

WORKPLACE RELATIONS POLICY

BIC Policy 013 - Issue Date: 04.06.2021

Purpose

The single most important objective of the B.I.C. Services Pty. Limited (BIC) Workplace Relations Policy is to achieve our vision of establishing and maintaining an equitable income for all of our cleaners. BIC's workplace relations strictly comply with the Property Council of Australia (PCA) and Building Services Contractors Association of Australia (BSCAA) Principles for Fair Contracting.

In acknowledgement that our company's success overwhelmingly depends on the capability, commitment and productivity of our employees, we foster a positive environment and culture that promotes efficient, safe, harmonious and equitable workplaces for all of our employees. Such an environment is the foundation for our enhancing service delivery to our clients and as the means to achieving our vision. Specifically, by creating and maintaining an environment wherein everyone is valued, BIC is able to encourage outstanding employee performance, development and training, innovation, communication and customer loyalty.

Central to our maintenance of this environment is our payment of above market salaries to our employees at all levels. These salaries are linked to additional incentives and rewards for all, whom in their performance as team players, appropriately represent BIC.

Scope

The policy applies to all BIC employees.

Our Commitment

- Maximising employee effectiveness and job satisfaction through the provision of employment agreements which are attached to clear and unambiguous position descriptions for all roles in our business (specifically including client KPIs and service protocols).
- Maximising employee effectiveness and job satisfaction through continuous training and upskilling programs that deliver our clients measurable financial benefits.
- Optimising supervisory overheads, employee loyalty and risk management by directly employing cleaning staff (rather than utilising subcontracted or franchised cleaners).
- Showing respect by negotiating all employment agreements openly and fairly (and negotiating all variations collectively or individually in accordance with the requirements of our staff).
- Maximising workplace safety by training (and continuously updating) all staff in line with BIC WHS policies.



Tony Gorgovski

Chief Executive Officer – 04.06.2021