

STAFF WELFARE POLICY

Pickwick 1A recognises and considers all staff collectively to be the most valuable resource that we have. As a result the health and welfare of all employees is essential in achieving the Company's mission.

The wellbeing of all employees is of primary concern and by investing in the health and welfare of employees, the Company is investing in its efficiency and effectiveness.

Pickwick 1A is committed to producing a caring and supportive work environment which is conducive to the welfare of all employees, and which enables them to develop towards their full potential. This includes the working environment, facilities and safety of staff.

We promote a friendly team work environment that allows people to communicate freely and feel at ease. Importantly we encourage work life balance to reduce the risk of stress and foster mental wellness.

The Company recognises the importance of the professional relationship between its employees with direct staff and those without, and that those with have the welfare of their staff as one of their primary responsibilities. They should respond to staff in a supportive manner taking into account their feelings and difficulties, in an atmosphere of trust and confidentiality. They should provide support and ensure all staff are treated in a fair, sensitive and confidential manner, at all times they are to be aware of Pickwick 1A's Staff Welfare Policy.

The Human Resources Manager has a responsibility to management and individual members of staff in regards to this policy. Confidential advice and support will be provided to staff that have personal, family, medical or work related problems with a view to assisting them to identify solutions. It is not the role of the Human Resources Manager to provide ongoing counselling for staff. However, part of the role is to:

- Provide quality listening and helping service, offering support and information
- Intervene and facilitate where appropriate in assisting to resolve welfare problems
- Signpost other areas of specialist support, information and advice
- Assist with contacting medical/health professionals, and related organisations

Notification and Escalation of Concerns

It is important that any workplace or work-related concerns you have are raised so they can be addressed. In the first instance you should speak of write to your direct manager or manager's manager.

For matters of a serious or confidential nature you should email Pickwick 1A at confidential@pickwick1A.com.au and provide a means by which we can contact you. This email is monitored by a senior Pickwick 1A executive who will contact you in absolute confidence. If emailing to this address it is important you stick to facts and events you have personal knowledge or information about including dates and times where known.



Pickwick 1A will deal with all disclosures to this email in accordance with legislative requirements including referring any allegation to the relevant authorities for further investigation. While genuine mistakes or errors can occur, it is important to refrain from making frivolous, false, misleading or unwarranted accusation towards another person as these can have severe implications for all parties involved, including the originator of any such allegation.

Leanne Phillips

Leanne Phillips
Chairperson and Director
Pickwick 1A Facilities Services Pty Ltd
Date: September 2020
Review Date: October 2022