

# HUMAN RESOURCES POLICY



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## 1.1 PURPOSE

The purpose of the Human Resources Policy is to cover relevant information about the terms and conditions of employment, expectations around employee behavior, and adherence to policies and procedures. This policy should be read in conjunction with executed employment agreements.

This Policy has been developed to act as a resource and reference for employees and management. The policies referred to within the Policy can be found on the LiteHaus International website (<https://litehausinternational.org/governance-%26-reporting>) or on request via line managers or the Chief Executive Officer.

This Policy will be periodically updated. Management has a responsibility to ensure that all personnel are notified of any changes to the content of this Policy.

## 1.2 MISSION, VISION, VALUES

**Mission Statement:** To eliminate e-waste and break down barriers to a digital education, enabling individuals and communities to realise their dreams.

**Vision Statement:** To build a digitally empowered and sustainable world transforming technology into opportunities for people to realise their dreams.

### Values:

- We believe in the power of community, family and fun. The LiteHaus family welcomes all who want to create a fairer, more inclusive world.
- To deliver on impact, we rely on partnerships which are built on trust. Accordingly, we value integrity, and guarantee our own in return.
- The digital divide excludes people from opportunity. We advocate for and value inclusiveness. Our work breaks down barriers to inclusion.
- We value and believe in the transformational power of education and we are on a mission to place that power in the fingertips of future leaders.
- We value visionary thinking and believe in innovative action. This is how change is made and impact is generated.
- We are committed to sustainability across our programs. We are actively creating sustainable IT asset disposal mechanisms to reduce e-waste.

## **2.1 EMPLOYMENT**

Employment with LiteHaus International is essentially governed by an employee's Executed Employment Agreement and LiteHaus International's policies, in conjunction with this Policy. The following section provides general information regarding pay, conditions and expectations of employees.

## **2.2 PAYROLL**

The standard pay cycle for employees is fortnightly. The pay cycle runs from Monday to Sunday over a two-week period and pays are processed on Wednesdays, fortnightly.

Pays are automatically deposited electronically into the bank account details provided to LiteHaus International during an employee's induction. Employees must advise of any changes to their designated bank account.

Taxation payments are automatically deducted from an employee's salary and paid directly to the Australian Taxation Office. Superannuation payments are paid into employee's nominated fund. Employees must advise of any changes to their nominated fund.

Notification of changes to an employee's bank account or superannuation fund can be made via email to their line manager with [finance@litehausinternational.org](mailto:finance@litehausinternational.org) copied in.

## **2.3 HOURS OF WORK**

Unless a remote work arrangement is otherwise agreed, employees work at either the Townsville, Brisbane offices or in the field. Generally accepted office/business hours are between 8am and 4pm Monday to Friday Brisbane (GMT +10 time). It is accepted that independent contractors overseas filling positions within the organisation (for example, in the Philippines or Papua New Guinea) will work outside of those hours due to time zones.

LiteHaus International adopts a common-sense approach to managing work hours. Employees may be asked to work outside of their standard work hours, and LiteHaus International commits to ensuring that such arrangements are fair and reasonable.

## **2.4 PUNCTUALITY**

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to an employee's line manager as soon as practicable (and prior to their normal starting time wherever possible). If an employee is unable to do this personally, they are requested to ask someone to telephone on their behalf. Subsequent to this, employees must keep their line manager informed of their progress.

Wherever possible employees are requested to make dental, medical, business or other appointments outside of their normal working hours.

## **2.5 REIMBURSEMENTS**

LiteHaus International will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the company with receipts or other evidence of payment and of the purpose of each expense. Employees will also be required to email the reimbursement request, with all relevant evidence attached to [finance@litehausinternational.org](mailto:finance@litehausinternational.org).

## **2.6 TRAVEL**

Travel is a critical part of many employees' roles at LiteHaus International. LiteHaus International will reimburse any and all reasonable travelling expenses, where incurred in the performance of an employee's duties, provided that all claims are made in writing and with evidence to [finance@litehausinternational.org](mailto:finance@litehausinternational.org). The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of, the company.

All procedures and safety considerations relating to travel are outlined in LiteHaus International's Safety & Security Policy. All employees must consent to using travel monitoring software for their own safety and security during any work-related travel.

In line with its commitments to sustainability (Refer Environmental Sustainability Policy), and the well-being of its staff, LiteHaus International endeavours to reduce travel load and fatigue through limiting overall travel loads, and developing sensible travel schedules.

Staff who undertake work-related travel outside standard business hours may be eligible to request time off in lieu (TOIL) for time reasonably accrued. Approval for TOIL is at the discretion of the staff member's line manager and must be agreed in advance where possible. TOIL must be taken within a reasonable timeframe and in accordance with LiteHaus International's commitment to staff wellbeing and fair workload management.

### **3.1 INTERNET USE**

Any internet provided by LiteHaus International for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites or content which contravene LiteHaus International's policies are not accessed e.g. pornographic, gambling. Management reserves the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of inappropriate internet conduct may lead to criminal prosecution.

### **3.2 EMAIL USE**

Email facilities are provided for formal business correspondence. Staff must take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion. All emails sent must include the approved business disclaimer.

To protect LiteHaus International from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of {Business Name} in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

### **3.3 SOCIAL MEDIA USE**

LiteHaus International expects its employees to maintain a certain standard of behaviour when using social media for work or personal purposes.

This policy applies to all employees and independent contractors of LiteHaus International who contribute to or perform duties such as:

- maintaining a profile page for LiteHaus International on any social or business networking site (including, but not limited to, LinkedIn, Facebook, YouTube and Instagram);
- making comments on such networking sites for and on behalf of LiteHaus International;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of LiteHaus International; and/or
- posting comments for and on behalf of LiteHaus International on any public and/or private web-based forums or message boards or other internet sites.

No employee or independent contractor of LiteHaus International is to engage in Social Media as a representative or on behalf of LiteHaus International unless they first obtain LiteHaus International's written approval.

If any employee or independent contractor of LiteHaus International is directed to contribute to or participate in any form of social media related work, they are to always act in a professional manner and in the best interests of LiteHaus International.

All employees and independent contractors of LiteHaus International must ensure they do not communicate any:

- confidential information relating to LiteHaus International or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of LiteHaus International without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.
- content which violates LiteHaus International's Ethical Communications Policy.

Confidential Information includes any information in any form relating to LiteHaus International and related bodies, clients or businesses, which is not in the public domain. This includes, but is not limited to information relating to LiteHaus International.

### **3.4 PERSONAL USE OF SOCIAL MEDIA**

LiteHaus International acknowledges its employees and independent contractors have the right to contribute content to public communications on websites, blogs and

business or social networking sites not operated by LiteHaus International. However, inappropriate behaviour on such sites has the potential to cause damage to LiteHaus International, as well as its employees, clients, business partners and/or suppliers.

Certain inappropriate behaviour may violate LiteHaus International's Codes of Conduct or Policies.

For this reason, all employees and independent contractors of LiteHaus International must agree to not publish any inappropriate material, in any form, which also identifies themselves as being associated with LiteHaus International or its programs and partners.

All employees and independent contractors of LiteHaus International must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to LiteHaus International or its partners;
- is defamatory or could adversely affect the image, reputation, viability or profitability of LiteHaus International, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to LiteHaus International, or its partners;
- is unlawful; or
- contravenes the provisions of LiteHaus International's Codes of Conduct and Policies.

All employees and independent contractors of LiteHaus International must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for independent contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of LiteHaus International's IT platforms.

## **4.1 INDUCTION**

LiteHaus International will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this policy forms part of.

Each new staff member will have a two-day induction which will include, but not be limited to:

- Introductions to colleagues and key stakeholders;
- Comprehensive introduction to the programs, values, accreditations, and strategic objectives of LiteHaus International;
- Comprehensive review of the employee's key accountabilities;
- IT system orientation; and
- Review of LiteHaus International's policies, procedures and risk management framework

## **5.1 OCCUPATIONAL HEALTH & SAFETY**

LiteHaus International will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, independent contractors, visitors and members of the public who may be affected by our work.

To do this, LiteHaus International will:

- develop and maintain safe systems of work, and a safe working environment
- consult with employees and health and safety reps on safety
- provide protective clothing and equipment, and enforce its use
- provide information and training for employees
- assess all risks before work starts on new areas of operation, for example, buying new equipment and setting up new work methods, and regularly review these risks
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. All personnel responsible for the work activities of other employees are accountable for:

- identifying practices and conditions that could injure employees, clients, members of the public or the environment
- controlling such situations or removing the risk to safety. If unable to control such practices and conditions, report these to their manager
- making sure workers use personal protective equipment (PPE), training workers to use PPE correctly
- making sure PPE is maintained and working properly

LiteHaus International demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

## **5.2 WORKERS COMPENSATION**

LiteHaus International maintains WorkCover insurance through Queensland Government. All employees may be eligible for workers' compensation benefits if injured while at work.

## **5.3 DRUGS & ALCOHOL**

LiteHaus International is concerned by factors affecting an employee's ability to safely



and effectively do their work to a satisfactory standard. The business recognises alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

LiteHaus International will do its utmost to create and maintain a safe, healthy and productive workplace for all employees. LiteHaus International has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (i.e. those of partners or stakeholders) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

LiteHaus International does not tolerate attending work under the influence of alcohol. This may result in performance improvement action or dismissal.

## **6.1 LEAVE**

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees.

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence.

Employees must make leave requests via the Leave Request Form to their line manager.

## **6.2 ANNUAL LEAVE**

Each employee is entitled to a minimum of 20 days annual leave a year (pro-rata for part-time). Leave entitlements are calculated from the date they started work and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged two weeks in advance if the request is for longer than two days.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, LiteHaus International may direct an employee to take unpaid leave.

LiteHaus International will decide on a case-by-case basis whether it will agree with an employee to 'cash out' annual leave as permitted by workplace relations legislation or any industrial instrument.

In some circumstances, leave in advance of what leave has accrued may be approved. This is conditional on the employee agreeing to the business deducting any advance in the event of termination, or to the employee accepting leave without pay.

## **6.3 PERSONAL & CARERS LEAVE**

An employee is entitled to a minimum of 10 days of personal/carer's leave every 12 months which can all be taken as carer's leave if required. An employee should notify their line manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

Carer's leave is available to an employee for the care or support of an ill family or

household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above. An employee cannot take unpaid carer's leave if they could instead take paid carer's leave.

#### **6.4 COMPASSIONATE LEAVE**

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave may be granted at management's discretion.

Casual employees are entitled to two days unpaid compassionate leave for each occasion.

#### **6.5 LONG SERVICE LEAVE**

Employees are entitled to long service leave in line with Queensland long service leave laws (or per a relevant Award or Agreement).

#### **6.6 PARENTAL LEAVE**

Employees (including a de facto or same sex partner, or single person) who are expecting a child or adopting a child are eligible for 52 weeks of unpaid parental leave if they are:

- permanent full-time or part-time with at least 12 months service prior to the expected date of birth or adoption placement
- casual with 12 months regular and systemic service who have a reasonable expectation of continuing regular and systematic work

After birth or adoption, the parent with responsibility for the care of the child is entitled to unpaid parental leave. Employees who are pregnant may commence leave up to six weeks before the expected date.

Employees may request to extend their leave by a further 12 months (for a total of 24 months maximum), to be submitted in writing at least four weeks before the end of the original 12 months unpaid parental leave.

LiteHaus International will respond in writing within 21 days and may refuse only on reasonable business grounds. The written response will include details if the request is refused.

Concurrent leave may be taken by the partner of the primary caregiver (including de facto or same-sex partners) for a period of up to 8 weeks, either in one continuous block or in separate periods of at least two weeks, unless the employer agrees otherwise.

Eligible employees may apply for Paid Parental Leave through the Australian Government's Paid Parental Leave Scheme. LiteHaus International may administer this payment on behalf of Services Australia, but it is not an employer-funded entitlement unless otherwise specified.

Employees taking parental leave are entitled to return to their pre-leave position. If that role no longer exists, a comparable role with equivalent pay and conditions will be offered in accordance with the Fair Work Act.

## **6.7 OTHER LEAVE TYPES**

LiteHaus International recognises that employees may be eligible for additional types of leave beyond those outlined in this policy. In such cases, LiteHaus International defaults to the provisions set out in the *National Employment Standards (NES)* and relevant legislation, including but not limited to compassionate leave, family and domestic violence leave, community service leave, and long service leave. Eligibility, entitlements and conditions for these leave types will be managed in accordance with current Australian employment law.

## **6.8 TIME IN LIEU POLICY**

LiteHaus International will grant time in lieu to an employee who is required to work outside their normal hours. Time worked towards time in lieu must be approved in advance unless exceptional circumstances exist, in which case management will consider granting approval after the time is worked.

Time in lieu will be added to the employee's annual leave. LiteHaus International will record time-in-lieu credits and debits. Generally, employees should take time in lieu in the same financial year within which they accrue it. A manager must approve time-in-lieu leave. An employee cannot accrue more than 36 hours of time in lieu.

## **7.1 PERFORMANCE MANAGEMENT**

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least once a year.

## **7.2 PERFORMANCE IMPROVEMENT**

Where warranted LiteHaus International will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, LiteHaus International may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

LiteHaus International requires a minimum standard of conduct and performance which will be made clear to employees in management appraisals. If an employee does not meet this standard, LiteHaus International will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If an employee deliberately breaches business policy or procedure, or engages in misconduct, LiteHaus International may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss an employee.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. LiteHaus International will give an employee the opportunity to defend themselves before management takes further action.

If employees have a disability that requires reasonable adjustments to be made to the workplace or job to allow you to work safely and productively, they should raise this with their manager. LiteHaus International, in line with its Disability Inclusion Policy, will only refuse such requests on reasonable business grounds.

## **7.3 GROSS OR SERIOUS MISCONDUCT**

LiteHaus International takes allegations of gross or serious misconduct seriously. Gross misconduct refers to behaviour that is deliberate or reckless and so serious that it may justify immediate termination of employment without notice.

Examples of gross or serious misconduct include (but are not limited to):

- Theft, fraud, or dishonesty
- Assault, threats, or acts of violence
- Serious breaches of workplace health and safety

- Wilful damage to LiteHaus International property
- Harassment, bullying, or discrimination
- Serious misuse of organisational resources or confidential information
- Breach of LiteHaus International's Code of Conduct or Safeguarding policies

In cases of alleged serious misconduct, the employee may be suspended (with or without pay) while an investigation is conducted. Disciplinary action, including termination, will be carried out in accordance with principles of procedural fairness and LiteHaus International's disciplinary procedures.

## **7.4 GRIEVANCES**

LiteHaus International supports the right of every employee to raise a grievance with their manager if they believe a decision, behaviour, or action affecting their employment is unfair. This may include interpersonal issues, work allocation concerns, or disagreement with a performance improvement action.

LiteHaus International aims to resolve grievances promptly, fairly, and as close to the source of the issue as possible. Where resolution cannot be achieved at the immediate level, the matter may be escalated to the next level of management or the CEO. All grievances will be handled respectfully and confidentially, and managers will act objectively and promptly.

Grievances that are misconceived, vexatious, or lacking substance may result in disciplinary action.

If a staff member wishes to report serious wrongdoing, including fraud, corruption, harassment, abuse, or unethical behaviour, they should refer to LiteHaus International's Whistleblowing Policy and use the reporting channels outlined in that policy. Reports made under the Whistleblowing Policy may attract additional protections under Australian law.

## 8.1 CONFLICT OF INTEREST

A conflict of interest arises when the personal, professional, or financial interests of an employee have the potential to compromise, or be perceived to compromise, their ability to act in the best interests of LiteHaus International.

All employees are required to act in good faith, avoid conflicts wherever possible, and always prioritise the interests and integrity of LiteHaus International in the performance of their duties.

LiteHaus International maintains a Conflict of Interest Policy that applies to both board members and employees. Further expectations are detailed in the Code of Conduct (Staff & Volunteers) and each employee's Employment Agreement.

Employees must:

- Declare any actual, potential, or perceived conflicts of interest to their line manager or the CEO upon commencement of employment, or as soon as such a conflict arises during their employment;
- Avoid situations where a conflict of interest is likely or perceived, where possible;
- Work with LiteHaus International to agree on appropriate mitigation or management steps if a conflict is declared.

All declared conflicts will be recorded in the organisation's Register of Interests, maintained by the CEO or delegated authority.

Employees must also disclose any other employment or external commitments that may conflict with their responsibilities at LiteHaus International. Even where no conflict exists, such activities must not interfere with performance or attendance.

Employees must not:

- Engage in private business or employment that directly or indirectly competes with LiteHaus International;
- Use LiteHaus International information, materials, or intellectual property for personal gain;
- Conduct outside business during LiteHaus International working hours.

All new employees are required to sign a Conflict of Interest Acknowledgement Form as part of their onboarding.

Failure to declare a conflict of interest, or to comply with agreed management measures, may lead to performance management or disciplinary action, up to and including termination of employment.

## **9.1 INTELLECTUAL PROPERTY & CONFIDENTIALITY**

All intellectual property developed by employees during their employment with LiteHaus International, including but not limited to inventions, designs, reports, program materials, data sets, methodologies, or other works created in the course of their duties, remains the sole property of LiteHaus International. This applies to all intellectual property created whether individually or in collaboration, and whether created on-site or remotely, using organisational resources or not.

Employees may be given access to confidential information, proprietary data, organisational systems, or business-related assets in the course of their duties. This information and property must be protected at all times and used solely in the interests of LiteHaus International.

Employees must not, without the prior written consent of LiteHaus International:

- Use, disclose, or reproduce any confidential information outside the scope of their duties;
- Permit unauthorised access to or use of confidential information;
- Assist or encourage any third party in the misuse or unauthorised disclosure of such information.

This obligation applies both during employment and after employment ends, unless required by law.

For the purposes of this policy, confidential information includes (but is not limited to) any material in written, verbal, electronic, or any other form relating to LiteHaus International, its clients, operations, finances, partnerships, systems, projects, and personnel that is not in the public domain.

Employees are expected to act in good faith and take reasonable steps to prevent unauthorised disclosure of confidential information. Where such disclosure cannot be prevented, employees must report it immediately to the CEO or their line manager.

Failure to comply with this policy may result in disciplinary action, including termination of employment. LiteHaus International also reserves the right to pursue legal remedies including injunctive relief or monetary damages for any breach of this obligation.