

CONTRACTORS AND EMPLOYEES STANDARDS AND CONDUCT POLICY

Overview Introduction

The standards Sober Drivers Pty Ltd maintains are the keys to the Company's business success. Every contractor/employee at every level of the business needs to be aware of these standards and the conduct required by them as individuals and as a member of their work team. Relevant state and federal legislation in relation to standards and conduct bind both Sober Drivers Pty Ltd and contractors/employees.

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Overview Policy

Contractors/Employees engaged by Sober Drivers Pty Ltd are expected to conduct themselves in a professional manner consistent with:

- The highest community standards,
- Sober Drivers Pty Ltd's commitment to customer service excellence,
- Sober Drivers Pty Ltd's corporate policies and procedures, and
- Strict compliance with applicable laws.

Where these standards are breached, counselling and disciplinary action will occur, which could result in termination for acts of serious misconduct.

Personal Behaviour Standards

What are the standards?

- The standards of personal behaviour expected of all Sober Drivers Pty Ltd contractors/employees include:
- acting with honesty and integrity,
- abiding by laws and regulations,
- demonstrating Sober Drivers Pty Ltd values,
- providing excellence in customer service,
- dealing with customers and the community with respect, and
- treating each other with respect and working as a team.

Acting with honesty and integrity

You will demonstrate this by:

- being beyond reproach in matters of:
 - trust,
 - confidentiality, and

- honesty, and
- at no time misusing privilege, authority or status.

Abiding by laws and regulations

You will demonstrate this by:

- complying with the applicable Federal, State and Local laws,
- behaving in a fair and consistent manner in all dealings with clients, other contractors and Sober Drivers Pty Ltd employees, and
- having regard for the protection of the environment and the well being of the various communities in which we operate.

Demonstrating Sober Drivers Pty Ltd values

You will demonstrate this by:

- ensuring the protection and enhancement of Sober Drivers Pty Ltd's:
 - Image,
 - profitability, and
 - Success,
- promoting the Sober Drivers Pty Ltd spirit of service excellence,
- ensuring that behaviour or action does not cause Sober Drivers Pty Ltd public embarrassment or bring the image of Sober Drivers Pty Ltd into disrepute,
- maintaining an appropriate business-like standard of appearance while performing duties,
- ensuring that work is carried out conscientiously, efficiently, economically and effectively, and
- working safely and ensuring the safety and security of Sober Drivers Pty Ltd customers, clients and assets.

Providing excellence in customer service

You will demonstrate this regardless of whether you deal face-to-face with our clients, other employees, or if you are dealing with members of Sober Drivers Pty Ltd staff, by:

- presenting a positive and professional image of yourself and Sober Drivers Pty Ltd,
- taking ownership of service failures and taking action to fix the problem,
- recognising clients in a warm, friendly, professional manner, using their names at every opportunity,
- cooperating with other departments or other Sober Drivers contractors for the benefit of the client,
- providing an alternative or explanation when unable to meet client requests,
- taking ownership of and following through on client requests and problems with empathy, • ensuring that your job knowledge and skills impress the client,
- endeavouring to understand the needs of the client,
- ensuring the client feels safe and secure, and
- presenting yourself and Sober Drivers Pty Ltd in a pleasant manner which reflects The Highest Standard of Excellence.

Dealing with customers and the community with respect

You will demonstrate this by:

- behaving in a fair and consistent manner in all dealings with clients and employees, and
- having regard for the protection of the environment and the well being of the various communities in which we operate.

Treating each other with respect and working as a team

You will demonstrate this by:

- working safely and ensuring the safety and security of Sober Drivers Pty Ltd staff and other contractors,
- treating Sober Drivers Pty Ltd employees and other contractors with trust, dignity, respect, fairness and equity, and
- placing the wider needs of the company before sectional or departmental self-interest.

Unacceptable Behaviours

Unacceptable behaviours

Unacceptable behaviours include:

- abuse, harassment or discrimination,
- physical assault,
- threatening or intimidating behaviour,
- unauthorised use of Company time, resources or facilities for personal benefit or private purposes,
- wilful damage to or theft of Sober Drivers Pty Ltd property, or property entrusted in Sober Drivers Pty Ltd' care,
- unauthorised selling or promotion on behalf of another organisation,
- making unauthorised public statements about Sober Drivers Pty Ltd or its position in respect of any matter,
- selling, using, distributing or being found in possession of drugs,
- seeking tips, gratuities, autographs or memorabilia from clients,
- not adhering to safety and security procedures and standards, and • unauthorised selling, possession, distribution, drinking, or being under the influence of alcohol or drugs.
- unauthorised use of the Sober Drivers Pty Ltd name, brand names or logos.
- Criticising Sober Drivers Pty Ltd's policies, standards or staff.

Standards of Personal Behaviour

Responsibilities

Managers' Responsibilities

Managers are responsible for:

- their own behaviour and action.

- providing contractors/employees with a positive role model,
- ensuring contractors/employees are aware of and comply with policies, and
- seeking the assistance of the Sober Drivers Directors, where appropriate.

Contractors/ Employees Responsibilities

Contractors/Employees are responsible for:

- their own behaviour and actions at all times,
- adhering to Sober Drivers Pty Ltd policy regarding all standards of personal behaviour,
- seeking the appropriate advice regarding the acceptability of an action prior to undertaking it, and
- treating Sober Drivers Pty Ltd employees, other contractors and clients fairly and equitably.

Dealing with Breaches of Standards of Personal Behaviour

Breach of standards

When contractors/employees breach any of the standards, counselling and disciplinary action will occur including termination where appropriate.

Legal implications

Contractors/Employees must also be aware that engaging in unacceptable behaviour may lead to them being personally liable to prosecution and penalties imposed by the courts for breaches of legislation.

Equal Employment Opportunity and Harassment Policy

Overview

Contractors/Employees engaged by Sober Drivers Pty Ltd are expected to abide by the equal employment opportunity/antidiscrimination Sober Drivers Pty Ltd guidelines, and state and federal laws.

Where these standards are breached, counselling and disciplinary action will occur, which could result in termination for acts of serious misconduct.

Anti - Discrimination Law

The federal and state anti-discrimination laws cover employees, passengers, clients and contractors.

Harassment in the Workplace

Anti – Discrimination Law

Sober Drivers Pty Ltd promotes a working environment free of intimidation, threat and humiliation.

Harassment of employees/contractors or members of the general public is not permitted.

Complaints of harassment must be investigated immediately with due regard to the sensitivity of the issue and the privacy and rights of the staff members/ contractors concerned. Appropriate counselling and disciplinary will be taken as necessary, including termination, where appropriate.

Definition of Harassment

Harassment is any behaviour that:

- offends, upsets or humiliates another person, and/or
- makes the workplace uncomfortable and unsafe.

The perception of whether or not behaviour is threatening or intimidating lies with the receiver.

Legal Definition

The legal definition of harassment, under both state and federal antidiscrimination laws, includes harassment due to:

- sex
- race
- colour or national origin
- age • disability (physical or mental)
- sexual preference
- pregnancy or potential pregnancy
- marital status
- family responsibilities
- religion

Harassment may be verbal, non-verbal, written or physical.

Managers/ Supervisors Responsibilities

Managers and supervisors are responsible for ensuring proper standards of conduct are maintained in the workplace and the harassment in any form is not tolerated or accepted.

Contractors/ Employees Responsibilities

Contractors/Employees are responsible for:

- Their own behaviour and actions at all times,
- Adhering to Sober Drivers Pty Ltd policy regarding harassment, anti discrimination and Equal Employment Opportunity,

- Seeking the appropriate advice regarding an acceptability of an action prior to taking it,
 - Treating Sober Drivers Pty Ltd employees, clients, employees and contractors fairly and equitably,
 - being aware of their individual responsibilities under anti discrimination and harassment legislation, and
 - Advising their supervisor/manager if they believe they have been discriminated against to allow prompt resolution.
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Equal Employment Opportunity Grievances

Discrimination

Any contractor/employee who feels that they are being discriminated against has the right to seek assistance of their Regional Manager in resolving the matter, and lodging a formal complaint.

Contractors/Employees must also be aware it is a possible under federal and state anti discrimination laws for an individual to be liable separately to the company in relation to complaints of harassment or anti discrimination in the workplace.

Harassment

A contractor/employee who experiences harassment in the workplace can do something about it. The best action will depend on the nature and severity of the harassment and how long the incidents have been occurring.

Actions which can be taken include letting the person responsible know that their behaviour is offensive; seeking the assistance of the Regional Manager and lodging a formal written complaint.

Regardless of the action taken, you must make all reasonable attempts to maintain the confidentiality and privacy of all individuals concerned. This reduces the possibility of victimisation and legal actions for defamation.

Theft, Attempted Theft or Removal of Property Policy

Overview

Policy

The theft, attempted theft or unauthorised removal of Sober Drivers Pty Ltd property (including intellectual property), other Sober Drivers Pty Ltd staff's/contractors/employees property, or property entrusted to the care of Sober Drivers Pty Ltd, is an act of serious misconduct.

Where Sober Drivers Pty Ltd has reasonable grounds to believe a contractor/employee has committed this act the contractor/employee will be stood aside while Sober Drivers Pty Ltd conducts an investigation. Where Sober Drivers Pty Ltd is satisfied that a contractor/employee has committed an offence, their services will be terminated and they may face criminal charges.

Failure to comply with the procedures set out in this policy will also render the contractor/employee liable to disciplinary action, which could result in termination.

Guidelines

Overview

This topic gives guidelines on theft, attempted theft or removal of property including:

- allegations of theft,
- authorised removal of property,
- permitted inspections,
- when inspections may be carried out,
- inspections in a contractors/employees absence, and
- review of termination.

Allegations of theft

All allegations of theft, attempted theft or removal of property are to be put in writing to the contractor/employee. No termination will take place until the contractor/employee has had reasonable time to respond to the allegations.

Contractor/Employee representatives may attend any meetings with management when the allegations are discussed.

Authorised removal of property

When Sober Drivers Pty Ltd agrees that a contractor/employee may remove scrap materials, or any items not belonging to the contractor/employee, an approval, signed by an authorised officer, must be obtained.

Permitted inspections When requested to do so by Sober Drivers Pty Ltd authorised managers, contractors/employees must permit the inspection of any:

- parcels, bags, or containers in the possession or control of the contractor/employee,
- motor vehicle driven by the contractor/employee, and
- lockers, desks or other receptacles used by the contractor/employee.

When inspections may be carried out

Inspections may be carried out at any time when:

- duty is being performed,
- upon entering Sober Drivers Pty Ltd premises, or
- on leaving Sober Drivers Pty Ltd premises.

Guidelines

Inspections in a contractors/ employees absence

Where it is necessary to conduct an inspection in the contractors/employees absence, the inspection shall be carried out in the presence of an independent person.

Definition: Sober Drivers Pty Ltd premises

Sober Drivers Pty Ltd premises means any place or thing used by Sober Drivers Pty Ltd in the course of conducting its business, (whether or not owned by or within the exclusive control of Sober Drivers Pty Ltd) including:

- vehicles,
- offices,
- Electronic equipment

Security Inspection Procedure**How to use this procedure?**

These procedures outline the responsibilities and actions involved in security inspections. If necessary, managers should photocopy these procedures for display.

Security Inspection Procedure**Inspection Responsibilities**

Upon being requested to do so by a Manager or other authorised officer by Sober Drivers Pty Ltd, a contractor/employee must permit the inspection of any:

- parcels, bags or containers in the possession or control of the contractor/employee.
- motor vehicle driven by the contractor/employee, and
- lockers, desks or other receptacles used by the contractor/employee.

Entering and leaving Sober Drivers Pty Ltd premises

Inspections may be carried out at any time when:

- duty is being performed, and
- upon entering Sober Drivers Pty Ltd premises, or
- on leaving Sober Drivers Pty Ltd premises.

What's Sober Drivers Pty Ltd premises?

For this purpose, 'Sober Drivers Pty Ltd premises' means any place or thing (whether or not owned by or within the exclusive control of Sober Drivers Pty Ltd) used by Sober Drivers Pty Ltd in the course of conducting its business and includes vehicles.

Contractor/ Employee presence

Wherever practicable, security inspections shall be undertaken in the presence of the contractor/employee concerned.

If this is not possible, the inspection shall be carried out in the presence of an independent person.

Before any inspection

Before any inspection is conducted, the Manager conducting the inspection shall:

- clearly identify him/herself to the person being subjected to the inspection, and
- state the reason for the inspection.
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During the inspection

During the course of the inspection it shall be the contractors/employees responsibility to reveal the contents of any item being inspected to the satisfaction of the Manager conducting the inspection.

The Manager conducting the inspection shall not touch the contractor/employee during the course of the inspection or reach inside any receptacle in the possession or control of the contractor/employee without the consent of the contractor/employee.

If the contractor/ employee refuses an inspection

If a contractor/employee refuses to undergo an inspection, the Manager will inform the contractor/employee that such refusal may render the contractor/employee liable to disciplinary action and/or termination.

If the contractor/employee continues to refuse to undergo an inspection, the Manager shall immediately report the contractors/employees refusal to the Group General Manager.

If Sober Drivers Pty Ltd property is found

During the course of an inspection, a contractor/employee may be found to be in possession of Sober Drivers Pty Ltd property (including intellectual property), Sober Drivers Pty Ltd staff's/contractors/employees property or property entrusted to the care of Sober Drivers Pty Ltd. If the Manager conducting the inspection reasonably believes that the contractors/employees possession of the property is unauthorised, the officer shall invite the contractor/employee to give an explanation.

When an adequate explanation is not provided?

Unless an adequate explanation is provided the Manager shall:

- immediately take possession of the property and attach identifying labels or tags in the presence of the contractor/employee,
- immediately prepare a list of items taken and provide the contractor/employee with a signed copy of the list,
- immediately place the items in a sealed receptacle and/or store in a safe place as soon as practicable, and
- as soon as practicable notify the Group General Manager of the property which has been taken, the Manager's reasons for doing so and any explanation offered by the contractor/employee.

Inspection Principles

Inspections shall be undertaken in a manner, which as far as possible, respects the contractors/employees dignity and privacy and avoids any embarrassment to the contractor/employee. In an appropriate case, the contractor/employee may elect to have the inspection conducted by a Manager of the same gender as the contractor/employee.

Any complaints made regarding the inspection should be reported immediately to the Group General Manager.

Theft, Attempted Theft or Removal of Property Responsibilities

Managers' Responsibilities

Managers are responsible for:

- ensuring contractors/employees are aware of and comply with policies,
- taking all reasonable action to secure all Sober Drivers Pty Ltd premises and property,
- seeking the assistance of the National Quality Manager, and
- displaying the appropriate Security Inspection Procedures prominently in the workplace.

Contractors/ Employees Responsibilities

Contractors/Employees are responsible for:

- their own behaviour and actions at all times,
- adhering to Sober Drivers Pty Ltd policy regarding all standards and conduct,
- taking all reasonable action to secure all Sober Drivers Pty Ltd premises and property, and
- seeking the appropriate advice regarding the acceptability of an action, prior to undertaking it.

Dealing with Breaches

Breach of standards

When contractors/employees breach any of the standards regarding theft, attempted theft or removal of property, disciplinary action will occur including termination.

Drugs and Alcohol Policy

Overview

Sober Drivers Pty Ltd's Commitment

Sober Drivers Pty Ltd recognises that the misuse of drugs and alcohol is a significant community problem with the potential to impact on the:

- health and safety of contractors/employees,
- health and safety of clients and passengers,
- safe operation of Sober Drivers Pty Ltd business, and
- protection of the environment.

It can also have a significant negative impact on operational and business decision making.

Policy

The unauthorised use, sale, possession or distribution of any type of drugs on Sober Drivers Pty Ltd premises at any time is prohibited.

Alcohol is not to be consumed by contractors/employees whilst on duty or on Sober Drivers Pty Ltd premises both during and after work hours, unless authorised. No person shall attend work or perform duties if impaired by drugs or alcohol.

Contractors/Employees are not to consume alcohol or drugs:

- when on duty
- in view of clients, and
- in public whilst in Sober Drivers Pty Ltd uniform.

Where breaches of these guidelines occur, disciplinary action, including termination where appropriate, will occur.

Guidelines

Overview

The Sober Drivers Pty Ltd Drug and Alcohol policy is defined in a stand alone policy document. This document is a condensed version. Refer to the Sober Drivers Pty Ltd Drug and Alcohol Policy for full policy.

This topic provides guidelines on the drugs and alcohol policy, including:

- definition of drugs,
- authority to consume alcohol,
- notification of use of medication,
- duty away from Sober Drivers Pty Ltd premises,
- security of alcohol on Sober Drivers Pty Ltd premises,
- workers' compensation, and
- notifying contractors and visitors.

Definition of drugs

Drugs are defined in this policy as a substance or medication capable of causing dependency, alteration of mood or impairment of judgment, concentration or coordination.

This includes:

- illegal drugs,
- medically unauthorised prescription medication,
- 'over the counter' substances or medication that are:
 - misused,
 - used contrary to the manufacturer's instruction or recommended dosage, and
 - in excess of the manufacturer's instruction or recommended dosage, and
- decriminalised or other substances.

Authority to consume alcohol

Regional Managers may authorise the consumption of alcohol by contractors/employees on company premises.

Regional Managers may also authorise a contractors/employees attendance at a social function that may involve consuming alcohol, whilst on duty.

Notification of use of medication

Contractors/Employees are responsible for notifying their manager prior to commencing work, if they have been prescribed medication that may, in any way, affect their performance at work.

Duty away from Sober Drivers Pty Ltd premises

All contractors/employees who conduct business away from Sober Drivers Pty Ltd premises are to be made aware that the consumption of alcohol is not a job requirement.

Workers' compensation may be declined

All contractors/employees who conduct business on behalf of Sober Drivers Pty Ltd and consume drugs or alcohol must be made aware that a workers' compensation claim resulting from any incident subsequent to, or involving the consumption of drugs and alcohol, is likely to be declined.

Notifying contractors/ employees and visitors

All contractors/employees and visitors are to be made aware of this policy by:

- including the Drugs and Alcohol Policy as a term of all Operations Standards Manuals and,
- displaying the Drugs and Alcohol Policy in the workplace, reception areas and other areas visible and accessible for all employees and visitors at all times.

Contractors/Employees or visitors who fail to comply with the requirements of this policy will be denied access to Sober Drivers Pty Ltd premises.

Regional Managers are responsible for taking appropriate measures to ensure the safety of any visitor to Sober Drivers Pty Ltd premises who may act inappropriately and/or exhibit signs consistent with impairment from the use of drugs and alcohol.

Smoke Free Workplace Policy

Sober Drivers Pty Ltd Commitment

Sober Drivers Pty Ltd provides a smoke-free workplace to all its Australian workplaces.

Policy

Contractors/Employees whilst on duty or on Sober Drivers Pty Ltd premises in Australia or vehicles are expected to abide by the smokefree workplace guidelines.

Where breaches of these guidelines occur, disciplinary action will occur, which may include termination.

What areas are smokefree?

The following Sober Drivers Pty Ltd workplaces and premises are smokefree:

- all Sober Drivers Pty Ltd workplaces and premises including leased premises

- Sober Drivers Pty Ltd contractor's vehicles,
- all Sober Drivers Pty Ltd off site desks,
- within 20 metres of a hotel driveway, and
- near dangerous or flammable materials.

Smoking during work hours

Contractors/Employees are not to leave their work area in work time to smoke except during designated breaks approved by the respective Manager.

Advising new contractors/ employees

All applicants are to be advised prior to them accepting an offer of employment of the Sober Drivers Pty Ltd Smoke-free Workplace policy and the need to comply with it.

Advising visitors to Sober Drivers Pty Ltd

All visitors to Sober Drivers Pty Ltd premises are to be advised of the Smoke-free Workplace policy.

Dealing with aggressive behaviour

Overview

Sober Drivers Pty Ltd zero tolerance policy towards aggressive, abusive, threatening or intimidating behaviour, for both a Sober Drivers Pty Ltd representatives and passengers.

What to do

These procedures outline the actions involved when a passenger becomes aggressive, abusive, threatening or displaying intimidating behaviour.

If a passenger becomes belligerent towards drivers or other passengers in the group before luggage or passengers are loaded into the vehicle, drivers are authorised to refuse service on the grounds of personal safety.

In the event that the passenger becomes belligerent whilst in the car and you feel concerned for your personal safety, drivers are authorised to pull over in a crowded area and request the passengers to exit the vehicle. If no crowded area to safely drop passengers immediately presents itself, or the fare is nearly complete, it may be easier to complete the job.

Regardless of the outcome, drivers must report the incident through the Incident Report page on the Family Cab website, and also report to the state manager. If the passengers have been cancelled due to abusive behaviour, the passenger will be charged the full quoted amount and the driver will be paid as if the job were completed.

Contractors/ Employees Responsibilities

Your personal safety is always the highest priority, however you still have a duty of care to the passengers. If you drop a passenger, it must still be safe to do so, for example not on the side of a busy road.

A complete incident report must be submitted within 24 hours through the Family Cab website . The state manager must be notified of the incident by phone or text as soon as the job is complete.

Fatigue Management Policy

Drivers are required to monitor their own work hours and maintain compliance of the Fatigue Management Policy. Due to the nature of rideshare contract driving, work should be calculated from the time you leave the house, to the time you arrive back home.

In a 24 hour period, a driver must ;

- Have at least 8 hours of rest
- Work no more than 15 hours

A driver must also aim to work no more than 80 hours in a week. It is the responsibility of the driver to notify the state manager if you are close to breaking the fatigue policy, or if accepting a job will cause you to.

A driver must not accept a job if it means they will be operating contrary to the Fatigue Management Policy.

Notifiable Incidents

Any incident that you are involved in while representing Family Cab that;

- requires the attendance of Police or emergency services,
- requires the attendance of a health professional
- results in serious injury or death
- Any incident that occurs while a passenger is under the influence of drugs and alcohol

The incident must be reported through the Incident Report page on the Family Cab website within 24 hours of the incident happening. The information submitted must include;

- time and location of the incident
- details of any party involved (where known)
- details of any person in attendance (if known)
- a description of the incident

Emergency Breakdown Procedure

In the event of a breakdown whilst passengers are present in the vehicle, drivers must pull to the side of the road to a safe location if at all possible. Immediately notify their state manager or head office so a solution or an alternative vehicle may be sought for the passengers.

Acknowledgment: In signing below, I acknowledge that I have read, understood and have had any questions answered as to my obligations, duties and responsibilities in regards

CONTRACTORS AND EMPLOYEES STANDARDS AND CONDUCT POLICY

to this CONTRACTORS AND EMPLOYEES STANDARDS AND CONDUCT POLICY. In signing I also agree to abide by Sober Drivers Pty Ltd's CONTRACTORS AND EMPLOYEES STANDARDS AND CONDUCT POLICY.

NAME: _____

SIGNATURE: _____ DATE: _____