



**Remarkable
People**

Tailored **Recruitment** Solutions

EMPLOYEE HANDBOOK

Welcome to RP, you are now a part of a remarkable team of people, who work heart, play heart and live and breathe the values of our **REMARKABLE HEART**

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INTRODUCTION

Welcome to the RPL Team, you are now a part of a REMARKABLE team of people, who work heart, play heart and live and breathe the values of our Remarkable Heart.

This general induction and welcome handbook sets out procedures and our Code of Conduct that Remarkable People Limited (us, our, we) has put in place. Employees (you, your) are expected to know and comply with these procedures and expectations.

This handbook should be read in conjunction with your employment agreement as it is part of your contract (Code of Conduct). Where provisions of your employment agreement differ from this handbook, your employment agreement will take precedence. Please note that this handbook will be updated from time to time to keep it relevant.

KEY CONTACTS

THE PEOPLE & PERFORMANCE DEPARTMENT

Please email hr@remarkablepeople.co.nz or people@remarkablepeople.co.nz for any HR queries, wellbeing or training and development needs.

HEALTH & SAFETY DEPARTMENT

Any Health & Safety queries, please email : hands@remarkablepeople.co.nz and the Health & Safety Advisor will get back to you

FINANCE

- All payroll queries to payroll@remarkablepeople.co.nz
- Any other queries to accounts@remarkablepeople.co.nz

These are shared inboxes so the relevant person will come back to you.

GET IN TOUCH

📍 PO Box 505, Queenstown, 9384
☎ 0800 438 522
✉ info@remarkablepeople.co.nz
🌐 remarkablepeople.co.nz

WELCOME TO REMARKABLE PEOPLE

**We are excited that you are
now a part of our team!**

This handbook is designed to give you a clear understanding of our procedures and our company culture and expectations.

Remarkable People exists so that all our people thrive through tailored recruitment solutions.

Our daily mission is finding and placing the right people at the right time.

Remarkable People is a New Zealand owned and operated recruitment agency, founded in Central Otago in 2016 we have grown from one branch to now cover most of New Zealand. This has been possible as a result of hard work and great service.

BLAIR MCNAUGHTON

Managing Director, Remarkable People LTD



ABOUT REMARKABLE PEOPLE

TAILORED RECRUITMENT FOR NEW ZEALAND'S BEST

Remarkable People, established in 2016, quickly emerged as an industry leader in the recruitment sector. Since first opening our doors in Queenstown, our commitment to growth and innovation has contributed to our expansion into multiple regions, including Auckland, Hamilton, Palmerston North, Hawkes Bay, Wellington, Nelson, Blenheim, Christchurch, Dunedin, and Invercargill.

We connect businesses with remarkable talent, empowering them to thrive. We pride ourselves on building strong client relationships, coupled with a focus on retaining key staff. This ensures a consistent delivery of service for both employers and job seekers.

OUR PEOPLE

- We are owned by New Zealanders
- We return all our income to New Zealand
- We invest and support other New Zealand businesses by buying all our equipment in New Zealand
- We pay our taxes in New Zealand

We offer ongoing training and support to our staff, our company culture ensures that high achievers are rewarded and retained, this ensures we provide great customer service to all our clients.

OUR LOCATIONS

Remarkable People has a network of offices and staff across the country.

The expansion of our business is set to continue across New Zealand as we head towards our goal of becoming one of the biggest and best labour supply & recruitment companies in New Zealand.





OUR VISION, MISSION, PURPOSE & VALUES

OUR VISION

Work Heart - We work hard in all aspects of our business. We are passionate about what we do and have our finger on the pulse which is key factor to the success of Remarkable People.

Play Heart - We pride ourselves on our employees having a healthy work-life balance and ensuring we all play as hard as we work. This enables our employees to feel good in both their personal and professional lives.

Community Heart - Empowering vibrant communities and supporting 'Remarkable Kiwis,' sponsoring local teams/events, prioritising health, safety, and environmental protection since 2016.

OUR PURPOSE

Remarkable People exists so that all our people thrive through tailored recruitment solutions.

OUR MISSION

Finding and placing the right people at the right time.



Remarkable People exists so that all our people thrive through tailored recruitment solutions. We pride ourselves on finding and placing the right people at the right time as we strive to become New Zealand's preferred recruitment suppliers.



FINGER ON
THE PULSE



SMART HEART



PUMPING HEART



DIVERSITY &
INCLUSIVENESS



CHECK
YOUR PULSE

HEALTH, SAFETY & WELLBEING

TOOLBOXES

RPL take your health, safety and wellbeing seriously. Your consultant will meet with you every few weeks to do a toolbox to check in and this is the time to raise any concerns, notify if any new PPE is needed.

ACCIDENTS AND INCIDENTS

You have an obligation to notify your consultant immediately whenever you have an accident, incident or near miss

INJURY SUPPORT

Remarkable People will work with you and your medical professional, i.e. Doctor and/or Physiotherapist, to help guide you through your recovery process. This may include helping to facilitate a return-to-work or stay-at-work program to ensure you have the best recovery and earning potential possible without posing an additional risk of worsening your injury.

PROCESS FOR SICK LEAVE

1. Contact your Remarkable People consultant at least 1 hour prior to your shift that you are sick and cannot attend work. This should be a phone call, unless you cannot get through and then a text or email will suffice.
2. If you have the contact details for your placement, also contact the client.
3. It is IMPERATIVE you contact your RP consultant so they know if you are not at work and if eligible can organise sick leave for you. It's also important from a Health & Safety perspective so we know if you are onsite that day or not.

CONTACT

You can email hands@remarkablepeople.co.nz with any Health and safety concerns or questions and our Health and Safety Advisor will get back to you.

PROCESS FOR ACCIDENTS / INCIDENTS

All observations of unsafe behaviour, near-miss events, accidents and incidents must be reported to the client immediately, and to Remarkable People as soon as possible within 24 hours. When reported, these events are investigated to ensure that there is every opportunity to put safety measures or training in place to prevent any future harm to yourself or others working at the location or other similar sites around New Zealand.

Client reporting must be done in the first instance to your supervisor or manager on site. When reporting to Remarkable People, contact your consultant or the Health and Safety Department by emailing hands@remarkablepeople.co.nz with as much detail about the event as possible including:

1. Name:
2. Contact Number:
3. Client Name:
4. Site Address:
5. Date of Event:
6. Time of Event:
7. Details of the Event:
8. Details of Damage/Injury (if any):
9. Photos to support the information.

In the event that an injury is sustained, it is imperative that you contact your consultant or the Health and Safety Department prior to seeking medical assessment where practicable. Your consultant or the Health and Safety Department will suggest the best medical approach and provide you with forms to have completed by your medical professional.

MISCELLANEOUS - PAYROLL, EMPLOYMENT CONCERNS

TIMESHEETS

To ensure you are paid on time, you must get your weekly timesheet to your manager no later than midday each Monday, although you may send it earlier if you are able. It is your responsibility to ensure your timesheet is correctly filled in and signed off by your supervisor each week. If your timesheet is not filled in correctly or delivered on time your payment may be delayed to the following week.

Your hours should be loaded into your Astute account, and your timesheet attached. If you have any questions about this, please contact your consultant.

You must also enter in your bank account number into Astute when you receive the log in so that you can be paid.



EMPLOYMENT CONCERNS

If you have a concern in regard to your employment, please speak with your consultant or manager to attempt to resolve it immediately. If you do not wish to raise any concern with your manager, or alternatively you may prefer to put your concerns in writing to the Human Resources team at hr@remarkablepeople.co.nz.

CONTACT INFORMATION

If you have any concerns or issues to raise, please approach your manager straight away.

If you cannot get in touch with your manager please feel free to ring us on 0800 438 522

Any employment issues or payroll concerns please get in touch with our accounts department on Payroll@remarkablepeople.co.nz

CODE OF CONDUCT

This is your personal copy of Remarkable Peoples **"Code of Conduct"**.

This Code was designed for Remarkable People and complements the provisions of your Individual Employment Agreements.

The Code of Conduct sets out the standards of behaviour expected from you as an employee of Remarkable People.

The Code has a positive, principle-based approach to describe the behaviours expected of you, rather than attempting, to list all the things that you should not do. It recognises you work in an environment that regularly requires judgements and decisions to be made.

Please make yourself familiar with the Code so you know and understand the standards of behaviour Remarkable People expects of you and how we aim to operate as an organisation. If you have any questions, please raise them with your manager or supervisor.

WHY DO WE HAVE A CODE?

The primary purpose of this Code is to set out the standards of integrity and conduct which are required of you as a Remarkable People Employee. To meet that purpose, the Code identifies behaviours which are inappropriate or unacceptable and gives examples of conduct which may lead to disciplinary action being taken.

WHAT DOES THE CODE DO?

The Code sets out your responsibilities in the areas of integrity, conduct and performance, and outlines Remarkable People's obligations towards you as its Employee. The Code also provides some examples of misconduct and serious misconduct and makes it clear that if you engage in such action or fail to comply with your obligations as detailed in the Code, disciplinary action will be taken against you, which may include dismissal.

CONTENTS OF THE CODE

Underpinning the Code are four very important themes for all Remarkable People Employees. These are the need to:

- Act with a "Belief of service" to the Client and Company: As a member of Remarkable People you need to ensure that at all times the Client is provided with high-quality services and clear information.
- Obey the law: Remarkable People and its Contractors can be held accountable for any breach of the law in the performance of their duties. In all circumstances, you must obey the law.
- Be accountable: The Client has a right to expect that you will safeguard their interests and manage their resources responsibly. You will therefore be accountable for your use of their assets.

HOW DO I USE THE CODE?

You should read the Code, be comfortable with it and use it as an on-going reference. Your manager/supervisor will provide you with a copy of the Code and be available to discuss any issues you may raise. You will be requested to sign that you have received a copy of the Code and understand your obligations under it and the consequences of breaching it. You should talk to your manager/supervisor at any time you are uncertain about any areas of the Code.

REMARKABLE PEOPLE'S EXPECTATIONS OF EMPLOYEES

As Employer and Employee, you and Remarkable People have certain expectations of each other.

REMARKABLE PEOPLE EXPECT YOU TO:

- Be present in a fit state to perform at work as required.
- Maintain agreed standards of performance.
- Comply with all lawful and reasonable instructions.
- Maintain set standards of integrity and excellence; conduct and concern for the clients and public interest.
- Demonstrate commitment to Remarkable People's mission and goals.
- Be active in your self-development.

YOUR EXPECTATIONS OF REMARKABLE PEOPLE:

Remarkable People has an obligation to behave in a fair and reasonable manner towards all of its Employees by acting in compliance with its legal commitments. To do this Remarkable People has policies and procedures which include:

- Impartial and open selection and appointment procedures.
- Clear statements of duties and expectations.
- Regular and appropriate communication and feedback about work performance.
- Good and safe working conditions including freedom from harassment or discrimination
- Fair rates of remuneration for competence, responsibilities and performance.
- Appropriate training and equipment.
- Equal employment opportunities.
- Equal opportunities for development.

PRINCIPLES OF BEHAVIOUR

The Code of Conduct is based on three principles of behaviour which all Remarkable People Employees are expected to observe:

- Staff should fulfil their lawful obligations to Remarkable People with professionalism and integrity.
- Employees should perform their duties honestly, faithfully and efficiently, respecting the rights of their, colleagues and customers.
- Employees should not bring their Employer into disrepute.

FIRST PRINCIPLE

Employees should fulfil their lawful obligations to Remarkable People with professionalism and integrity.

This principle is about your obligation to our clients. In broad terms, your first priority is to act in accordance with Remarkable People Policy. In doing so, you must always act in a manner which will bear close scrutiny.

NEUTRALITY

All Employees must ensure that they maintain the confidence of our clients by acting appropriately at all times and in the best interest of Remarkable People.

If you find yourself in a situation where your personal views on an issue conflicts with those of our clients, and you are not prepared to carry out an instruction, then you should immediately discuss the circumstances and options with your manager/supervisor. Refusing a lawful and reasonable instruction can be grounds for dismissal.

INDEPENDENCE FROM CLIENTS

Remarkable People is responsible for establishing a safe environment and works cooperatively with its clients to deliver timely and responsive services.

It is important that in the delivery of service to clients you do not breach our independence by attempting to influence or lobby individuals with regard to decisions that clearly fall within the management responsibilities of Remarkable People.

Remarkable People have formal mechanisms for consultation for communication and you should ensure that those are always observed.

DEALINGS WITH THE PUBLIC

Positive interaction with the public or individuals is important to Remarkable People in all circumstances and as a Remarkable People Employee you should:

- Be professional, courteous and helpful and value the customer.
- Be appropriately and professionally dressed.
- Provide information where appropriate.
- Process any enquiries or complaints promptly and according to relevant procedure.
- Remain neutral.

Confidentiality and Security

Remarkable People information and its clients are confidential and sensitive. You must take proper care with the use, exchange, storage and disclosure of any information (whether electronic or written) for which you are responsible, to ensure it remains secure at all times and is only used for its intended purpose.

Release of information and access to handling of personal information about any individual is governed by the Official Information Act 1982 and the Privacy Act 1993. You should make yourself familiar with these Acts as they apply to your work and comply with any Remarkable People standards and policies.

In particular you must:

- Prevent unauthorised accessing of files (electronic or otherwise).
- Prevent access by unauthorised people to Remarkable People files and information.
- Prevent unauthorised or unlawful disclosure of confidential or personal information.
- Maintain the confidentiality of all information gained in the course of your employment with Remarkable People

If you are involved in the development of products and systems or have access to proprietary and/or confidential information, you should not use this knowledge or information outside Remarkable People.

Commercially sensitive information about us, and personal details about other employees, must not be posted on any social media site.

SECOND PRINCIPLE

Employees should perform their duties honestly, faithfully and efficiently, respecting the rights of the public, colleagues and customers.

This principle covers your general obligation to provide quality service and to respect the rights of our colleagues and customers, and to refrain from conduct that might lead to conflicts of interest or to your integrity being compromised.

PERFORMANCE OF DUTIES

You must always carry out your duties in an efficient and competent manner and comply with all Remarkable People policies, guidelines and operating standards. You are expected to:

- Comply with all lawful and reasonable instructions and work as directed.
- Be impartial.
- Not give any false information or make a false declaration.
- Not create any liability for Remarkable People beyond your authorised delegation.
- Consistently follow workplace procedures for documenting decisions for action and the reasons for taking those decisions.
- Maintain any requirements for your position such as a driver's licence, professional registrations etc.
- Take reasonable care with Remarkable People and client property, resources and funds and ensure they are not used for anything other than authorised purposes.
- Contribute to a safe workplace by complying with your responsibilities, whether as an Employee or manager, under the Health and Safety at Work Act 2015.
- Obtain permission from your manager/supervisor if you need to be absent from your workplace during work hours.
- Maintain the standard of dress and general appearance required in your workplace.
- Ensure that any personal relationships you have in the workplace - such as having a family member or a partner working in the same area - do not affect your work or that of others. Talk to your manager/supervisor about any relationship that has the potential to affect your work or that of others. Your manager will consider the degree and impact of the relationship on both yourself and the workplace and advise you of the steps to be taken to resolve the matter.
- Treat your colleagues, customers and any people with whom you have dealings with courtesy and respect. This includes the requirement not to discriminate for any reason.
- Ensure that the appropriate consent is always sought in situations where it is required by legislation or Remarkable People policy. All parties should be advised of their right to refuse consent and the implication of their choice.
- Advise your manager or consultant of any changes in your circumstances.

COMPUTER SYSTEM SECURITY

It is crucial for Remarkable People to ensure the integrity and security of its and its client's computer systems. You must therefore:

- Keep your user ID and password confidential.
- Use only authorised software and hardware.

In addition, when dealing with electronic information, you must not use Remarkable People computer systems in a way that may interfere with their normal function. This includes introducing any unauthorised software or hardware and/or unauthorised access to the Intranet.

SECURITY CLEARANCE

All new Employees or Employees appointed to a new or different position in Remarkable People must provide accurate and complete personal details to enable a security clearance to be carried out. A security clearance may be required before an appointment can be confirmed. Any adverse results from a security clearance may result in the Employee's appointment being declined or reversed.

Employees should not bring their Employer into disrepute.

This principle is about not compromising Remarkable People through your personal behaviour.

PERSONAL BEHAVIOUR

You should avoid any activity (work related or private), including posts on your personal social media accounts which could or has the possibility to reflect badly on Remarkable People or jeopardise its relationship or reputation with clients, stakeholders or the general public.

Whether such activity constitutes misconduct will depend on the circumstances of the case and may vary according to:

- It's likely impact on your ability to carry out your job.
- The nature and overall consequence of the activity.
- The effect or consequences of the activity on Remarkable People relationships with Clients, stakeholders and the general public.

CRIMINAL AND OTHER CHARGES

Remarkable People will treat with seriousness any occasion where one of its Employees is charged with any offence.

All alleged offences by Remarkable People Employees will be of concern, particularly where they involve; breaches of trust, dishonesty, acts of violence, or actions that could otherwise impair your ability to carry out your duties.

However, each case and outcome will be considered on its own merits as part of the consideration of your fitness for continued employment. You must inform your manager/supervisor immediately of any charge(s) laid against you and then any conviction(s) you receive. Failure to advise Remarkable People in a timely manner will be seen as a breach of this policy and may result in disciplinary action being taken.

CODE OF BEHAVIOUR

TYPES OF MISCONDUCT

There are two main levels of misconduct which may arise – misconduct and serious misconduct. A single instance or occurrence of misconduct may not make an Employee liable to be dismissed.

A single instance or occurrence of serious misconduct may make an Employee liable for a severe penalty, which could include summary dismissal.

Some examples of misconduct and serious misconduct follow. These supplement the examples of Remarkable People expectations and employee standards of conduct already detailed in this Code and your employment agreement.

The following are not complete lists – there may be other behaviours which will be considered misconduct or serious misconduct. The seriousness and consequences of the given action will depend on the circumstances in which it occurs. Therefore, the following lists should only be used as a guide. If you are ever concerned about something you have done, discuss it with your manager/supervisor immediately.

EXAMPLES OF MISCONDUCT:

- Time or material wasting

- Poor timekeeping
- Gambling or selling goods during working hours
- Unsuitable dress or personal presentation for your position
- Unsatisfactory work performance- this may also be considered serious misconduct
- Failure to attend scheduled training
- Breach of workplace smoking policy

EXAMPLES OF SERIOUS MISCONDUCT:

- Any crime, offence or dishonest act that (in Remarkable People's view) impacts the employment relationship.
- Failure to immediately inform us regarding any material change in personal circumstances which could impact the employment relationship, including notification of any pending criminal charges or of any issue under investigation by any professional body that you belong to.
- Falsifying information including timesheets, leave requests or any other records.
- Being at work having consumed or used alcohol or drugs or under the influence of alcohol or drugs or bringing alcohol or drugs to work without approval.
- Violence or threats of violence, physical abuse or assault.
- Threatening, abusive offensive, or insulting behaviour
- Dishonesty
- Sleeping during work hours
- Misrepresentation or failing to disclose material information when applying for employment with Remarkable People
- An act or omission of negligence or unsafe practice which could affect the security or health and safety of any person(s)
- Failure to comply with any of the Remarkable People safety procedures
- Unauthorised access to Remarkable People property, files or systems
- Refusal to perform work that are reasonable requests from your manager/the client
- Taking leave without authorisation
- Unauthorised absence from the workplace during work hours or failing to report to the assigned workplace without consent.
- Refusal to obey a lawful and reasonable instruction
- Misrepresentation of, or any action that undermines (or has the potential to undermine) Remarkable People or our relationships with our clients or brings (or has the potential to bring) us into disrepute.
- Misuse or misappropriation of Remarkable People or Client property or funds or damage to property
- Sexual, racial or other harassment, coercion, discrimination or exploitation of Remarkable People employees, clients or others
- Making unauthorised statements to the media or public about work related matters
- Disclosing or leaking official information, confidential information or personal information without authority
- Unauthorised introduction, interference, alteration, deletion or copying of the Remarkable People security computer hardware or software
- Any behaviour which seriously undermines your working relationship with our clients

BREACHES OF THIS CODE OF CONDUCT

Any behaviour or action by a Remarkable People Employee which may be in breach of this Code will be investigated and considered impartially by the manager/ HR Manager. If the manager concludes that there has been a breach of the Code, then disciplinary action may be taken against the Employee or Employees concerned.

In each instance of disciplinary action or performance counselling, the Employee's manager/ RPL HR Manager has the discretion to take whatever action he/she deems appropriate in the circumstances. The consequences of disciplinary action may include:

- Requirement that the Employee undertake training.
- The Employee being referred to work or personal counselling
- A medical and/or psychiatric examination.

- The implementation of formal warnings
- A final warning being issued
- Transfer and/or demotion
- Dismissal.

If you are unsure of the proper conduct required for any situation, or the standards of performance expected of you, or think you may be at risk of breaching the Code, discuss the situation with your manager/supervisor.

DISCIPLINARY PROCESS

The following process must be adhered to:

1. Incident happens, defer to your direct manager for advice and course of action
2. The employee is sent a formal invitation letter to a disciplinary meeting.
3. Depending on allegations employee may be stood down pending an investigation or placed on limited or supervised duties. Depending on circumstances, this could be with or without pay.
4. Confer with your manager/ HR Manager re specific questions and/or clarity
5. Formal meeting held to gain employees response to allegations. Employee can bring a support person to any meetings held.
6. All employee responses are to be documented, where possible two Remarkable People representatives present, this process may also be recorded depending on the situation.
7. Post meeting, consideration will be given to all responses. Where appropriate a second meeting will be held to ask further questions.
8. Second meeting to deliver the outcome will be held. In some cases (ie. First warning) a letter may be sent instead of a meeting.
9. Verbal, written, final written warning or Dismissal letter sent to employee handled by the manager/ HR Manager if there is an outcome. If no outcome, this will be communicated.

RPL DISCRIMINATION, BULLYING AND HARASSMENT POLICY

RPL is committed to providing a safe, inclusive and respectful work environment for all employees. We firmly believe that everyone deserves to be treated with dignity and respect, and we are dedicated to preventing and addressing instances of bullying and harassment in the workplace.

This policy outlines our commitment and provides comprehensive guidelines for preventing, addressing and resolving incidents of bullying and harassment.

SCOPE

This policy covers all RPL internal employees, temporary workers, contractors and any other employee working within the organization.

DEFINITION OF BULLYING IN THE WORKPLACE

RPL defines workplace bullying as repeated unreasonable behaviour towards a person or group that can lead to physical or psychological harm.

Examples of bullying can include but are not limited to:

- Engaging in put downs, belittling comments, persistent criticism
- Engaging in public humiliation, teasing and taunting
- Spreading rumours, gossip or malicious lies about an individual.
- Intimidation through the misuse of power, threats of violence or against job security
- Excluding, isolating or ignoring
- Verbal abuse, insults, shouting or yelling
- Behaviours that happen face to face, by email or text message, online or by other social media channels.

Bullying is not:

- A one-off or occasional instance of forgetfulness, rudeness or tactlessness
- Setting high performance standards
- Constructive feedback and genuine peer review
- A reasonable request relating to your work
- Undertaking a disciplinary process in line with our policies

A single incident is not considered bullying but can escalate if there are more instances or if ignored.

DEFINITION OF HARASSMENT IN THE WORKPLACE

Harassment is verbal, written, visual or physical conduct in relation to race, colour, ethnic or national origins, sex, age, disability, marital or family status, religious belief, ethical belief, political opinion, participation or the decision not to participate in the activities of an employees' association, sexual orientation or health status, and is:

- Unwelcome, intimidating or offensive to the recipient
- Of a serious nature or persistent to the extent that it has a detrimental effect on the individual's employment, job performance, opportunities or job satisfaction.

Inappropriate workplace or practical jokes that cause hurt, offence or embarrassment may constitute harassment. Note also that behaviour or comments which may not offend one individual may be unwelcome or offensive to another.

Examples of harassment can include:

- Preventing or hindering access to the workplace
- Persistent following, watching, loitering near, or accosting an employee
- Giving offensive material to an employee, or leaving it where it will be found by, given to, or brought to their attention
- Perpetrating and circulating persistent and malicious gossip about an employee
- Interfering with an employee's property.

Harassment (including sexual and racial harassment) is not:

- Behaviour based on mutual attraction, including the development of relationships
- Occasional and appropriate compliments on a person's appearance
- Appropriate performance management and feedback.

DEFINITION OF DISCRIMINATION IN THE WORKPLACE

Unlawful discrimination for the purposes of this policy is defined in accordance with the Employment Relations Act 2000 (Act) and the Human Rights Act 1993 (HRA).

In summary, unlawful discrimination is where the Employee is treated unfairly or less favourably than another person in the same or similar circumstances, and are disadvantaged, due to any of the following prohibited grounds of discrimination (prohibited grounds) outlined in the Act and HRA:

Sex; Marital status; Religious belief; Ethical belief; Colour; Race; Ethnic or national origins; Disability; Age (from 16 up); Political opinion; Employment status; Family status; Domestic violence victimisation; Sexual orientation; Refusing to carry out unduly hazardous work; and Involvement in union activities.

Discrimination occurs if, due directly or indirectly to any of the prohibited grounds, Remarkable People:

- Does not give the Employee the same terms of employment, conditions of work, fringe benefits, or opportunities for training, promotion, and transfer as are made available for others of the same or substantially similar qualifications, experience or skills employed in the same or substantially similar circumstances; or
- Dismisses or subjects the Employee to any detriment in circumstances which others employed by Remarkable People for work of the same description would not be; or
- Retires or requires or causes the Employee to retire or resign.

RESPONSIBILITIES OF THE COMPLAINANT

Employees who raise complaints of discrimination, bullying or harassment are expected to act in good faith. Malicious or fabricated complaints are viewed very seriously by RPL and may lead to disciplinary action of which the most serious outcome could be dismissal.

Informal Resolution	Employee directly (if comfortable) <ul style="list-style-type: none">• If the Employee feels comfortable to do so, speak directly to the person whose behaviour is causing the problem:
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	<ul style="list-style-type: none"> • Focus on their behaviour – do not make it personal; • Be as specific as possible and give examples of the behaviour that is causing you concern; • Explain why the behaviour is unwelcome and ask for it to stop. Often the person may not know their behaviour is causing distress and will stop immediately once told; • Be firm and confident – not aggressive or confrontational. • Talk to someone you trust about your concerns or seek independent advice on the matter. This can also help give the employee an objective viewpoint on the behaviour experienced. <p>Informally with management support:</p> <ul style="list-style-type: none"> • Talk to Remarkable People, your manager or HR. If appropriate, we may facilitate an informal meeting with you and the person whose behaviour is of concern to discuss the issue and agree a way forward.
Formal Resolution	<ul style="list-style-type: none"> • If the Employee has tried to resolve their concerns informally and it has failed to stop, or if the Employee feels the matter requires urgent escalation, they should make a formal complaint to their supervisor/manager, or Remarkable People NZ Operations manager or HR if the complaint is about the employee's supervisor/manager. • A formal complaint should be made in writing, outlining the employee's specific concerns and who they are regarding. Where possible the employee should outline dates of the incident(s) and examples of inappropriate actions/behaviours, whether anyone else witnessed the behaviour and any supporting information. • Formal complaints if sent to a manager/supervisor will be sent to RPL HR. • Upon receipt of a formal complaint, a meeting will be arranged to discuss the employee's concerns and next steps, which may include a full investigation into the allegations. This investigation may be conducted externally if required. • All issues raised will be taken seriously and will be handled confidentially as far as possible, and in a timely way. • No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. • From the investigation, a formal disciplinary process may be initiated.

RPL RESPONSIBILITIES

- RPL will act promptly and be communicative when they are made aware of a discrimination, bullying or harassment complaint.
- If the complaint is made to a consultant/manager – they will advise HR who will assist and manage

- if required
- RPL employees or candidates can make complaints directly to HR if they wish to.
- RPL will discuss with the complainant what action they would like to take, whether an informal or formal approach.
- If a complainant makes a formal written complaint, the matter will be fully investigated and the complaint shared with the person who the complaint is about, so that a meeting can be set up to give the person a chance to respond.
- RPL will offer support, and ensure the complainant is aware of EAP services available to them should they wish to use them.
- RPL acts in good faith to build a culture where discrimination, bullying and harassment is not acceptable behaviour, encouraging a culture of respect and inclusion.

To ensure the effectiveness of this policy, all practical and reasonable steps will be taken to:

- Establish processes that allow effective reporting and resolution of issues.
- Promote awareness of the policy through education and training.
- Ensure any reported discrimination, bullying, harassment and/or inappropriate behaviour is fully reviewed, investigated and action is taken against the bully and/or harasser, if appropriate.
- Investigate allegations of victimisation of complainants or others where complaints have been raised under this policy.

ALL EMPLOYEE RESPONSIBILITIES

- Act in a respectful manner towards other employees and managers and not engage in any discriminatory, bullying or harassment behaviour.
- Report any instances of discrimination, bullying or harassment that you witness or occur to you directly.
- Support a culture of inclusiveness and respect, and engage in initiatives within RPL to create this.

HANDLING OF COMPLAINTS

- Once a complaint is received, it will be kept strictly confidential and will be handled with sensitivity by RPL. An investigation will be undertaken immediately if required and all necessary steps taken to resolve the problem, if appropriate, will be implemented.
- RPL will ensure a fair and unbiased investigation.
- Both the complainant and the alleged discriminator, bully and/or harasser will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence, however statements of complaints will be provided to the alleged to have the opportunity to respond.
- If the investigation reveals evidence to support the complaint of discrimination, bullying and/or harassment, the perpetrator may be subject to the disciplinary action being taken; this could lead to a formal written warning, final written warning or dismissal depending on the severity of the allegations.
- If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged perpetrator;
- Regardless of the outcome of the discrimination, bullying and/or harassment, a complaint made in good faith, the employee lodging the complaint, as well as anyone providing information will be protected from any retaliation by either other employee's or supervisors. This includes termination, demotion, unwanted transfer, denial of opportunities within the RPL, and/or harassment of an individual as a result of his/her having made a complaint and/or having provided evidence regarding the complaint.
- Any disciplinary action taken against the person in question, cannot be discussed with the complainant, they will need to be satisfied that RPL have dealt with the matter in the appropriate way, and if any further incidents occur, to immediately inform RPL.
- At no time after the matter is dealt with should the person in question discuss with the complainant about the complaint, nor treat them in any different manner.
- RPL will do their best to ensure that such behaviour does not occur again.

- Discrimination complaints may be dealt with through mediation with MBIE to try and resolve the issue if required.
- Any personal grievance claims related to discrimination or harassment must be raised to RPL within 90 days of the action alleged to amount to a grievance or when the employee became aware of it, whichever is later. For sexual harassment this extends to twelve months after the incident or when the employee becomes aware of it, whichever is later.

RPL RESPONSIBILITIES

- RPL will act promptly and be communicative when they are made aware of a discrimination, bullying or harassment complaint.
- If the complaint is made to a consultant/manager – they will advise HR who will assist and manage if required.
- RPL employees or candidates can make complaints directly to HR if they wish to.
- RPL will discuss with the complainant what action they would like to take, whether an informal or formal approach.
- If a complainant makes a formal written complaint, the matter will be fully investigated and the complaint shared with the person who the complaint is about, so that a meeting can be set up to give the person a chance to respond.
- RPL will offer support, and ensure the complainant is aware of EAP services available to them should they wish to use them.
- RPL acts in good faith to build a culture where discrimination, bullying and harassment is not acceptable behaviour, encouraging a culture of respect and inclusion.

SUPPORT

RPL is committed to providing support to individuals who have experienced discrimination, bullying or harassment. This includes offering EAP services, providing information about employee's legal rights and ensuring necessary measures are taken to prevent further incidents.

CONFIDENTIALITY

Only those people with a legitimate role to play in the resolution or clarification of the problem should be party to confidential information. No aspect of the case will be divulged to any other person.

REVIEW

This policy was reviewed in June 2023 and will be reviewed every two years. The next review is scheduled for June 2025.

RPL HEALTH, SAFETY & WELLBEING POLICY

Remarkable People Limited (RPL) is committed to prioritising an environment promoting the health, safety and wellbeing of all Remarkable People employees, candidates, contractors, and visitors. This Health, Safety and Wellbeing Policy outlines our commitment to maintaining a high standard of health, safety and wellbeing in all aspects of our operations.

SCOPE

This policy covers all RPL employees, temporary workers, contractors, visitors, and anyone working on any RPL site.

RESPONSIBILITIES: RPL BOARD

- The board takes overall governance responsibility and will meet legislative requirements as officers of a PCBU, exercising due diligence to ensure that the organisation complies with its health, safety and wellbeing duties and obligations and aspirations.
- Take leadership by setting policy, and the direction for health, safety and wellbeing management and performance.
- Take reasonable steps to understand the operations and health, safety and wellbeing risks, and to ensure that they are managed so that RPL meets its legal and moral obligations.
- Seek advice if needed from industry and health, safety and wellbeing experts.
- Hold management to account for implementing health, safety and wellbeing processes.
- To exercise due diligence to ensure that the health, safety and wellbeing system is fit-for-purpose, effectively implemented, regularly reviewed and continuously improved.

RESPONSIBILITIES: SENIOR MANAGEMENT TEAM

Underpinning the Code are four very important themes for all Remarkable People Employees. These are the need to:

- Act with a "Belief of service" to the Client and Company: As a member of Remarkable People you need to ensure that at all times the Client is provided with high-quality services and clear information.
- Obey the law: Remarkable People and its Contractors can be held accountable for any breach of the law in the performance of their duties. In all circumstances, you must obey the law.
- Be accountable: The Client has a right to expect that you will safeguard their interests and manage their resources responsibly. You will therefore be accountable for your use of their assets.

RESPONSIBILITIES: HEALTH & SAFETY ADVISOR

The Health and Safety Advisor is responsible for the support and guidance within the health, safety and wellbeing space for all RPL employees. They will:

- Provide support to each person in the scope of this policy to achieve a safe, healthy and wellbeing focused workplace.
- Report weekly to the HR Manager and give an overview of any required or recommended changes to health, safety or wellbeing within the business.
- Conduct regular reviews of all HSW Policies to ensure alignment with legislative and operational requirements are met and there is continual improvement.

- Take all reasonably practicable steps to prevent incidents and protect workers, contractors, visitors, and members of the public from injury, and promote the health and wellbeing of people in the scope of this policy.
- Provide sufficient training to all employees regarding health, safety and wellbeing, how to identify hazards and their associated risks, and eliminate, isolate, or minimise them.
- Seek advice when required from industry health, safety and wellbeing experts to support any training or post incident actions.
- Comply with all legislative requirements, codes of practice and standard operating procedures relevant to RPL workplaces.
- Ensure that all incidents and near misses are accurately reported, recorded and investigated.
- Ensure compliance with the Work Health & Safety at Work Act 2015, any successive Act, and all associated regulations and codes of practice.
- Ensure that all contractors and visitors doing any work for RPL are appropriately qualified to perform the work safely.
- Monitor the compliance of Branch Managers and Consultants HSW KPI's, encouraging and supporting exceeding the minimum requirements.
- Report to the Board monthly.
- Report to Branch Managers weekly for progress and monthly for compliance.
- Be available to support the SMT, Branch Managers, Consultants and Employees in matters relating to HSW.
- Where able, coordinate the facilitation of medical appointments and/or stay-at-work or return-to-work programs for injured workers.
- Conduct regular welfare checks with staff (non-candidate) to ensure their wellbeing, and provide support where required.
- Escalate any Health, Safety or Wellbeing issues immediately to the HR Manager.

RESPONSIBILITIES: BRANCH MANAGERS (OR DELEGATED PERSON)

Branch Managers (or delegated person per branch) are responsible for the health, safety and wellbeing of their branch; they will:

- Conduct regular quarterly office checks, fire evacuation and emergency preparedness drills in accordance with the provided procedures with the branch team members.
- Conduct safety vehicle checks in accordance with the provided procedures every month.
- Ensure that the office building's Warrant of Fitness is current.
- Establish and enforce safe, healthy and wellbeing work methods and practices always.
- Comply with all legislative requirements, codes of practice, and standard operating procedures in accordance with the manual relevant to RPL workplace.
- Ensure that all incidents and near misses are accurately reported, recorded and investigated in timeframes as per procedure provided.
- Comply with the Work Health & Safety at Work Act 2015, any successive Act, and all associated regulations and codes of practice.
- Ensure that all contractors and visitors are aware of health, safety and wellbeing policies and procedures.
- Ensure that all contractors and visitors doing any work for RPL are appropriately qualified to perform the work safely.

RESPONSIBILITIES: RESOURCERS OF CONSULTANTS

Resourcers and Consultants have the day-to-day responsibility of ensuring workers / candidates are safe on client sites and ensuring that all incidents are reported. Resourcers and Consultants will:

- Take responsibility for ensuring that every worker / candidate has the required Personal Protective Equipment (PPE) for the role for which they are assigned.

- Regularly engage on-site with clients to identify hazards and complete safety site checks in accordance with procedures provided.
- Conduct required regular toolbox talks with each candidate on-site, completing at least one toolbox with each candidate per month.
- Ensure that all incidents and near misses are accurately reported and recorded.
- Comply with the Work Health & Safety at Work Act 2015, any successive Act, and all associated regulations and codes of practice.
- Carry out pre-start inspections each client site to record any known hazards and controls put in place so that the candidates and clients are aware.
- Consultants will carry out regular (workplace inspections on site to ensure that they identify any hazards, and the effectiveness of controls, at least once every three months.
- Consultants will also discuss at toolboxes the importance of identifying hazards and abiding by inductions to sites to minimize any risk.

RESPONSIBILITIES: HEALTH, SAFETY & WELLBEING COMMITTEE

RPL is committed to employee participation in health, safety and wellbeing and will enable and support an elected Health, Safety and Wellbeing Committee to ensure proactive planning and management and development, and implementation of practices.

- Promoting positive health, safety and wellbeing management practises.
- Recommend improvements in health, safety and wellbeing processes or procedures to the SMT.
- Facilitate coordination between the RPL management, operations and all people covered in the scope of this policy, in instigating, developing and carrying out measures to ensure workers' health, safety and wellbeing in the workplace.
- Make recommendations relating to health, safety and wellbeing to the Board, SMT, Branch Managers, Consultants and Employees.

RESPONSIBILITIES: ALL EMPLOYEES

All RPL employees and contractors are required to support Remarkable People Health, Safety and Wellbeing initiatives by:

- Taking responsibility for ensuring their own safety and wellbeing and the safety and wellbeing of others while at work.
- Ensuring that no action or inaction causes harm to themselves or any other persons.
- Following all RPL and relevant industry, policies, procedures, law, rules and guidelines.
- Reporting to the appropriate person, as soon as possible, any work-related unsafe conditions, injury, accident, illness or near miss that has, or could have caused harm to themselves or others.
- Carrying out safety or operational instructions properly.
- Seeking clarification when in doubt or unclear.
- Rectifying or reporting all unsafe conditions.
- Using only the correct tools and equipment that they have been trained to use.
- Keeping their workplace clean and tidy.
- Promptly attending to all injuries and reporting.
- Always wearing and using protective clothing and equipment.
- Obeying all safety rules and signs.
- Lifting objects in a manner to avoid back strain.
- Actively participating in risk assessment and control measures.

RESPONSIBILITIES: ALL EMPLOYEES

RPL will conduct regular risk assessments to identify hazards and assess risks associated with RPL operations. Controls will be implemented to eliminate or minimise risks to an acceptable level. This may include implementing safety procedures, providing personal protective equipment (PPE), and ensuring safe and wellbeing work practices are followed.

RISK ASSESSMENTS AND CONTROL

RPL will conduct regular risk assessments to identify hazards and assess risks associated with RPL operations. Controls will be implemented to eliminate or minimise risks to an acceptable level. This may include implementing safety procedures, providing personal protective equipment (PPE), and ensuring safe and wellbeing work practices are followed.

TRAINING AND AWARENESS

RPL will provide comprehensive training and awareness programs to ensure all employees are familiar with health, safety and wellbeing policies, procedures, and their responsibilities. This will include induction training for new employees and candidates, regular refresher training, and specific training for high-risk activities.

INCIDENT REPORTING AND INVESTIGATION

All incidents, including near misses, accidents, and injuries, must be reported promptly to management. RPL will investigate all incidents to identify the cause and implement corrective actions to prevent recurrence. Lessons learned will be communicated to employees to improve safety and wellbeing awareness.

EMERGENCY PREPAREDNESS

RPL will develop and maintain an Emergency Response Plan to address potential emergencies such as fires, medical emergencies, or natural disasters. Emergency procedures will be communicated to all employees and contractors, and regular drills will be conducted to ensure preparedness.

WORKPLACE INSPECTIONS AND AUDITS

Regular workplace inspections and audits will be conducted to identify potential hazards, assess compliance with health, safety and wellbeing policy, and verify the effectiveness of controls. Any deficiencies will be addressed promptly.

HEALTH AND WELLBEING

We are committed to promoting the health and wellbeing of our RPL people. This includes providing a supportive work environment, promoting work-life balance, and offering programs to support mental and physical health.

We will do this through:

- Wellbeing encompassing everything that we do.
- Our values-based culture, exhibiting our values through our behaviours and ensuring that we show we care about our people's health, safety and wellbeing.
- Encourage a culture of openness and welcome everyone to speak up about any concerns.
- Fairly follow procedures to handle any issues or complaints.
- Provide any opportunities to promote mental wellbeing awareness and protection.
- Provide internal and external support.

Annual health monitoring will be carried out with candidates consent for those working in high risk environments to ensure that health is not adversely affected by hazards such as noise and dust.

CONTRACTORS AND VISITORS

Contractors and visitors will be made aware of our health, safety and wellbeing policy and procedures. They will be required to comply with the policy and procedures while on RPL premises or work activity. RPL will also ensure that contractors are appropriately qualified and trained to perform their work safely.

CONTINUOUS IMPROVEMENT

RPL are committed to continuously improving our health, safety and wellbeing performance. This includes setting objectives, regularly reviewing policies and procedures, and seeking feedback from employees to identify areas for improvement.

COMMUNICATION

This Health, Safety and Wellbeing Policy will be communicated to all RPL employees and made available to contractors, visitors, and the public as required. RPL will encourage open communication regarding health, safety and wellbeing matters and provide avenues for people in the scope of this policy to raise concerns or suggestions.

COMPLIANCE & CONSEQUENCES

All employees are expected to adhere to the principles set out in this policy, a failure to do so may result in disciplinary action. RPL takes its commitment to Health, Safety and Wellbeing very seriously and will treat any breaches of this policy seriously.

By adhering to this Health, Safety and Wellbeing Policy, RPL aims to create a safe, healthy and well work environment for everyone involved.

REVIEW AND UPDATE

This Health, Safety and Wellbeing Policy will be reviewed annually to ensure its continued suitability and effectiveness. Updates will be made as necessary to reflect changes in legislation, best practices, or organisational requirements. The next review is scheduled for August 2025.

RPL DRUG & ALCOHOL POLICY

RPL is committed to providing a safe and healthy work environment for all employees and promoting the wellbeing of its workers, clients, and the general public. RPL is committed to being a drug and alcohol-free workplace and ensuring that we uphold our obligations under the Health and Safety At Work Act 2015.

SCOPE

This policy applies to all internal RPL employees, contractors, and temporary workers (candidates) and any other employee.

BASIC PRINCIPLES

- RPL maintains a strong commitment to maintaining a drug and alcohol-free work environment.
- We strictly prohibit the misuse of alcohol and non-prescription drugs in the workplace.
- Reporting to work with impaired abilities and judgment due to alcohol or drugs is unacceptable and poses risks to the safety of oneself and others, which may result in disciplinary action.

OBLIGATIONS

- Under the Health and Safety at Work Act 2015, we have a legal obligation to protect the health and safety of all employees, contractors, and visitors. It is our responsibility to take all practicable steps to prevent any action or inaction by employees that could cause harm to others.
- Presenting oneself for work under the influence of drugs or alcohol is a failure to fulfill one's duty as an employee of Remarkable People.
- Recognizing that drugs and alcohol can pose potential threats to health and safety, Remarkable People is committed to maintaining a drug and alcohol-free work environment.
- RPL will offer EAP services to any of its employees who identify as requiring assistance with drug or alcohol dependency/issues.

How will we achieve this outcome of a “safer and healthier workplace”?

Remarkable People will:

- Provide comprehensive drug education training to employees, contractors, and temporary workers.
- Ensure that employees are fully informed about their rights and the legal aspects related to implementing a drug and alcohol workplace testing policy.
- Thoroughly inform employees about the procedures involved in providing a prohibited substance screening (urine) test.
- Conduct pre-employment prohibited substances screening tests for all new and potential employees if required.

PROHIBITED CONDUCT

Remarkable People strictly prohibits the following:

- The use, transfer, or possession of any illicit drug or any prescription drug that is not legally prescribed, consumption of alcohol, or being in a state of intoxication while engaged in company duties, on company property, or driving company vehicles. Any illicit drug found on or in company property will be reported to the appropriate authorities.
- Reporting to work under the influence of drugs or alcohol.

- Having a level of an illicit drug or a level of prescribed drug in one's system that exceeds the accepted internal standard defined by the Australian/New Zealand standard AS/NZ 4308-1995 "Recommended practice for the collection, detection, and quantification of drugs or abuse in urine" while engaged in company duties, on company property, or driving company vehicles.
- Having a level of alcohol in one's system that exceeds the limits defined by the Land Transport Authority (under 20 years of age, zero; over 20 years of age, 250 micrograms alcohol per litre of breath or blood alcohol limit of 50 mg per 100 ml of blood)

RESPONSIBILITIES

It is the responsibility of all Remarkable People employees to ensure their own individual health and safety at work and to avoid adversely affecting the health and safety of any other individual.

To fulfil this responsibility, each employee is required to:

- Present themselves at work in a condition in which they can carry out their duties without risk to themselves or others. This includes complying with the requirements of this policy and refraining from working in an unfit state due to factors such as fatigue, stress, alcohol, or other drugs.
- Notify their supervisor/manager of any concerns about, or potential threat to, their work performance or safety, regardless of the reason.

TESTING

Therefore:

- If you are involved in an accident, you may be subjected to a drug and alcohol test.
- If there are reasonable grounds to suspect that an employee is impaired, a test may be conducted.
- Pre-employment testing will occur where required depending on the employee's role.

Pre-employment for Candidates:

It is a requirement within some roles for a pre-employment drug test, RPL employees who will be working in these roles, may be required to undergo a pre-employment drug test.

Reasonable Cause Testing:

All staff will be encouraged to undertake testing for the presence of alcohol or drugs.

Testing will be conducted in the following situations (but is not limited to):

- When an on-the-job incident occurs, resulting in an injury that requires consultation with a medical practitioner.
- When an incident causes damage to property.
- When observed behaviours by a supervisor or fellow employee indicate that team members may be at risk of accidents or injuries.
- In the case of a motor vehicle or plant accident/incident that causes serious harm. In such cases, alcohol and drug testing is recommended to eliminate impairment as a factor.
- Testing should not be limited to the injured employee but should include all employees involved in the accident/incident if it is proven that they contributed to the accident.
- Testing will be conducted as soon as possible after the accident/incident, with priority given to providing necessary medical treatment for the involved employee.

Random Testing

Please note that random testing will occasionally be conducted to ensure that RPL maintains a drug- and alcohol-free workplace.

Informed Consent

Testing will only be conducted with the informed consent of the employee. This means that the employee must be fully informed of all relevant facts before the testing process begins.

Refusal to provide consent to undergo a drug or alcohol test.

If an employee refuses to provide consent or undergo an assessment when required to do so for reasonable cause, this may result in a disciplinary process, considering all other factors surrounding the incident.

Attempting to Falsify

An attempt to falsify any drug and/or alcohol test will result in a disciplinary process which may result in dismissal.

OUTCOMES

Positive Drug or Alcohol Test:

In the event of a positive drug or alcohol test, the following actions will be taken:

First Occasion:

Formal disciplinary procedures will be initiated:

- An interview will be conducted with the employee to gather an explanation for the positive test.
- The employee will be suspended without pay and will not be allowed to return to work until they have taken and passed a subsequent screening test at their own expense.
- The employee will be offered Employee Assistance Program (EAP) services and addiction support if needed.
- The employee will be informed about the unacceptability of their behavior and the risks it poses to their safety and that of other employees.
- The employee will be advised that termination of employment for serious misconduct may result following a disciplinary process, pending the results of the subsequent screening test.
- Depending on the results of the subsequent drug test, the employee will be made aware of their responsibility to demonstrate effective resolution of the problem.
- Depending on the results of the subsequent drug test, the employee may be subject to a formal written warning through a disciplinary process.
- Depending on the results of the subsequent drug test, the employee will be notified of a twelve-month monitoring period during which periodic testing may occur.

Note: A first occasion of a positive drug test may result in dismissal after considering all relevant facts, following a formal disciplinary process.

Second Occasion:

Formal disciplinary procedures will be initiated to investigate the presence of any mitigating circumstances and allow the employee to present their case. Unless compelling arguments are provided to the contrary, the incident will be treated as serious misconduct and a disciplinary process, which may lead to termination of employment.

Policy Review:

This policy will be reviewed every two years, with the next review scheduled for June 2025.

SCHEDULE 1

Class of Drug Level	Initial Cut-off (µg / L)
Opiates	300
Amphetamine Like Substances	300
Cannabis Metabolites	50
Cocaine Metabolites	300
Benzodiazepines	200
Methamphetamine	300

NB: These cut-off levels are subject to change by the Standard, AS/NZS 4308:2008, as advances in technology or other considerations warrant.

CONFIRMATORY TEST

Any specimens identified as positive in the initial test shall be confirmed by a laboratory.

The current confirmatory test cut-off levels are:

Common Name (indicative only)	Compound	Cut-off Level (micrograms /litre)
Opiates	Morphine* Codeine 6-acetyl morphine**	300 300 10
Amphetamine Like Substances	Amphetamine Methylamphetamine Methylenedioxymethamphetamine Methylenedioxyamphetamine Benzylpiperazine** Phentermine** Ephedrine** Pseudoephedrine**	150 150 150 150 500 500 500 500
Cannabinoids	11-nor - ³ 9-tetrahydrocannabinol-9- carboxylic acid	15

Cocaine	Benzoyllecgonine	150
	Ecgonine methyl ester	150
Benzodiazepines	Oxazepam	200
	Temazepam	200
	Diazepam	200
	Nordiazepam	200
	7-amino-clonazepam	100
	7-amino-flunitrazepam	100
	7-amino-nitrazepam	100
	Alphahydroxyalprazolam	100

* Monoacetyl morphine should be reported when detected.

**These drugs maybe optionally tested within each class and the specified cutoff levels shall apply.

NB: These cut-off levels are subject to change by the standard AS/NZS 4308:2008, as advances in technology or other considerations warrant

RPL COMPANY IT POLICY

At Remarkable People Limited (RPL) safeguarding company data is of the utmost importance. This IT Policy is designed to ensure the secure protection of company data on all devices, prevent unauthorised access and minimize the risk of cyber incidents.

SCOPE

This policy applies to all employees of RPL.

PERSONAL DEVICES

1.) Use of Personal Electronic Devices

- The use of personal electronic devices, except for personal cell phones in emergencies and break times is strictly prohibited during work time. This includes but is not limited to:
 - i. Laptops
 - ii. Tablets/iPads
 - iii. Portable data drives
 - iv. Personal hand-held gaming devices
 - v. Any portable listening device
- If RPL have agreed a personal cell phone is also used as a work phone, this does not apply to those employees.

WORK PROVIDED DEVICES

2.) Use of RPL's Workstation and Devices.

- RPL's workstation, desktop computer and laptops are intended solely for work related activities. Personal use includes:
 - Watching or attempting to watch streaming/music services/games.
 - Participating in personal non-work related 'chat' sessions during work time.
 - Downloading apps or documents from cloud storage systems that are not work related.
 - Accessing inappropriate, harmful, or illegal materials.

3.) Use of Personal Storage Devices

- The insertion of any personal storage devices (USB's) into any RPL device is strictly prohibited.

4.) Monitoring and Access

- We reserve the right to monitor, inspect, copy, review, intercept, or access use of our IT devices, as all information, content and files contained within are company property. Employees have no right to privacy regarding the use of or access to company provided IT devices. Authorised individuals, including but not limited to the Network Administrator, the HR Manager, and the Managing Director, may carry out this process.

5.) IT Assistance

- We utilise a external information technology platform, Xuba. They can be contacted to assist with any IT questions, or if employees need assistance.

6.) Training

- Mandatory training for IT must be completed when requested. When an employee first starts, our CRM training must be completed for Jobadder.
- More training may be required when requested, and employees must complete this to ensure that they stay compliant with this policy.

7.) Disclosure of Digital Communications

- Employees should also beware that RPL may be required to disclose any digital communication made on company IT devices to law enforcement agencies or private litigants, even if such information was previously deleted.

HARMFUL DIGITAL COMMUNICATIONS ACT 2015

1.) Compliance with Communication Principles

- Employee's must ensure compliance with the communication principles in section 6(1) of the Harmful Digital Communications Act 2015, which include:
 - Principle 1 -A digital communication should not disclose sensitive personal facts about an individual.
 - Principle 2- A digital communication should not be threatening, intimidating, or menacing.
 - Principle 3- A digital communication should not be grossly offensive to a reasonable person in the position of the affected individual.
 - Principle 4- A digital communication should not be indecent or obscene.
 - Principle 5-A digital communication should not be used to harass an individual.
 - Principle 6-A digital communication should not make a false allegation.
 - Principle 7-A digital communication should not contain a matter that is published in breach of confidence.
 - Principle 8-A digital communication should not incite or encourage anyone to send a message to an individual for the purpose of causing harm to the individual.
 - Principle 9-A digital communication should not incite or encourage an individual to commit suicide.
 - Principle 10-A digital communication should not denigrate an individual by reason of his or her colour, race, ethnic or national origins, religion, gender, sexual orientation, or disability.

SAFETY OF DATA

RPL is committed to ensuring the safety of its data, confidential information, and client/candidate data. Employees must take every reasonable step to safeguard this data. In case of a privacy breach, employees must immediately contact the Privacy Officer, who will initiate our data breach response process from our Privacy Policy.

CONSEQUENCES

Any breach of this policy will be considered serious misconduct and may lead to disciplinary action, including the possibility of instant dismissal.

RELEVANT POLICIES

This policy should be read in conjunction with RPL's Social Media Policy, Privacy Policy and Cyber Security Policy.

I acknowledge that I have read and fully understand the content and consequences of this policy.

REVISION OF THIS POLICY

This policy will be reviewed every two years. The next review is scheduled for September 2025.

RPL MODERN SLAVERY POLICY

This policy is to set out RPL's commitment to respecting and supporting the well being and human rights of our employee's and those whose lives might be effected through our supply chain. This is to identify any modern slavery risks and mitigate RPL's engagement with those suppliers. To ensure that we are consistent with our company values, we want to ensure that RPL is free of any modern slavery and worker exploitation.

SCOPE

This policy applies to all individuals employed by the Company, including employees, contractors, temporary workers, and other stakeholders involved in the Company's operations. It also extends to all suppliers, subcontractors, and business partners that provide goods or services to the Company.

BACKGROUND

There is no current legislation that relates directly to modern slavery, however RPL wishes to ensure that our supply chain is ethically sourced and that all our internal and external employees are free from worker exploitation. As RPL is a labour supply company we wish to ensure that all our workers are free from this exploitation.

DEFINITIONS

- a. Modern Slavery: Modern slavery encompasses practices such as slavery, forced labor, child labor, debt bondage, human trafficking, and any other form of exploitation that violates human rights.
- b. Supply Chain: The supply chain refers to all stages involved in the production, procurement, and delivery of goods and services, including suppliers, subcontractors, and business partners.

REPORTING AND RESPONSIBILITIES

Should any RPL employee (external or internal) become aware of any instance of modern slavery or exploitation, they are to report this immediately to:

- Their consultant
- Their Manager
- Our HR Manager
- Any member of the SMT

Senior Management: Senior management is responsible for establishing and overseeing the implementation of this policy, as well as ensuring adequate resources are allocated to address modern slavery risks.

Employees: All employees are responsible for familiarizing themselves with this policy and its requirements and for reporting any suspected instances of modern slavery.

Suppliers and Business Partners: Suppliers and business partners are expected to comply with this policy and actively work towards eradicating modern slavery from their own operations and supply chains.

RPL'S COMMITMENT

RPL is committed to ensure that it purchases and engages from ethical suppliers, if we become aware that a supplier/client is non-compliant and does not meet RPL's expectations of ethical practise we will address

this with the supplier/client in the first instance to work with them to eradicate any instances of modern slavery. If the supplier/client is not receptive to addressing the issue, RPL will terminate the relationship with the supplier/client. We will engage with the following:

- a. Compliance with Laws: The Company will comply with all applicable laws and regulations regarding modern slavery.
- b. Human Rights: The Company respects and supports the principles outlined in the United Nations Universal Declaration of Human Rights and the International Labour Organization's fundamental conventions on labour rights, as well as the Human Rights Act 1993.
- c. Zero Tolerance: The Company has a zero-tolerance approach to modern slavery and will not engage in, support, or tolerate any form of modern slavery in its operations or supply chains.
- d. Risk Assessment: The Company will conduct regular assessments to identify and address potential risks of modern slavery in its operations and supply chains. As subcontractors are the biggest risk to RPL due to visibility, they will be audited for compliance once a year at least.
- e. Due Diligence: The Company will undertake appropriate due diligence to identify and mitigate risks of modern slavery in its supply chains, including assessing suppliers' compliance with this policy.
- f. Supplier Engagement: The Company will actively engage with suppliers, subcontractors, and business partners to raise awareness about modern slavery and encourage their commitment to eradicating it from their own operations and supply chains.
- g. Training and Awareness: The Company will provide training and awareness programs to employees and relevant stakeholders to ensure they understand the risks and signs of modern slavery and know how to report any concerns.
- h. Reporting and Investigation: The Company will establish mechanisms for employees, suppliers, and other stakeholders to report any suspected cases of modern slavery, and it will promptly and thoroughly investigate such reports.
- i. Continuous Improvement: The Company is committed to continually reviewing and improving its practices to ensure the prevention of modern slavery and the promotion of fair and ethical working conditions.

COMPLIANCE AND CONSEQUENCES

Failure to comply with this Modern Slavery Policy may result in disciplinary action, up to and including termination of employment or termination of business relationships with suppliers and business partners.

REVIEW OF THIS POLICY

This policy will be reviewed initially in 12 months, or if legislation is introduced in New Zealand to ensure it is compliant. The next review is due in June 2026.

After that, there will be a review every two years.

RPL COMPLAINTS PROCESS

1. Notification: Inform your manager or HR of the complaint (Manager to inform HR)
2. Verbal Explanation: HR will collect verbal explanations from all parties involved.
3. Written Accounts: Parties will provide written description of events if possible.
4. Individual Meetings: HR meets individually with each party to discuss written events.
5. Issue Discussion: HR discusses arising issues with involved parties.
6. Mutual Resolution: HR and relevant managers guide parties toward mutual agreement.
7. Enforced Resolution: HR implements a resolution if parties cannot agree.
8. Preventative Planning: Collaboratively develop preventative measures to avert future conflicts.
9. Mediation Option: When necessary, parties may agree to mediation for open communication and resolution.

INFORMAL COMPLAINT

Employee Directly (if comfortable)

- If the Employee feels comfortable to do so, speak directly to the person whose behaviour is causing the problem:
- Focus on their behaviour – do not make it personal;
- Be as specific as possible and give examples of the behaviour that is causing you concern;
- Explain why the behaviour is unwelcome and ask for it to stop. Often the person may not know their behaviour is causing distress and will stop immediately once told;
- Be firm and confident – not aggressive or confrontational.
- Talk to someone you trust about your concerns or seek independent advice on the matter. This can also help give the employee an objective viewpoint on the behaviour experienced.

Informally with management support:

- Talk to Remarkable People, your manager or HR. If appropriate, we may facilitate an informal meeting with you and the person whose behaviour is of concern to discuss the issue and agree a way forward.

FORMAL COMPLAINT

If informal resolution fails or urgency demands, escalate concerns through a formal complaint to appropriate parties.

1. Detailed Complaint: A formal complaint should be made in writing, outlining the employee's specific concerns and who they are regarding. Where possible the employee should outline dates of the incident(s) and examples of inappropriate actions/behaviours, whether anyone else witnessed the behaviour and any supporting information.
2. Complaint Handling: Formal complaints if sent to a manager/supervisor will be sent to HR.
3. Investigation Initiation: Upon receipt of a formal complaint, a meeting will be arranged to discuss the employee's concerns and next steps, which may include a full investigation into the allegations. This investigation may be conducted externally if required.
4. Confidential handling: All issues raised will be taken seriously and will be managed confidentially as far as possible, and in a timely way. Even considering external investigations if necessary.
5. Non-Retaliation: No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies.
6. Disciplinary Process: From the investigation, a formal disciplinary process may be initiated.
7. Any outcome may be confidential and the complainant may not be privy to an outcome.

REVIEW OF THIS POLICY

This policy will be reviewed initially in 12 months, or if legislation is introduced in New Zealand to ensure it is compliant. The next review is due in June 2026. After that, there will be a review every two years.

ACKNOWLEDGEMENT

I _____

NAME

POSITION

Acknowledge that I have received a copy of the Remarkable People Handbook and have read and understood each of the policies contained within. I understand that if I am unclear at any time about any requirement of any policy in the Handbook or consider that I may be at risk of breaching a policy or policies, I should discuss the matter with my manager/supervisor urgently.

I understand that a breach of any of the policies contained in the Handbook may lead to disciplinary action, which could include dismissal.

SIGNED BY EMPLOYEE

DATE



THANK YOU

FOR JOINING OUR RP WHANAU

Work Heart, Play Heart.
Community Heart

