaders / Managers

- a) Lead by example
- b) Call-out inappropriate workplace behaviour
- c) Ensure all workers are aware of this policy and implement it across the business, and
- d) Ensure compliance with requirements of this policy across the business

Expectations

In line with Star's Code of Conduct [HRM-POL-0001], Star expects the highest standard of behaviour and conduct in the workplace:

- Treat others with dignity, courtesy and respect,
- Behave honestly and with integrity,
- Act with care and diligence,
- Be fair and honest in the dealings with others,

WORKPLACE BEHAVIOUR POLICY (CONTINUED)

Expectations (continued)

In line with Star's Code of Conduct [HRM-POL-0001], Star expects the highest standard of behaviour and conduct in the workplace:

- Not fight or use inappropriate language in the workplace and
- Comply with all Star policies and procedures.

Where a worker fails to meet these expectations and engages in inappropriate behaviour, appropriate action will be taken. This may involve mediation, coaching, counselling and/or disciplinary action.

Examples of inappropriate behaviour include (but are not limited to):

- Not complying with Star's policies and procedures,
- Disruptive or negative behaviour that impacts on colleagues,
- Discriminating against, harassing or bullying another employee(s) or any other person, and/or
- Improper use of equipment and resources.

Types of inappropriate workplace behaviour

Inappropriate behaviour in the workplace includes (but is not limited to):

- Discrimination
- Bullying
- Harassment
- Vilification
- Violence
- Sexual offence
- Inappropriate use of company computers (e.g. for the sharing of pornography, downloading movies, personal shopping)
- Misconduct (e.g. abusive language) or Serious Misconduct (e.g. theft, fraud, assault)

Discrimination

Discrimination occurs when a person, or a group of people, is, or proposed to be treated, less favourably than another person or group because that other person or group has one or more protected attributes.

Discrimination can occur:

Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law.

For example:

- Excluding someone from a job or course because of their family responsibilities.
- Not inviting someone to work on a project because they are from a non-English speaking background and it is assumed people might have difficulty understanding them

Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law.

For example:

- Requiring all staff members to have a driver licence when driving is not part of the role,
- Everyone has to complete mandatory training online making it impossible for an employee who is vision impaired to complete the training which could impact their job or chances of promotion

WORKPLACE BEHAVIOUR POLICY (CONTINUED)

Discrimination (continued)

Personal characteristics protected by the law include:

- Age
- Parental and carer status
- Disability - including physical, sensory, intellectual disability, medical condition or illness, mental illness or psychiatric disability, work related injury
- Employment activity
- Gender identity, lawful sexual activity and sexual orientation
- Industrial activity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy, including potential pregnancy and accessing IVF, and breastfeeding
- Race, including colour, ethnic or national origin
- Religious belief or activity
- Relationship status
- Sex
- Irrelevant criminal record – including charges and convictions
- Personal association with someone who has, or is assumed to have, one of these personal characteristics.

Bullying

Bullying occurs when a person, or group of people, *repeatedly* behaves *unreasonably* towards another person, or group of people of which that other person is a member, and that behaviour creates a risk to health and safety.

- Bullying is repeated behaviour that offends, humiliates, intimidates or undermines a person.
- Bullies come in all shapes and sizes. They can be fellow workers, managers, customers or others at work.
- Bullies may use power associated with their status or position to offend, humiliate, intimidate or undermine another person.
- Bullying can be overt (e.g. punching, kicking, name-calling and insults) and easily detected, or covert (e.g. excluding people from groups or spreading lies or rumours) and more subtle.

Repeated behaviour refers to the persistent nature of behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Examples of bullying, whether intentional or unintentional, that may be considered workplace bullying if they are repeated, unreasonable and create a risk to health and safety include (but are not limited to):

- Aggressive or intimidating conduct,
- Abusive, insulting, humiliating or offensive language or comments,
- Unjustified criticism or complaints

WORKPLACE BEHAVIOUR POLICY (CONTINUED)

- Deliberately excluding someone from workplace activities and work-related events,
- Withholding information that is vital for effective work performance,
- Setting tasks that are unreasonably beyond or below a person's skill level,
- Denying access to information, supervision, consultation or resources to the detriment of the employee,
- Undermining responsibility,
- Spreading misinformation or malicious rumours,
- Teasing, practical jokes or 'initiation ceremonies',
- Displaying offensive material,
- Changing work arrangements (leave and rosters) to deliberately inconvenience an employee or group of employees and/or pressure to behave in an inappropriate manner.

What is not Workplace Bullying?

Reasonable Management Actions:

Bullying does not include reasonable management action carried out in a reasonable manner.

Reasonable management action includes (but is not limited to):

- Performance management processes,
- Disciplinary action for misconduct,
- Informing a worker about unsatisfactory work performance or inappropriate work behaviour,
- Directing a worker to perform duties in keeping with their job,
- Setting reasonable performance goals, standards and deadlines and
- Implementing organisational changes or restructuring.

However, a reasonable management action must be conducted in a reasonable manner. If not, it could still be bullying.

Workplace Conflict:

Differences of opinion and disagreements are generally not considered to be workplace bullying. People can have respectful disagreements and differences in the workplace without engaging in repeated, unreasonable behaviour that creates a risk to health and safety.

Harassment

Harassment includes any unwelcome behaviour that offends, humiliates or intimidates a person. In Australia, unlawful harassment is dealt with under anti-discrimination laws, rather than through specific harassment legislation. Unlawful harassment generally occurs when a person behaves towards another person for a reason that is prohibited under anti-discrimination legislation. **A one-off incident can constitute harassment.** Harassment can involve physical conduct, verbal conduct or visual conduct (i.e. posters, emails, texts). Harassment may include any of the following behaviour:

- Sexual Harassment
- Racial Harassment
- Disability Harassment
- Racial vilification
- Victimisation

Disability Harassment

Disability harassment is unlawful conduct in the form of threats, insults, abuse or taunts towards a person with a disability or a person who is associated with a person having a disability.

WORKPLACE BEHAVIOUR POLICY (CONTINUED)

Sexual Harassment

Sexual harassment is defined under the Federal Sex Discrimination Act 1984 as any unwelcome sexual advance, request for sexual favours or conduct of a sexual nature in relation to the person harassed in circumstances where a reasonable person would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

Examples of behaviours that may amount to sexual harassment include:

- Sexually suggestive behaviour, such as leering or staring
- Uninvited physical contact such as patting, pinching, touching, putting an arm around another person, brushing up against someone, fondling or hugging
- Sexually suggestive comments or jokes
- Displaying offensive screen savers, photos, calendars or objects
- Repeated unwanted requests to go out
- Requests for sex
- Sexually explicit posts on social networking sites
- Insults or taunts of a sexual nature
- Intrusive questions or statements about a person's private life
- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour. Comments and behaviour that do not offend one person can offend another. Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work.

Racial Harassment

Racial harassment includes racially-based threats, abuse or insults that disadvantage another person in their workplace or other area covered by anti-discrimination laws. Racial harassment could include, for example, racist jokes, racist graffiti and name-calling.

Vilification

Vilification occurs when a person, by a public act or otherwise, incites hatred towards, serious contempt for, or severe ridicule of, a person or group of people on the grounds of a protected attribute of the person or members of the group, (e.g. race, gender identity, sexuality, HIV/AIDS status).

Public acts could include the following:

- Remarks on radio or television
- Material on the internet, including social networking sites such as Facebook or Twitter
- Graffiti
- Putting up posters or stickers
- Verbal abuse
- Making speeches or statements
- Making gestures
- Wearing badges or clothes with slogans on them

WORKPLACE BEHAVIOUR POLICY (CONTINUED)

Victimisation

Victimisation means subjecting or threatening to subject a person to some form of detriment because of something that they rightfully have done, for example:

- Lodged, or are proposing to lodge a complaint or commence proceedings relating to alleged unlawful discrimination, harassment or bullying,
- Provided information or documents to an internal investigation or an external agency,
- Acted as a witness in a case,
- Reasonably asserted their rights, or supported someone else's rights, under federal anti-discrimination laws or
- Made an allegation that a person has acted unlawfully under federal anti-discrimination laws.

Serious Misconduct

As defined by the Fair Work Regulations 2009, serious misconduct includes:

- Willful or deliberate behaviour by an employee that is inconsistent with the continuation of the contract of employment,
- Conduct that causes serious and imminent risk to the:
 - Health or safety of a person or
 - Reputation, viability or profitability of the employer
- Engaging in theft, fraud or assault,
- Being intoxicated at work and/or
- Refusing to carry out a lawful and reasonable instruction that is consistent with the employee's contract of employment

In cases of serious misconduct, summary dismissal (termination of employment without notice) may be warranted.

Dealing with inappropriate behaviour

Employees who feel they have been discriminated against, harassed or bullied (or who are experiencing other types of inappropriate behaviour) are encouraged to:

- Invite the person to stop the behaviour - if you feel safe and comfortable doing so, calmly tell the other person that you object to their behaviour and ask that it stop. They may not realise the effect their behaviour is having on you or others, and your feedback may give them the opportunity to change their actions.
- Seek advice – If you are unsure about what to do if you have experienced or witnessed inappropriate workplace behaviour, you may wish to seek advice from an independent person. Advice should be sought from a person who is objective and impartial and who has knowledge of the options available for dealing with workplace bullying. This may include:
 - Your Manager, Team Leader or a Head of Department or
 - HR
- Report it - If you believe you are experiencing or witnessing inappropriate workplace behaviour, you should report it as early as possible. You can make a report verbally or in writing [refer to Complaints and Grievances Procedure HRM-PRO-0002].

If you are experiencing or witnessing any behaviour that involves violence, for example physical assault or the threat of physical assault, it should be reported to the police.

WORKPLACE BEHAVIOUR POLICY (CONTINUED)

Vexatious claims / claims made without reasonable cause

Workers should not raise allegations which are vexatious or without reasonable cause.

Vexatious means that:

- The main purpose of a claim is to harass, annoy or embarrass the other party or
- There is another purpose for the grievance other than the settlement of the issues arising in the claim (or response).

“Without reasonable cause” means that a claim is made without there being any real reason, basis in fact(s) or purpose. Such claims include allegations that are:

- So obviously untenable that the claim cannot possibly succeed,
- Manifestly groundless and/or
- Insufficiently particularised

Where a claim is determined as vexatious or made without reasonable cause, the worker who raised the complaint will receive written notification of the determination which will include reasons as to why the complaint was deemed as vexatious and/or reasonable cause and may be subject to disciplinary action.

Associated Documents

- *Code of Conduct*
- *Counselling and Misconduct Policy*
- *Complaints and Grievances Procedure*

Associated Legislation

- *Sex Discrimination Act 1984 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Age Discrimination Act 2001 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Federal Sex Discrimination Act 1984*
- *Fair Work Act 2009*
- *Fair Work Regulations 2009*

SOCIAL MEDIA POLICY

The Policy relates to all full-time, part-time and casual employees of Star Aviation (Star) as well as contractors and subcontractors working at Star's workplace (collectively referred to as "Workplace Participants").

This Policy seeks to outline boundaries associated with using social media for all Workplace Participants, whether such media is used in a personal or professional capacity, inside or outside of working hours. The Policy does not form part of any contract of employment or contract for services with Star.

Social media platforms are:

- online social networking sites, including but not limited to Instagram, Snapchat, Facebook, MySpace, Bebo, Friendster, LinkedIn, XING, Blogger, WordPress, Twitter, Yahoo Groups, Google Groups, Whirlpool, Message Board, Podcasts, 'Wiki' sites (e.g. Wikipedia) and other similar sites;
- online blogs;
- instant messaging services, including but not limited to Whatsapp, Messenger;
- file sharing sites, including but not limited to Flickr and YouTube; and
- any internet sites where comments can be posted, including but not limited to news websites.

Representing Star Aviation in Social Media

Save for the use of the business networking site LinkedIn, Workplace Participants are prohibited from identifying themselves as being connected with Star on a social media platform, unless they are expressly authorised to do so by Star.

All Workplace Participants are prohibited from making comments on behalf of Star or using Star's branding (including the corporate logo, internal logo and registered trademarks) on any social media platform unless expressly authorised to do so by Star. Where Workplace Participants are authorised to make comments on behalf of Star on a social media platform, any comments must be factual and consistent with Star's goals, objectives and values.

Conduct which can be connected to Star Aviation

Although Workplace Participants might not intentionally identify themselves as being connected with Star on a social media platform, Workplace Participants should be conscious that their comments posted on social media platforms can nevertheless impact upon Star, as clients, suppliers or other members of the public might recognise the Workplace Participant as being connected with Star. For this reason, at all times when using social media platforms, Workplace Participants must:

- not make any comments which might reflect negatively on Star's reputation or that of Star's employees or other Workplace Participants;
- not criticise or disparage Star or any of Star's employees or other Workplace Participants;
- not make false or misleading claims about Star, its clients, suppliers, employees or Star's products or services;
- not disclose confidential or commercially sensitive information about Star (this obligation continues after the employment or engagement ceases);
- not endorse or cite any client, partner or supplier of Star without the prior permission of Star;
- observe relevant privacy, defamation and copyright laws; and
- comply with relevant discrimination and harassment laws and Star's policies that relate to discrimination and harassment when using social media platforms.

Material Posted by Others

Inappropriate or disparaging content and information stored or posted by others (including non-employees)

SOCIAL MEDIA POLICY (CONTINUED)

on social media platforms may also damage Star's reputation. If a Workplace Participant becomes aware of any such material which may damage Star or its reputation, the Workplace Participant must immediately notify his/her manager.

Consequences of Breaching this Policy

Any breach of the Policy may result in disciplinary action, including, but not limited to:

- counselling;
- a verbal or written warning;
- a final warning;
- suspension; or
- termination of employment or the termination or non-renewal of a contract for services.

INTERNET AND EMAIL POLICY

The use of company internet and email by employees is a privilege. If the use is deemed inappropriate by your Manager or a more Senior Manager, may result in the termination of that privilege, and may jeopardise the employees' continued employment with Star.

Rules for the use of the internet and email:

- Employees shall only visit internet sites that are relevant to their immediate work / projects / assignments during business hours and /or with the approval of their immediate Supervisor
- The use of the email service is restricted to work related business
- The Company reserves the right to investigate any complaints regarding Internet and / or Email use which is alleged to contain defamatory, inaccurate, abusive, obscene, profane, sexually orientated, threatening, racially offensive or potentially illegal material
- Employees who breach this policy risk being found liable for harassment, possible prosecution by police, and termination of employment from Star.
- Star may log or archive any incoming and outgoing email communication and website access.

ALCOHOL AND OTHER DRUGS POLICY

Star is committed to fulfilling its responsibilities of providing a safe and healthy work environment. To help meet this commitment, Star has implemented an Alcohol and Other Drugs Policy as well as a Drug and Alcohol Management Plan (DAMP), recognising that working under the influence of drugs and/ or alcohol may cause serious and imminent risk to the health and safety of the people in the workplace.

The purpose of the policy is to:

- Assist in the provision of a safe, healthy and productive work environment for all employees and to ensure the safety of the client and the public.
- Ensure Star compliance with the Workplace Health and Safety Act 2011
- Encourage employees who have an alcohol or substance abuse problem to seek help.

The abuse / misuse of legal drugs and inhalants are strictly prohibited in the workplace. Misuse includes, but is not limited to, use or possession of any drug for which an employee does not have a valid prescription from a qualified medical practitioner, or possession of quantities of any drug greater than those prescribed in a legal drug prescription.

The manufacture, use, consumption, possession, distribution, transportation, or sale of narcotics, illegal drugs, controlled substances, designer drugs, inhalants, equipment or material for administering such substances are strictly prohibited in the workplace.

The manufacture, use, consumption, possession, distribution, transportation, or sale of alcohol or intoxicating beverages is strictly prohibited.

Should an employee be prescribed medication that may affect their ability to perform their tasks in the workplace, a medical certificate must be provided to their Supervisor. Where practical, suitable tasks will be set which will not present a risk to health and safety of the employee or customers.

Over the Counter and Prescribed Medications

Star recognises that some legally prescribed medications can impair an employee's performance and their ability to perform their job safely and professionally. Employees under the influence of such medications must advise their Supervisor of their status as soon as possible.

In the event that an employee's performance is impaired by prescribed medication, Star will endeavour to provide safe, temporary and alternative duties and you may be asked to permit Star to consult with the prescribing doctor for that purpose.

In the event that Star is unable to provide safe, temporary and alternative duties, employees may be required to take accrued paid leave and/or unpaid leave for the duration of time they are unable to perform duties as a result of the medication.

LEAVE PROCEDURE

Scope & Purpose

To outline the process for applying for leave and provide detail of the various leave types available to staff at Star Aviation (Star).

Application

This procedure applies to all Star employees.

Roles and Responsibilities

Employees are to:

- apply for any and all leave taken,
- provide appropriate notice and evidence as required.

Team Leaders/Managers are to:

- approve or deny leave in a timely manner,
- check with payroll or HR re. any entitlements or eligibility when unsure.

GM and Heads of Departments (HoD) are to:

- ensure compliance with this procedure, the NES, Award/s and legislation.

Annual Leave

Annual leave entitlements are as per the NES. Part-timers accrue based on their ordinary hours of work. Regular continuous shift workers may be entitled to an additional 1 weeks (5 working days) leave.

Annual leave accumulates from the first day of employment, even if an employee is in a probation period. The leave accumulates gradually during the year and any unused annual leave will roll over each year.

Annual leave accumulates when an employee is on:

- paid leave such as paid annual leave and paid sick and carer's leave
- community service leave, including jury duty
- long service leave
- stood down in accordance with the Fair Work Act

Annual leave does not accumulate when the employee is on:

- unpaid annual leave
- unpaid personal (sick/carer's) leave
- unpaid parental leave
- unpaid family and domestic violence leave.

Annual leave is subject to Management approval to ensure operations will not be impacted. All annual leave must be approved by your supervisor and Star encourages employees to discuss annual leave plans before making holiday arrangements as it may not always be possible to grant leave during specific periods.

An annual 'Leave Application' should where possible, be lodged in Definitiv, at least four weeks in advance in order to increase the likelihood of approval from your supervisor. There is no minimum or maximum amount of annual leave that can be taken at a time. Provided both parties agree, an employee can take a part day, single day or a number of days or weeks off. Employees do not need to take all of their annual leave at once.

Leave Procedure (Continued)

Annual leave is paid at the employee's base pay rate for all ordinary hours worked or average hourly rate, whichever is greater. Annual leave can only be cashed out when an award or registered agreement allows.

Leave during a Stand Down Period

Employees who are stood down without pay by their employer under the Fair Work Act can't use paid sick and carer's leave or compassionate leave during the stand down. Employees can use other types of leave by agreement with their employer during a stand down. Examples include:

- annual leave
- long service leave

Personal Leave

Full-time and part-time employees are entitled to 10 days Personal Leave per year (pro-rated for part-time employees), as outlined in the NES. Full-time and part-time employees are eligible for paid and unpaid personal leave. Casual employees are eligible for unpaid carer's leave.

An employee cannot take unpaid personal leave during a particular period if the employee could instead take paid personal leave (this does not apply to casuals who have no entitlement to paid personal leave).

Personal leave covers both sick leave and carer's leave:

- Sick leave - the employee is unfit for work because of their own personal illness or injury.
- Carers leave - the employee is required to provide care or support to a member of their immediate family, or a member of their household, because of an illness, injury or unexpected emergency.

Immediate family as defined in the Fair Work Act is:

- a) a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or
- b) a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.

An employee's entitlement to paid personal leave accrues progressively during a year of service according to the number of ordinary hours worked and accumulates from year to year.

Personal leave continues to accrue when an employee takes a period of paid personal or paid annual leave. Personal leave does not accrue on unpaid leave unless it is community service leave, or it is provided for in an award. Unused personal leave is not paid out upon termination.

Employees are encouraged to give as much notice as possible to their supervisor when taking personal leave. Notification must include the period or expected period of the leave. Employees are required to provide reasonable evidence for any absences, which include an original medical certificate or statutory declaration. Failure to provide reasonable evidence may result in the employee not being entitled to the leave and you may not be paid for that period.

Personal leave cannot be cashed unless an award allows it.

Unpaid Carer's Leave

All employees, including casual employees, are entitled to take up to two days unpaid carer's leave for each occasion when an immediate family or household member requires care or support because of an:

- illness,
- injury or
- unexpected emergency.

Leave Procedure (Continued)

Full-time and part-time employees can only access unpaid carer's leave if they do not have any paid personal leave left.

Compassionate Leave

All employees (including casual employees) are entitled to compassionate leave (also known as bereavement leave).

Compassionate leave can be taken when a member of an employee's immediate family or household:

- a) contracts or develops a personal illness that poses a serious threat to his or her life; or
- b) sustains a personal injury that poses a serious threat to his or her life; or
- c) dies.

Immediate family as defined in the Fair Work Act is:

- a) a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the employee; or
- b) a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.

The entitlement to compassionate leave is 2 days per occasion. Compassionate leave can be taken as:

- a single continuous 2-day period or
- 2 separate periods of 1 day each or
- any separate periods the employee and Star agree to.

An employee does not accumulate compassionate leave. It may be taken any time an employee needs it, provided it satisfies the criteria above. If an employee is already on another type of leave (e.g. annual leave) and needs to take compassionate leave, the employee can use compassionate leave instead of the other leave with appropriate evidence.

Full-time and part-time employees receive paid compassionate leave. Full-time and part-time employees are paid at their base pay rate for the ordinary hours they would have worked during the leave. This does not include separate entitlements such as incentive-based payments and bonuses, loadings, monetary allowances, overtime or penalty rates.

Casual employees receive unpaid compassionate leave.

Compassionate leave cannot be cashed out.

An employee taking compassionate leave must give their Manager notice as soon as they can (this may be after the leave has started). The employee must tell their Manager of the period, or expected period, of the leave. Star can request evidence about the reason for compassionate leave (e.g. a death or funeral notice or statutory declaration). This request for evidence must be reasonable. If the employee does not provide the requested notice or evidence, they may not be entitled to compassionate leave.

Family and Domestic Violence Leave

All employees (including part-time and casual employees) are entitled to 5 days unpaid family and domestic violence leave each year under the NES.

An employee may take family and domestic violence leave if:

- the employee is experiencing family and domestic violence and
- the employee needs to do something to deal with the impact of the family and domestic violence
- it is impractical for the employee to do that thing outside the employee's ordinary hours of work.

Leave Procedure (Continued)

This could include for example:

- making arrangements for their safety, or safety of a family member (including relocation),
- attending court hearings or
- accessing police services.

Employees are entitled to their entitlement from the day they start work i.e. they do not have to build it up over time. The entitlement does not accumulate from year to year if it is not used.

An employee must give their employer reasonable notice of taking such leave. The notice must be given as soon as practicable and must advise the employer of the period, or expected period, of the leave.

Managers can ask an employee for evidence that shows the employee took the leave to deal with family and domestic violence. If the employee does not provide the requested evidence, they may not get family and domestic violence leave. The evidence has to convince a reasonable person that the employee took the leave to deal with the impact of family and domestic violence. Types of evidence can include:

- documents issued by the police service,
- documents issued by a court,
- family violence support service documents, or
- a statutory declaration.

Star Aviation has a responsibility to take reasonably practicable steps to keep any information about an employee's situation confidential but is not prevented from disclosing information if:

- it is required by law or
- it is necessary to protect the life, health or safety of the employee or another person.

Community Service Leave

Employees, including casual employees, can take community service leave for certain activities such as:

- voluntary emergency management activities
- jury duty (including attendance for jury selection). With the exception of jury duty, community service leave is unpaid.

An employee engages in a voluntary emergency management activity if:

- the activity involves dealing with an emergency or natural disaster,
- the employee engages in the activity on a voluntary basis,
- the employee was either requested to engage in an activity, or it would be reasonable to expect that such a request would have been made if circumstances had permitted, and
- the employee is a member of or has a member-like association with a recognised emergency management body.

A recognised emergency management body is:

- a body that has a role or function under a plan that is for coping with emergencies / natural disasters (prepared by the Commonwealth or a state or territory),
- a fire-fighting, civil defence or rescue body,
- any other body which is mainly involved in responding to an emergency or natural disaster.

This includes bodies such as:

- the State Emergency Service (SES),
- Country Fire Authority (CFA),
- the RSPCA (in respect of animal rescue during emergencies or natural disasters).

Leave Procedure (Continued)

An employee is entitled to take community service leave while they are engaged in the activity and for reasonable travel and rest time. There is no limit on the amount of community service leave an employee can take.

An employee who takes community service leave must give Star Aviation notice of:

- the absence as soon as possible (this may be after the leave starts) and
- the period or expected period of absence.

Star may request an employee who has given notice, to provide evidence that they are entitled to community service leave.

Jury duty, also known as jury service, is a type of community service leave. Employees, including casual employees, can take leave to attend jury selection and jury duty. Employees must advise their Manager of the period or expected period of leave as soon as possible. If an employee requests leave, they need to provide evidence showing they attended jury selection or jury duty.

Full-time and part-time employees are paid 'make-up pay' for the first 10 days of jury selection and jury duty. Make-up pay is the difference between any jury duty payment the employee receives (excluding any expense-related allowances) from the court and the employee's base pay rate for the ordinary hours they would have worked.

Before paying make-up pay, Star Aviation may request evidence from the employee to show:

- that the employee has taken all necessary steps to obtain jury duty pay
- the total amount of jury duty pay has been paid or will be payable to the employee for the period.

If the employee cannot provide such evidence, they will not be entitled to make-up pay. Casuals do not get paid for jury duty under the NES, but they may be entitled to payment under State or Territory laws.

Parental Leave

Star employees are entitled to unpaid Parental Leave as per the NES. Parental leave include:

- maternity leave
- paternity and partner leave
- adoption leave
- special maternity leave
- a safe job and no safe job leave.

To be eligible for parental leave, you must have:

- have worked for Star for at least 12 months:
 - before the date or expected date of birth if the employee is pregnant
 - before the date of the adoption, or
 - when the leave starts (if the leave is taken after another person cares for the child or takes parental leave) and
- have, or will have, responsibility for the care of a child.

For casual employees to be eligible for unpaid parental leave they need to have:

- been working for Star Aviation on a regular and systematic basis for at least 12 months and
- a reasonable expectation of continuing work with Star Aviation on a regular and systematic basis, had it not been for the birth or adoption of a child.

Leave Procedure (Continued)

Notice

Employees who want to take parental leave are to provide their Manager the appropriate notice that they are taking leave and confirm the dates.

If an employee cannot give the appropriate notice (e.g. the baby is born prematurely) they will still be entitled to take the leave as long as they provide notice when they can.

Employees may elect to utilise any annual leave entitlements as part of their parental leave period, note this will count towards the total amount of parental leave taken.

An employee should give notice to their Manager at least 10 weeks before starting their unpaid parental leave. This notice needs to be in writing, and say how much leave they want to take, including the starting and finishing dates. If an employee cannot give 10 weeks' notice, they need to provide as much notice as possible.

Employees should confirm their parental leave dates with their Manager at least 4 weeks before they are due to start their leave. If there have been any changes to the dates the employee should tell their Manager as soon as possible. If an employee cannot provide 4 weeks' notice, they need to provide as much notice as possible.

Employees are to provide evidence of the expected date of birth or of the date of placement of an adopted child, for example a medical certificate or statutory declaration. If an employee does not provide the evidence, they may not be entitled to the leave.

Concurrent leave – this is when both parents take leave at the same time. Employees who are taking concurrent leave need to provide at least 10 weeks' notice to their Manager for their first period of concurrent leave. For second and later periods, they need to provide at least 4 weeks' notice.

Taking Parental Leave

One parent, when 1 parent takes unpaid parental leave, they can take up to:

- 12 months, or
- where Star Aviation agrees to the request, 24 months.

The leave can be taken as:

- a single continuous period or
- a single continuous period and a flexible period of up to 30 days.

Pregnant employee, if the pregnant employee takes unpaid parental leave, it has to start:

- on the birth of the child, or
- up to 6 weeks before the expected birth (or earlier where the Manager agrees).

Adoption: If the leave is adoption related, the employee parent taking leave has to start their leave period on the date of placement of the child.

Partner: If the employee who is not pregnant is the parent taking the unpaid parental leave, the leave must start on the date of birth of the child.

Leave Procedure (Continued)

The employee can start unpaid parental leave after the birth of the child if:

- they have responsibility for the care of the child, and
- their pregnant partner is not employed.

The leave has to be taken within 12 months after the birth or placement of the child.

Both parents' same time: Working parents may both want to take unpaid parental leave. The parents can be working for the same or different employers.

Parents who are married or in a de facto relationship can take up to 8 weeks unpaid parental leave at the same time. This is called 'concurrent leave'.

Concurrent leave can start:

- on the birth or placement of the child
- earlier than this date, if Star Aviation agrees, or
- later than this date, but it has to be within 12 months of the birth or placement of the child.

Concurrent leave can be taken in separate periods. Each period needs to be at least 2 weeks long however Star Aviation may agree to shorter lengths. Concurrent leave is part of an employee's total unpaid parental leave entitlement. This means that any concurrent leave taken is deducted from the total unpaid parental leave entitlement.

Both parents' different times: Each parent can take a separate period of up to 12 months unpaid parental leave. The combined leave cannot be for more than 24 months. Any concurrent leave, flexible unpaid parental leave or keeping in touch days taken are deducted from this overall entitlement.

If an employee who is pregnant takes unpaid parental leave first, it has to start:

- when the child is born, or
- up to 6 weeks before the expected birth (or earlier if their Manager agrees).

When the employee who is not pregnant takes unpaid parental leave first, it needs to start on the birth or placement of the child. If the leave is for an adoption, one parent needs to start their leave period on the date of placement of the child.

Unpaid parental leave usually has to be taken in a single continuous period. This means the other parent may need to start their unpaid parental leave the next working day after the first parent's leave ends. There are some exceptions to this, including for flexible unpaid parental leave.

Flexible Parental Leave

An employee can take up to 30 days of their 12-month unpaid parental leave flexibly up to their child's second birthday or the second anniversary of their adopted child's placement.

Flexible unpaid parental leave can be taken as:

- a single continuous period of 1 day or longer
- separate periods of 1 day or longer each.

Flexible unpaid parental leave can be taken within the first 24 months of the birth or placement of an adopted child. However, the employee's entitlement to unpaid parental leave, except for flexible unpaid parental leave, will end on the first day that the employee takes flexible unpaid parental leave.

Leave Procedure (Continued)

This means that if an employee is planning on taking a continuous period of unpaid parental leave, they should do so before they take any flexible unpaid parental leave.

An employee can take flexible unpaid parental leave after taking 1 or more periods of continuous unpaid parental leave. The total of both periods can't be longer than 12 months. An employee may be able to take flexible unpaid parental leave on the same day as the other parent is on unpaid parental leave. The 2 employees can only take a total of up to 8 weeks of unpaid parental leave at the same time.

Pre-Adoption Leave

Employees who are taking parental leave to care for an adopted child are also entitled to 2 days unpaid pre-adoption leave to attend relevant interviews or examinations. This leave cannot be used if a Star tells an employee to take another type of leave (e.g. paid annual leave).

Pregnant Employees' Entitlements

There are a range of entitlements available for pregnant employees:

Sick Leave: employees who are pregnant still get their ordinary personal (sick) leave entitlements while they are at work. Pregnancy is not considered an illness or injury, however, if a woman experiences a pregnancy-related illness or injury, sick leave can be taken.

Special Maternity Leave: a pregnant employee who is eligible for unpaid parental leave can take unpaid special maternity leave if

- she has a pregnancy-related illness, or
 - if she has been pregnant,
 - her pregnancy ends after at least 12 weeks because of a miscarriage or termination
 - the infant is not stillborn.

If an employee takes special maternity leave because of a pregnancy-related illness, the leave will end when the pregnancy or illness ends, whichever is earlier. If she takes leave because of a miscarriage or termination, it can continue until she is fit for work. While the employee won't be entitled to take special maternity leave if the infant is stillborn, she may still be entitled to take unpaid parental leave. Special maternity leave will not reduce the amount of unpaid parental leave that an employee can take.

Notice and Medical Certificates: An employee will need to tell her Manager as soon as possible (which can be after the leave has started) that she is taking special maternity leave. She will also need to tell them how long she expects to be on leave. Star Aviation may ask for evidence and can request a medical certificate.

Safe Jobs: all pregnant employees, including casuals, are entitled to move to a safe job if it is not safe for them to do their usual job because of their pregnancy. This includes employees that are not eligible for unpaid parental leave.

An employee who moves to a safe job will still get the same pay rate, hours of work and other entitlements that she got in her usual job. The employee and her Manager can agree on different working hours. The employee will stay in the safe job until it is safe to go back to her normal job, or until she gives birth.

The employee will need to give her employer evidence that:

- she can work but cannot do her normal job (including why her normal job is not safe) and
- how long she should not work in her normal job.

Leave Procedure (Continued)

The Manager can ask for this to be a medical certificate.

When no Safe Job is Available: If there is no safe job available, the employee can take 'no safe job leave'. If the employee is entitled to unpaid parental leave, no safe job leave is paid. For a full-time or part-time employee, no safe job leave is paid at the base rate of pay for ordinary hours of work. For a casual, no safe job leave is paid at the base rate of pay (not including the casual loading) for the average number of hours they would have worked in the period they're on leave.

Employees who are not entitled to unpaid parental leave can take unpaid no safe job leave.

Directing Employees to Take Parental Leave: if a pregnant employee wants to work in the 6 weeks before her due date, her Manager can ask for a medical certificate within 7 days that states:

- she can continue to work and
- it is safe for her to do her normal job.

If the certificate says she is fit for work but it is not safe for her to continue in her normal job, then the employee will be entitled to a safe job or no safe job leave.

If the employee does not provide a medical certificate, or the certificate says she cannot continue work at all, then Star Aviation can direct the employee to start unpaid parental leave.

An employee's unpaid parental leave starts when she is directed to take unpaid parental leave and will count as part of the employee's total unpaid parental leave entitlement.

If the employee planned to take parental leave at a later date after the birth, the period of directed leave does not have to be taken in a continuous period with the other parental leave.

Protection from Discrimination: Star will not discriminate against because she is pregnant. This means that an employee cannot be fired, demoted or treated differently to other employees because she is pregnant.

Parental leave for stillbirth, premature birth or infant death: an employee who experiences a stillbirth or the death of a child during the first 24 months of life can take unpaid parental leave.

Employees can take up to 12 months' unpaid parental leave if they experience:

- a stillbirth or
- the death of a child during the first 24 months of life.

After a stillbirth or death of a child, employees cannot:

- be called back to work or
- have any unpaid parental leave canceled by Star Aviation.

Employees can choose to return to work after experiencing a stillbirth or death of a child. If they decide to return to work after starting unpaid parental leave, they should give their Manager at least 4 weeks' written notice before returning. If they have not started leave, they need to give written notice about their return to work. Managers and employees can agree to the employee returning to work on an earlier date. After experiencing a stillbirth or death of a child, an employee parent may be entitled to take compassionate leave while on unpaid parental leave. Another employee may also be entitled to take compassionate leave if the infant was, or would have been, an immediate family or household member of the employee.

Leave Procedure (Continued)

Employees who experience premature births or other birth-related complications that result in their newborn having to stay in hospital or being hospitalised immediately after birth can agree with their Manager to put their unpaid parental leave on hold.

This means that while their newborn is hospitalised, parents can return to work and the period when they are back at work will not be deducted from their unpaid parental leave. The employee can then resume their unpaid parental leave at the earliest of:

- a time agreed with their Manager,
- the end of the day when the newborn is discharged from the hospital, or
- if the newborn dies, the end of the day when the newborn dies.

Returning to Work

Keeping in Touch days

The Paid Parental Leave Act 2010 makes provision for keeping in touch days. A keeping in touch day is where an employee, with the mutual consent of their Manager, performs work on a day, or part of a day, while on a period of approved leave. A keeping in touch day could include for example:

- taking part in a planning meeting,
- doing on the job training,
- doing work to become familiar with the workplace or your role before returning to work.

An employee on unpaid parental leave gets 10 keeping in touch days. This does not affect their unpaid parental leave entitlement. If the employee extends their period of unpaid parental leave beyond 12 months, they can take an additional 10 days. Keeping in touch days can be worked:

- as a part day
- 1 day at a time
- a few days at a time, or
- all at once.

An employee cannot access a keeping in touch day within the first 2 weeks after the birth of the child. After this time, you can ask your Manager for a keeping in touch day. You and your Manager must both agree before you can participate. Your Manager cannot request a keeping in touch day within the first 6 weeks after the birth or adoption of the child.

An employee does not have to use keeping in touch days if they do not wish to.

An employee is paid their normal wage and accumulates leave entitlements for each keeping in touch day or part day. For the purpose of keeping in touch, 1 hour or more of paid work activity counts as 1 day. This counts towards the 10-day limit. Once you have returned to work you cannot access a keeping in touch day. This is even if you did not use all 10 days.

Paid Parental Leave

A Star employee, on return to work from parental leave, and who has completed at least two (2) years of continuous service with the company will also be eligible for three (3) weeks paid parental leave in the following manner:

- one (1) week on the return of parental leave,
- an additional one (1) weeks parental leave following three (3) months of continuous service following the return from parental leave and

Leave Procedure (Continued)

- a final one (1) weeks parental leave following six (6) months of continuous service following the return from parental leave.

This is paid at the employee's ordinary base rate. Employees may also be eligible for Parental Leave Pay (PLP) from the Australian Government. As this is means tested, employees should consult with the appropriate Government Department for eligibility.

Notice to return from parental leave

An employee who has been on parental leave is entitled to come back to the job they had before going on leave. They are entitled to this job even if another person is working in their role as a replacement. Employees should confirm with their Manager at least 4 weeks before you want to return from parental leave.

Any request to extend parental leave must be in writing and given to the employee's Manager at least four weeks before the end of the employee's initial period of parental leave. Star Aviation will respond in writing within 21 days, stating whether they grant or refuse the request.

Star Aviation may refuse when they have given the employee a reasonable opportunity to discuss their request, and there are reasonable business grounds to do so.

Any request to shorten parental leave must be agreed with Star Aviation. If Star Aviation does not agree, then the employee has to return to work on the planned date.

Employees returning to work and who wish to request a Flexible Working Arrangement e.g.

- hours of work (e.g. changes to start and finish times)
- patterns of work (e.g. split shifts or job sharing)
- locations of work (e.g. working from home).

must be:

- made in writing,
- explain what changes are being asked for, and
- explain the reasons for the requested change.

Star Aviation will respond in writing within 21 days, stating whether they grant or refuse the request.

Star Aviation may refuse when they have given the employee a reasonable opportunity to discuss their request, and there are reasonable business grounds to do so.

Employees who want to resign while on parental leave must provide the appropriate period of notice and can use their parental leave as the notice period.

Long Service Leave

Long Service Leave (LSL) is leave available to employees who have worked for the same employer over a long period of time. This time period varies in each State/Territory in accordance with the relevant legislation. This legislation also provides rules for taking long service leave. Star Aviation complies with this legislation and/or the relevant industrial instrument. Queries about LSL should be directed to payroll.

Leave Procedure (Continued)

Leave without Pay

Star Aviation recognises that there may be exceptional circumstances where employees may have situations or opportunities arise that fall outside the other leave criteria defined in this policy. Leave Without Pay (LWOP) is not a statutory entitlement nor an automatic right. Requests for LWOP will be assessed on a case-by-case basis and will be considered having regard to both the needs of the employee and the business needs of Star Aviation.

Full-time and part-time employees may be considered for LWOP. Casual employees due to the nature of their employment are not eligible for LWOP.

LWOP will only be granted where all paid leave has been exhausted or will be exhausted at the time of taking leave without pay.

The minimum period of LWOP is one (1) day and the maximum period shall be three (3) months.

Employees should note that while a period of LWOP will not break an employee's continuity of service, it will not count as service for benefits or other entitlements such as accrual of leave including annual leave, personal leave and long service leave.

Employees may not undertake any work for another organisation or employer while on LWOP, without prior approval from Star Aviation's General Manager.

Employees should give reasonable notice of their request to take LWOP, discussing the reason why, and the period for which, LWOP is being requested with their Manager. Managers can decline a request for LWOP on reasonable business grounds.

When on LWOP, employees accept:

- he/she is not eligible to be paid for public holidays during the period of unpaid leave,
- payment of superannuation contributions will cease for the period,
- he/she will return to the role they occupy prior to commencing their leave, however, if the role has ceased to exist or changed in a substantial way, redeployment or redundancy may occur,
- he/she may request to return to work earlier than the agreed date however Managers are not obligated to facilitate such a request where this impacts business operations.



Thank you for choosing Star Aviation as your Employer of choice.


We hope you have a successful and enjoyable career whilst at Star.

All the best!

From the entire team at Star Aviation



Signed on 10 February, 2022 at 02:16PM via the onboarding module



Full Name

Initials

U Kyaw Naing

UK