

Financial Year - June 2020

Modern Slavery Statement

TNA Australia Pty Limited
(002 937 859)

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Modern Slavery Statement

This statement sets out TNA Australia Pty Limited (ACN 002 937 859) and its subsidiaries' (TNA), commitment to tackling and eradicating modern day slavery from our supply chains, and ensuring our policies and procedures protect the rights of all employees and those companies to whom we provide services.

This statement is made for TNA covering the financial year ending 30 June 2020.

1. OUR BUSINESS, STRUCTURE AND SUPPLY CHAINS

BACKGROUND

TNA is a leading global supplier of integrated food packaging solutions with over 6,000 systems installed across more than 120 countries.

The company provides a comprehensive range of products including spraying, distribution, seasoning, weighing, packaging, metal detection and identification solutions. TNA's unique combination of innovative technologies, extensive project management experience, and global support, ensures customers achieve faster, more reliable and flexible packaged food products at the lowest cost of ownership.

TNA designs and manufactures Vertical Form Fill and Seal (VFFS) machines.

TNA's products, which include a range of patented robag® stand-alone and turnkey systems, are renowned in the industry for bagging speed capabilities, efficiency and overall performance. The patented robag® Vertical Form Fill and Seal System, has been an outstanding success in the snack, confectionery, cereal, biscuit and pasta markets.

Since its inception in 1982, TNA has earned the acceptance and respect of the global food packaging industry. With 40% of the VFFS market in TNA's embrace, over 6000 machines have been installed in factories in over 120 countries globally.

OUR BUSINESS

TNA uses its head office in Sydney, Australia to test and evaluate packaged products prior to their release in the market. The robag® machines are manufactured at TNA's manufacturing plant in Victoria.

TNA's extensive range of products include the robag®, weighers, metal detectors, seal testers, inserters, labellers, formers, thermal transfer coders, film perforators, dynamic check weighers, and data logging software also known as Supervisory Control and Data Acquisition (SCADA).

TNA has extensive local and international skills in high speed applications across a wide variety of products and a product range that can be totally integrated to maximise the strength and capacity of each piece of equipment. TNA brings together the right configuration that best suits the unique packaging requirements of each customer. This is the hallmark of TNA's superior performance delivery system.

ORGANISATIONAL STRUCTURE

TNA's directors are made up of highly skilled and experienced leaders, who act in the best interests of our organisation, to ensure long term growth and sustainability.

TNA is organised into **8 geographical units**, which include, Australia headquartered in Sydney, New Zealand headquartered in Auckland, North America headquartered in Dallas, Texas, South America headquartered in Queretaro, Mexico, the Middle East headquartered in Dubai, United Arab Emirates, Asia headquartered in Bangkok, Thailand, Europe headquartered in Birmingham, United Kingdom (**UK**), and South Africa headquartered in Johannesburg.

Overall, TNA is headquartered in Sydney Australia, and has other Australian offices in Victoria.

TNA's entities which conduct business in Australia include:

1. TNA Australia Pty Limited, which holds the subsidiaries of:
 - a. TNA Solutions Pty Limited;
 - b. TNA Australia Solutions Pty Limited;
 - c. TNA Australia Manufacturing Pty Limited;
 - d. NID from TNA Pty Limited;
 - e. TNA 87 Pty Limited; and
 - f. TNA 94 Pty Limited.

TNA also owns the following international entities which it has acquired over the years:

1. TNA Japan KK;
2. TNA Eurasia LLC (currently being re-registered);
3. TNA (Shanghai) Solutions Limited;
4. TNA Southern Europe S.r.L; and
5. TNA UK Manufacturing Limited;
6. TNA Europe Limited;
7. TNA Norther America Inc;
8. TNA New Zealand Limited;
9. TNA Packaging Systems Asia, Inc;
10. P y L Servicio s S de R L de CV (dormant);
11. TNA Solutions (Qingdao) Limited;
12. TNA Packaging Systems (South Africa) Pty Ltd;
13. TNA Middle East FZE (to be deregistered);
14. TNA MENA FZCO;
15. TNA Central Europe GMBH;
16. TNA Sud America Limitada (dormant);

17. TNA NL Manufacturing B.V;
18. TNA NA Manufacturing Inc;
19. TNA Packaging Equipment LTDA;
20. TNA Asia Limited;
21. Testamatic Limited (dormant);
22. TNAMEX S de RL de CV; and
23. TNA Canada Limited.

A network of sales offices and agents in various parts of the world have also been established to support the international customer base. These subsidiaries and agents have been established to meet the sales and technical support requirements of the market.

As at 30 June 2020, TNA had approximately 500 employees. We list in more detail, the operations and business conducted for our teams below.

Sales Team

In Australia, our Sales Team is headed by the Chief Sales Officer. The team comprises approximately **130 employees** and these employees are accountable for sales, project management and technical support. The sales team sells food processing and packaging equipment to large snack food, French fry, and confectionary manufacturers. The project management section of the team installs equipment and machinery on customer premises. The technical support section of the team services the equipment as and when required.

Group After Market and Services Team

In Australia, our Group After Market and Services Team is headed by the Group After Market and Services Manager. The team is accountable for creating and executing aftermarket strategies globally, creating and executing strategies for spare parts and field services, pricing, developing upgrades in consultation with engineering and innovation teams, deploying new systems, and creating and deploying training programs which include technical and soft skills globally.

The Group After Market and Services Team's operations are primarily undertaken in Australia, Asia, North and South America, as well as Europe.

Packaging and Distribution Team

In Australia, our Packaging and Distribution Team is headed by the General Manager of Packaging and Distribution.

The team comprises approximately **30 employees in China, 40 employees in the UK, and 45 employees in Australia**. These employees are accountable for manufacturing functions particularly in the Victoria manufacturing facility. This facility builds packaging machines and associated equipment, that is needed to give customers complete solutions.

There is also a customer service element, which ensures that orders are in the system, and freight is organised for different destinations around the world. The Packaging and Distribution Team is accountable for production, finance, purchasing departments and warehousing of stock. A small number of workers are employed from workforce agencies.

The Packaging and Distribution Team's operations are primarily undertaken in Australia, China, Netherlands, North America and the UK.

Marketing Team

In Australia, our Marketing Team is headed by the Chief Marketing Officer. The team is accountable for maintaining business relationships with stable and long term suppliers.

The Marketing Team's operations are primarily undertaken in Australia, UK and the Netherlands.

Business Transformation Team

Our Business Transformation Team is headed by the Chief Business Transformation Officer.

The Business Transformation Team is accountable for procuring products and services including, license and software purchasing, hardware purchasing, and consulting on new Microsoft dynamics technology. The team supports IT services to all of Europe, South Africa, North America, South America, and Asia.

The Business Transformation Team's operations are primarily undertaken in Australia, UK and North America.

People and Culture Team

In Australia, our People and Culture Team is headed by the Chief People and Culture Officer.

The People and Culture Team is accountable for human resource management, recruitment, learning and development, employee relations, contract management and organisation design.

The People and Culture Team's operations are primarily undertaken in Australia, North and South America, Europe, and the UK.

Financial Services Team

In Australia, our Financial Services Team is headed by the Chief Financial Officer.

The Financial Services Team comprises of **34 employees**. These employees are accountable for accounts receivable, accounts payable, general ledgers, inventories, fixed assets, payroll and cash management.

The Financial Services Team's operations are primarily undertaken in Australia, New Zealand, Thailand, United Arab Emirates, China, UK, Germany, South Africa, North and South America and the Netherlands.

Leadership Team

Our leadership team comprises of industry experts who strategically guide our business. More information on our directors and our leadership team can be found here on our website: <https://www.tnasolutions.com/about-us/whos-who/>.

OUR SUPPLY CHAIN

TNA deals with a number of its suppliers directly for items including goods and services used in providing products to clients.

TNA's supply chain is made up of approximately 375 contracted suppliers across 12 countries.

Our existing supplier partners are often established suppliers, whose products and services assist in the creation and development of our own products.

Our Sales Team suppliers are predominantly located in Australia, China, Netherlands, UK, North and South America. The main types of goods and services this team procures includes, potato washing, peeling, cutting, frying, weighing and packaging equipment.

Our Group After Market and Services Team has a predominant supplier, which is a third party training organisation. The structure of the arrangement with the training organisation includes a retainer for them to build customised material, and deliver training to TNA's customer service and logistics function. This training organisation provides trainers in Australia, Brazil and Belgium.

Our Packaging and Distribution Team employs staff in Australia from workforce agencies. The team predominantly provides machines and fabricated components to create TNA's products. The team's suppliers are located in Australia, and China, and low volumes of suppliers are located in UK, Japan, Taiwan, France, Italy and Singapore.

Our Marketing Team sources services from suppliers in Australia, UK, North and South America and Singapore. The products that it procures include promotional services and graphic design.

Our Business Transformation Team procures consulting services, IT hardware and IT licensing from major IT companies including Microsoft, Lenovo, Insight Global, Autodesk and DXC Technology. The team's suppliers are predominantly located in Australia, Netherlands, UK, Thailand, New Zealand, North and South America.

Our suppliers and partners are largely categorised as follows:

1. Marketing services, creative content, design and event management;
2. Human Resource services, including payroll processing and recruitment;
3. Accounting and finance;
4. Professional services, including legal and tax advice;
5. Freight, transportation and packaging supplies;
6. IT and cloud services, including hardware, software supplies, maintenance, web-hosting and design;
7. Office, administration related services, supplies, cleaning and courier services; and
8. Machine parts procurement and warehouse manufacturing.

2. RISKS OF MODERN SLAVERY PRACTICES IN TNA'S OPERATIONS AND SUPPLY CHAINS

TNA is a services based business, and continues to build on innovative technologies in relation to food processing, packaging and design. In turn TNA procures products for its clients from third party suppliers.

The products of third party suppliers are predominantly sourced through TNA's Australian operations, however, at times TNA can procure services outside of Australia.

Our teams listed above, have suppliers in the following locations:

1. Australia;
2. New Zealand;
3. South Africa;

4. Europe and specifically, UK, Netherlands, Belgium, France, Spain, Russia, Germany, Serbia and Italy;
5. Asia and specifically, China, Japan, Taiwan, Singapore, and Thailand;
6. North and South America, and specifically, Brazil, Chile, Mexico, and Texas;
7. Middle East, and specifically, Israel, United Arab Emirates (Dubai); and
8. South Africa.

Operational or manual services described above, can be procured from a global supply chain, which heightens the risk of purchasing from operations or countries where slavery may be taking place. With this in mind, we take all reasonable steps to ensure we source responsibly.

We acknowledge that our Sales Team also has operations in high risk sectors and emerging markets, including selling machinery to large multinational global businesses.

We acknowledge in particular that countries including, Russia and Thailand are identified as much higher-risk countries under the Modern Slavery Index published by the Walk Free Foundation. In managing our Russia and Thailand suppliers, TNA seeks to comply with all laws and regulations of Russia and Thailand.

TNA's suppliers can be larger organisations, and for this reason, TNA considers that the risks of modern slavery may be likely beyond the first tier of TNA's supply chains. We acknowledge that TNA's suppliers may outsource tasks, including manufacturing and development of products in higher risk countries overseas, which may increase the risk of exploited labour.

3. ACTIONS TNA TAKES TO ASSESS AND ADDRESS THESE RISKS

We are committed to a process of upholding practices against modern slavery or human trafficking in our supply chains, or in any part of our business.

TNA employs staff in accordance with the laws of each country within which it operates. TNA ensures that it pays wages as per the local laws, industry guidelines and benchmarks. These operations are closely managed by TNA's global People and Culture Team.

TNA commits to acting ethically and with integrity in all of our business relationships. Our commitment is also supported by policies and procedures which ensures responsibility and accountability for improving business practices, and eliminating modern slavery in supply chains at all levels of our business.

TNA aims to never cause or contribute to modern slavery, and continues to conduct its due diligence, to identify, prevent, mitigate, account for and address modern slavery risks. TNA recruits professional staff in our People and Culture Team to check on working conditions, and ensure subsidiaries comply with local laws and guidelines. Our People and Culture Team also ensures that when utilising labour hire agencies, that they obtain agency contracts and detailed audits of pay rates to ensure staff are being paid correctly.

Our Business Transformation Team, also takes steps to ensure that its IT suppliers are socially, legally, and ethically responsible, as they are often large companies with global supply chains of their own. The Business Transformation Team requests responsible sourcing statements from all of its suppliers, to ensure suppliers are treating their employees fairly and with dignity.

OUR POLICY FRAMEWORK

Our Leadership Team at TNA has overall responsibility to establish and enforce policies. Our Leadership Team delegate this responsibility to management teams within TNA.

TNA's Employee Handbook sets the behavioural standards for all TNA employees, contractors and consultants. The Employee Handbook helps set a consistent global approach for all TNA employees.

At TNA, our values underpin our everyday actions, and we use them as a guiding benchmark in our conduct and working relationships with customers and suppliers. TNA's values are:

1. **We enjoy our work:** we are passionate, professional, committed and always act with integrity.
2. **We get on with the job:** politics are out, and bureaucracy is avoided wherever possible.
3. **We support our people:** we are honest, and treat everyone with dignity and respect.
4. **We act as a team:** we each take responsibility for our work, we share our successes and learn from our mistakes.

Our Employee Handbook also sets out our Corporate Social Responsibility regime, which sets an example and standard for both our employees and our suppliers. Our Corporate Social Responsibility regime sets the social, moral and ethical benchmark in which TNA brands itself, to seek out like-minded suppliers.

Our Corporate Social Responsibility regime includes the following initiatives:

Global Goodwill - Lending a hand to the world's underprivileged children

Caring for underprivileged children globally has been a TNA focus since the company's inception. We believe it is a responsibility that we should all share. It is a way to not only improve the life and conditions of children and their families, but also to encourage the advancement and quality of communities in which we work.

TNA's main priority is education as well as the building of schools, which is a step that can help to considerably limit modern day slavery for children. TNA is proud to actively support many charities through funds and personally participating in important projects.

Abuse, hunger, slavery, poverty and the ramifications of war and injustice, are problems that are rife across the globe. TNA is playing an active part in assisting to stop these devastating realities, particularly where children are involved. Some of the projects TNA participates in, include the following:

1. ***Indigenous communities (Australia)***
Assisting with establishing a house for children who live in extreme poverty, children who have been sexually abused, and teenagers who are at risk of committing suicide.

2. ***Make a Difference (Australia)***
A service that provides support for children and their families who are experiencing severe poverty, trauma or other difficulties. It is a charity with a very special charter to provide financial and mentoring support.
3. ***Donated Goods (Australia)***
A warehouse that was reopened by TNA after it was shut down by the government. Providing free of charge furniture, home appliances, kitchenware and clothing to needy children and their families.
4. ***Diepsloot School (South Africa)***
TNA worked with the committee of the South African School Children's Help Appeal (**SASCHA**), who provide support for children and their families who are experiencing severe poverty, trauma or other difficulties. SASCHA were looking for corporate partners. TNA assisted in the building of classrooms and the school hall. In 2001 the school housed 247 students, today the number of children being educated is at 1600.
5. ***Kids Care (South Africa)***
TNA are assisting Kids Care by feeding 100 orphaned children (who have lost their parents to AIDS), as well as single mothers and fathers who are unemployed and struggling to survive.
6. ***Nuestros Pequeños Hermanos (NPH) "Our Little Brothers & Sisters" (Mexico)***
TNA provides financial support to this charitable organisation which serves over 1,000 orphaned and abandoned children from all corners of Mexico, ranging in age from infancy to young adults. NPH provides shelter, food, clothing, health care and education. The children are loved and prepared to support themselves in life.
7. ***Sri Aurobindo Yoga Mandir Trust (Nepal)***
TNA assisted in the housing, teaching and feeding of orphans and children of single mothers. The trust creates a high level of education so that children can become independent.
8. ***Albania***
TNA purchased a home to be used as a safe house/community centre for girls who have been sold into slavery and prostitution, so that when they are rescued by police in countries like Italy and Greece, they can be returned to the Albanian border, and have a home to prevent the Mafia from capturing the children to resell them.
9. ***Sri Jai Sankara Trust (India)***
TNA funded the building of a permanent home/rehabilitation centre (close to a school) for orphaned and deprived children from a tsunami hit fishing village, to accommodate 30 to 40 children.
10. ***Global Vision International (GVI) – (Guatemala) Education***
Donating funds in the form of scholarships to 250 children, to attend school in Guatemala, providing indigenous children of the village with a means of breaking out of the poverty cycle.

11. ***Women in the community***

To empower women in the community through support of women's co-ops and manufacturing of traditional clothing. To support poor families of children attending the program through provision of adequate nutritious food.

12. ***Nakuru, Kenya and Cutteslowe, Oxford Community Development Project (Kenya)***

TNA helped to build and equip a garage with tools, to provide a business and jobs for underprivileged children, and provide a school for them. In Nakuru there is 70% unemployment, very high rates of HIV and Malaria.

Further initiatives can be found in our **Employee Handbook which is attached to this statement.**

Our Employee Handbook is provided to all employees on induction. Employees are also required to sign, witness and acknowledge that the employee is aware of TNA's values, the initiatives it is involved in, and the ethics that underpin the business with respect to corporate social responsibility and modern day slavery.

Our Code of Ethics and Professional Conduct (**Code of Ethics**), located in our Employee Handbook, is another important tool used by TNA to list our key moral and social responsibilities and ensures that our employees' values are aligned to that of the business. Our Code of Ethics strictly prohibits discrimination, harassment or vilification on the basis of:

1. Age;
2. Race or Ethnicity;
3. Gender;
4. Religious or political beliefs;
5. Profession; and
6. Socio-economic background.

Workplace harassment, bullying and violence is also strictly prohibited.

Our Employee Handbook is strict and clear on Fair Dealings. Fair Dealings is an obligation to conduct our business activities in a lawful, ethical and fair manner (**Fair Dealings**). The Employee Handbook is clear that if employees are approached to provide any gifts or favours to suppliers, to report it to their relevant manager.

Health and Safety is also paramount to TNA's operations. TNA is committed to work health and safety and makes every reasonable effort to prevent accidents, protect employees and promote health, safety and wellbeing to all, whilst on our premises and whilst acting on our behalf at other locations (eg. client sites). TNA also expects its suppliers to comply with the relevant work health and safety laws of each country.

Our Employee Handbook is clear that TNA is committed to conducting regular inspections to identify potential hazards and risks to employee health and safety, with the view to eliminating, mitigating or minimising safety risks (where possible).

The Employee Handbook encourages employees to not work in excess of a certain amount of hours, and requests that at the minimum, employees have at least 10 hours rest and personal time between shifts, or regular days of work. This is regularly enforced in the workplace by line managers.

TNA has policies and procedures which support a zero-tolerance approach to modern day slavery in our business, including our:

1. Equal Opportunity Policy;
2. Health and Safety Policy;
3. Workplace Bullying Policy;
4. Workplace Harassment Policy; and
5. Grievance Policy.

We see ourselves as being modern day advocates in our industry and understand the role we play in setting an example.

We strongly encourage and support diversity across all levels of our business, to improve business performance, encourage innovation, attract and retain the best talent and provide excellent customer outcomes.

All staff members are responsible for being aware of the policies whether they are ethical, or legal and need to ensure they apply it to their jobs. Our Leadership Team and managers are responsible for creating and promoting environments in which we comply and ensure ethical business is conducted.

TNA expects its suppliers to maintain the highest standards of business ethics and become familiar with, and comply with all laws that are relevant to the supplier relationship, including the laws that govern TNA.

We do our utmost to act with integrity, honesty, trust, respect and fairness. If employees are aware of any violation of the law or company rules, including any modern slavery practices, we encourage employees to contact their supervisors for complaints, grievances and suggestions immediately. In the event that supervisors cannot assist, it is recommended that employees contact the People and Culture Team.

If employees still require assistance to report grievances or concerns that they have, they are encouraged to report Complaints and Suggestions to their managers or our People and Culture Team.

TRAINING

Training is an integral part of our business framework. It ensures that all employees are aware of their responsibilities.

All new employees are required to review, acknowledge and sign our Employee Handbook on induction, which details our core values and responsibilities at TNA globally. During the onboarding and induction of new employees, aspects covered include our values, code of conduct, key policies, health and safety, discrimination, bullying and harassment.

With regards to modern day slavery and our employees, we will need to determine what the best approach will be to create awareness of the signs of modern-day slavery moving forward.

4. HOW TNA ASSESSES THE EFFECTIVENESS OF ACTIONS BEING TAKEN TO ASSESS AND ADDRESS THESE RISKS

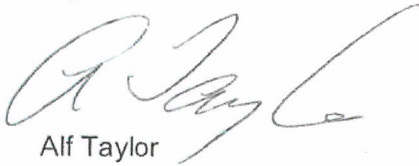
TNA is committed to assessing the effectiveness of actions being taken to assess and address the risks of modern slavery within its operations.

At present, TNA has set up recordkeeping within the People and Culture Team.

Moving forward, TNA will determine what further actions and measures can be taken to ensure TNA is able to regularly assess the effectiveness of the actions being taken to address modern slavery risks.

This statement was approved on 31 March 2021 by the Board of TNA Australia Pty Limited.

Signed,

A handwritten signature in black ink, appearing to read 'Alf Taylor', written in a cursive style.

Alf Taylor

Director, TNA Australia Pty Limited

Appendix: Modern Slavery Statement

For the purposes of creating this Modern Slavery Statement, TNA Australia Pty Limited has consulted and worked alongside its colleagues in its related entities.

TNA Australia Pty Limited has consulted with teams across marketing, sales, people and culture, finance, packaging, distribution, group after market services, and conducted other internal reviews at a global level.

This statement has been prepared in consultation and co-operation with the management of TNA Australia Pty Limited. This consultation process included engagement at the director level and an individual teams level to prepare this statement.



Employee Handbook

Version: 3

Released: October 2018



Register of Amendments				
Date	Page No. / Form	Version No.	Description of Amendments	Approved by
14 th May 2009	Entire Handbook	1.0	Handbook created and released	Shayne De la Force
18 th Sept 2009	Page 32 - 35	1.1	"tna corporate clothing & safety wear guidelines" section added	Shayne De la Force
9 th Nov 2009	Page 42	1.2	"Mobile phone usage policy" added	Shayne De la Force
26 th May 2009	Page 15	1.3	External studies section modified	Shayne De la Force
June 2014	Entire Handbook	2.0	Updated entire Employee Handbook	Karena Williamson
Oct 2014	Entire handbook	2.1	Minor editing	Lorraine White
Oct 2018	Section 13	3.0	Added new IT Policy	Marianne Dsouza

About Our Handbook

Congratulations on your appointment and welcome to the team at **tna**. We are excited that you have decided to join us and look forward to a happy and successful partnership together.

There are many things about **tna** that you will want to know and to answer some of these questions we have developed the Employee Handbook. The handbook is designed to introduce you to, and tell you a little bit about, **tna** and includes information including our structure, our values and beliefs, our expectations around your behaviour, our policies and procedures, benefits available and other general administrative matters.

The information contained in this handbook works in conjunction with **tna's** policies, procedures, processes and your contract of employment. Violation of any of these could result in disciplinary action, including termination of your employment with us.

This Handbook is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within the Handbook are easily listed and easily accessed via the contents page. From time to time you will receive additional information including updates and revisions as our business evolves and grows. You will be notified of any changes as they occur.

If you have any questions regarding any of the information contained herein please see your supervisor or [contact the People & Culture department](#).

You were carefully selected as a **tna** team member and you are one of our most valuable resources. **tna** is committed to maintaining an environment in which you are able to realise your maximum potential while contributing to the working efficiency and success of the company. To achieve these objectives, it is important that lines of communication remain open at all times. These lines of communication are essential to ensure that all employees know what is expected of them and can interact effectively with peers, supervisors, and subordinates.

"Being a part of the **tna** family has been such a rewarding experience, both personally and professionally. Opportunities are regularly realised and each co-worker and manager is very supportive. It's such a niche company to work for and be a part of."
tna, corporate services

Disclaimer

This handbook is intended only to outline employment policies, procedures and benefits of tna. It is not intended to be all-inclusive and should not considered an employment contract. tna reserves the right to change employment policies, procedures, benefits or this handbook at any time. Employees will be notified of any policy changes, additions or deletions. Said changes immediately become a part of this handbook.



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SECTION 1: WELCOME & COMPANY INFORMATION

1. Welcome

As a **tna** team member, you are part of an organisation where people are the single greatest asset. At **tna** we strongly value the efforts of all members of staff. In fact, without the contribution of each and every person, **tna** cannot operate successfully.

Your job satisfaction, progress and welfare are important. Without these important ingredients, we cannot hope to be successful. Our intent is to be a great company to work in, provide superior products, service and support to clients as well as operating profitably and efficiently. To do this we will need your help.

The *Employee Handbook* has been created to provide team members with a general understanding of the company's standards, benefits, policies and procedures that apply in the day to day conduct of our business. This includes information you may need to assist you whilst employed at **tna**. The *Employee Handbook* has been designed as a resource for **tna** team members, globally.

The *Employee Handbook* should not be confused with your employment contract. Where no distinction is made, it is to be assumed that conditions described in the *Employee Handbook* apply equally to everyone. Where different conditions apply, you will be informed in writing through your employment contract.

The information contained within the *Employee Handbook* may be revised from time to time in response to changing business conditions, legislation and at **tna's** discretion. These changes may be necessary to more effectively achieve our mutual goals. Team members will be consulted on changes if deemed necessary.

If you require more detailed information or clarification about any of **tna's** policies, procedures or other, please do not hesitate to ask your supervisor or our People & Culture department.

2. Working Together

Our policy is to treat all team members equitably and objectively with dignity and respect. We will strive to provide challenging opportunities to help each team member reach his or her potential.

tna's history of growth and achievement has resulted largely from the efforts of our people who are free to work and develop within their professions.

We believe it is in the best interests of the Company and team members to deal directly with each other. While operating within the framework of existing labour laws, we will firmly resist efforts by outside forces to intervene.





3 About Us

tna is a leading global supplier of integrated food packaging solutions with over 6,000 systems installed across more than 120 countries. The company provides a comprehensive range of products including spraying, distribution, seasoning, weighing, packaging, metal detection and identification solutions. **tna's** unique combination of innovative technologies, extensive project management experience and 24/7 global support ensures customers achieve faster, more reliable and flexible packaged food products at the lowest cost of ownership.

TNA Australia Pty Ltd designs and manufactures Vertical Form Fill and Seal (VFFS) machines. Its products - a range of patented **robag**® stand-alone and turnkey systems - are renowned in the industry for bagging speed capabilities, efficiency and overall performance. The patented **robag**® Vertical Form Fill and Seal System has been an outstanding success in the snack, confectionery, cereal, biscuit and pasta markets.

Since its inception in 1982, **tna** has earned the acceptance and respect of the global food packaging industry. With 40% of the VFFS market in **tna's** embrace, over 6000 machines have been installed in factories in over 120 countries globally.

For ten consecutive years to date, **tna** has been included in the list of the Top 100 Fastest Growing Private Companies in Australia, compiled by Business Review Weekly and Deloitte Touché Tohmatsu. In 1993, the Australian Packaging Machinery Association recognized **tna** with the prestigious Design of the Year Award. In 1997, **tna** won the award for Australian Exporter of the Year and then in 2002, won the Premier's NSW Exporter of the Year Award - Excellence in Exporting to Britain, presented by the Australian Institute of Export.

More recently TNA Australia Pty Ltd has been selected as an inductee into the Victorian Manufacturing Hall of Fame. The Victorian Government of Australia has established the Manufacturing Hall of Fame to celebrate manufacturing excellence in Victoria and to showcase Victorian Manufacturing locally-based manufacturers whose innovative and sophisticated solutions to global manufacturing issues have made them world leaders.

tna's design, research and development, marketing, technical, customer service, people & culture and administration teams are based in the Head Office in Sydney, Australia. The facility is also used to test and evaluate packaged products prior to their release in the market. The **robag**® machines are manufactured at **tna's** manufacturing plant in Victoria.

tna's extensive range of products include the **robag**®, weighers, metal detectors, seal testers, inserters, labellers, formers, thermal transfer coders, film perforators, dynamic check weighers, and data logging software also known as SCADA (Supervisory Control and Data Acquisition).

tna's global reach spans across Australia, the Americas, the Middle East, Asia, Europe and Africa. TNA Europe Ltd in London and Birmingham(UK), TNA North America Inc. in Texas, TNAMEX S. de R.L. de C.V. in Mexico, TNA New Zealand in Auckland, TNA Middle East FZE in UAE, TNA Central Europe in Germany, TNA North America Manufacturing in Oregon, TNA Packaging Systems (South Africa) Pty Ltd in Johannesburg, TNA Equipamentos de Embalagem do Brasil Ltda, TNA Solutions (Qingdao) Limited Company China in Shandong, TNA Asia Ltd in Bangkok and TNA Packaging Systems Asia Inc in the Philippines are wholly owned subsidiaries of TNA Australia Pty Ltd. A network of sales offices and agents in various parts of the world have also been established to support the international customer base.

These subsidiaries and agents have been established to meet the sales and technical support requirements of the market. Each **tna** sales and service team member is factory trained and has extensive experience in the packaging industry. **tna's** customer care philosophy is to support its customers diligently throughout the course of installation, commissioning and technical support for the life of the equipment.

With **tna's** extensive local and international skills in high speed applications across a wide variety of products and a product range that can be totally integrated to maximise the strength and capacity of each piece of equipment, **tna** brings together the right configuration that best suits the unique packaging requirements of each customer. This is the hallmark of **tna's** superior performance delivery system.

4 Corporate Administrative Functions

All corporate administrative functions are coordinated via the Sydney office.

4.1. Finance and Accounting

Each region manages its own financial and accounting functions, however are reportable to the Group Finance Manager in Sydney.

4.2. People & Culture Department

All People & Culture (previously Human Resources) strategic and administrative functions are managed and coordinated through the regional or Sydney office. If you have any enquiries you should contact your direct manager in the first instance, before contacting People & Culture. People & Culture can be contacted via peopleandculture@tnasolutions.com

All documents and forms can be found on tna's intranet (my-tna), under People & Culture.

4.3. Information Technology

The IT Manager is the contact person for all IT issues and support, as well as being the main contact in dealing with our external IT support companies.

tna Website

tna's website continually undergoes development and can be located at www.tnasolutions.com. It provides a comprehensive guide on the background of tna and all product ranges.

Click [here](#) to view our Social Media Policy.

tna Intranet

[my-tna](#), our intranet, acts as an internal computer network. It is a platform to securely share information across the company, is accessible by team members only and is divided into departments.

The intranet will help you locate and view company information and use applications relevant to your role and responsibilities and should be your default Home Page when you open the internet.

4.4. Marketing and Event

The Marketing and Events function is managed and coordinated through the Sydney and Dubai offices. A copy of all marketing material is available through our intranet, called [my-tna](#), or glossy brochures can be ordered from the Marketing Coordinator in Sydney.

4.5. Media and Press Releases

At tna, we frequently receive inquiries from newspapers, radio and television stations, freelancers and industry trade publications. When someone from the media contacts you regarding a Company matter, you should:

- >> determine the nature of the inquiry and the reporter's deadline
- >> ask for a reporter's name, the media outlet the reporter is representing, and their telephone number, and advise the reporter that someone will contact them promptly.

All calls and messages should be directed to the Sydney Marketing Department, who will review the inquiry, consider a response, and contact an appropriate spokesperson to comment.

Under no circumstances should any team member contribute verbal or written commentary or remarks to the media, without first clearing it with the Group Marketing Manager, local General Manager or Managing Director. Regardless of the source, it is important that we maintain a consistent and professional approach when working with the media.

5 Brand Identity Guidelines



tna has a brand identity that has been created with a view of bringing it in line with our future business vision and to reflect the personality and values of our people and ultimately our organisation.

Our brand reputation is one of our most valuable resources and by following these guidelines you are helping us to remain successful.

We have developed a Brand Identity Guideline which informs you of the strategy behind the **tna** brand, our colours and fonts, and how all our marketing and correspondence are to look. Further information can be obtained from our Marketing & Communications Department or [mytna](#).



tna vision, mission and values

our destination

To provide the **ultimate** in food packaging and processing solutions, everywhere.

our journey

- >> We add value to our customers business by finding more efficient ways to package and process food products. We take the time to understand their challenges and apply innovative thinking to overcome them.
- >> We recognise that while business relationships are struck on the promise of mutual gain, they are sustained by honesty and integrity. By living these values, we aim to develop trust, respect and loyalty in all our relationships.
- >> We will grow our business through sound commercial and financial management, and we will achieve all of these objectives by attracting, retaining and developing a talented team of people, who are committed to the values that we cherish.
- >> We will continue to share our success with those that are underprivileged - in particular children.

our values

- >> **We enjoy our work:** we are passionate, professional, committed and always act with integrity.
- >> **We get on with the job:** politics are out, and bureaucracy is avoided wherever possible.
- >> **We support our people:** we are honest, and treat everyone with dignity and respect.
- >> **We act as a team:** we each take responsibility for our work, we share our successes and learn from our mistakes.

We believe that by choosing to live our values, our customers and our team will not only succeed but define new standards for others to follow.

SECTION 2: CORPORATE SOCIAL RESPONSIBILITY

Global Goodwill

lending a hand to the world's underprivileged children

Caring for underprivileged children globally has been **tna's** focus since its inception. We believe it is a responsibility that we should all share. It is a way to not only improve the life and conditions of these children and their families but also to encourage the advancement and quality of the community.

By educating poverty-stricken children as well as assisting with housing and feeding them, they have a much better chance to live an independent life full of opportunity. With this in mind, **tna's** main priority is education as well as the building of schools. **tna** is proud to be part of the global community and we actively support many charities through funds and personally participating in important projects.

Abuse, hunger, slavery, poverty and the ramifications of war and injustice are problems that are rife across the globe and **tna** is playing an active part in assisting to stop these devastating realities, particularly where children are involved. We provide assistance to a range of projects in developing countries and communities at risk.

Some of the projects **tna** participate in are as follows:

[Indigenous communities \(Australia\)](#)

Assisting with establishing a house for kids who live in extreme poverty with petrol sniffing rife in their community, children who have been sexually abused and teenagers who commit suicide.

[Make a Difference \(Australia\)](#)

A service that provides support for children and their families who are experiencing severe poverty, trauma or other difficulties. It is a small charity with a very special charter to provide financial and mentoring support.

[Donated Goods \(Australia\)](#)

A warehouse that was reopened by **tna** after it was shut down by the government. Providing free of charge furniture, large appliances, kitchenware and clothing to needy children and their families.

[Diepsloot School \(South Africa\)](#)

tna worked with the committee of SASCHA, South African School Children's Help Appeal, who set up to provide support for children and their families who are experiencing severe poverty, trauma or other difficulties. SASCHA were looking for corporate partners. **tna** assisted in the building of classrooms and the school hall. In 2001 the school housed 247 students, today the number of children being educated is at 1600.

[Kids Care \(South Africa\)](#)

tna are assisting Kids Care by feeding 100 orphaned children (who have lost their parents to AIDS) as well as single mothers and fathers who are unemployed and struggling to survive.

[Nuestros Pequeños Hermanos \(NPH\) "Our Little Brothers & Sisters" \(Mexico\)](#)

tna provides financial support to this charitable organization which serves over 1,000 orphaned and abandoned children from all corners of Mexico, ranging in age from infancy to young adults. NPH provides shelter, food, clothing, health care and education. The children are loved and prepared to support themselves in life.

[Sri Aurobindo Yoga Mandir Trust \(Nepal\)](#)

tna assisted in the housing, teaching and feeding of orphans and children of single mothers. The trust creates a high level of education so that children can become independent.

[Albania](#)

tna purchased a home to be used as a safe house/community centre for girls who have been sold into slavery and prostitution, so when they are rescued by police in countries like Italy and Greece, they can be returned to the Albanian border, and have a home to prevent the Mafia from grabbing the kids to resell them. There was nowhere for these kids to go until we established the service. Also assisted in feeding children who reside at a garbage tip.

[Sri Jai Sankara Trust \(India\)](#)

tna funded the building of a permanent home/rehabilitation centre (close to a school) for orphaned and deprived children from a tsunami hit fishing village to accommodate 30 to 40 children.

[Global Vision International \(GVI\) – \(Guatemala\)](#)

Education:

Donating funds in the form of scholarships to 250 children to attend school at Guatemala, providing indigenous children of the village with a means of breaking out of the poverty cycle.

Women in the community:

To empower women in the community through support of women's co-ops and manufacture of traditional clothing. To support poor families of children attending the program through provision of adequate nutritious food

Preda (People's Recovery, Empowerment & Development Assistance) Foundation (Philippines)

Assisted with the release of young teenagers from jail for minor offences.

Actie Rwandese Kinderen "ARK" Orphanage (Rwanda)

Renovation of kitchen and sanitation of orphanage housing 660 orphans (of whom 60 are with serious mental handicap).

Nakuru, Kenya and Cuttesslowe, Oxford Community Development Project (Kenya)

Helped to build and equip a garage with tools to provide a business and jobs for underprivileged children, and provide a school for them. In Nakuru there is 70% unemployment; very high rates of HIV and Malaria.

One-Off Projects:

In addition to the on-going support of the above charities, **tna** is also supporting the following charities on a one-off/need basis:

- >> Cancer Council
- >> Diabetes Association
- >> Assisted with the building of an orphanage in Romania
- >> Assisted a boy in Nepal to treat a brain tumour
- >> Heart Foundation
- >> Hurricane Katrina
- >> Assisted with a hydrotherapy room project for disabled children in Latvia
- >> Chapeltique School, El Salvador – equipped class rooms with furniture and computers
- >> El Rosario Primary School, El Salvador – equipped class rooms with furniture, computers, tape recorders & VHS equipment
- >> Youth Off the Streets (YOTS), Sydney
- >> Royal Institute for Deaf & Blind – Australia
- >> Oxfam Trailwalk – Australia
- >> Tumaini Home of Hope – Africa
- >> Hospice – Poland

Global Greening

lending a hand to the world's environment

We recognise that our operations can have direct or indirect impact on the local, regional and global environment. We are committed to reducing any harmful effects on the environment that our operations may cause through our office polices and are dedicated to promoting the understanding of sustainability in its broadest context to both our local and international customers. We understand that some of our green policies are not regular practice for some of our suppliers and have pledged that we will undertake the onus to make the difference in our operations wherever possible.

Through our green policy, we aim to "Rethink : Refuse : Reuse : Reduce : Recycle."

- >> Rethink the way we operate as an organisation.
- >> Refuse to implement practices in our offices that are harmful to the environment.
- >> Reuse products and supplies wherever possible rather than sourcing new items.
- >> Reduce the amount of waste through careful planning.
- >> Recycle all products and choose only products that are recyclable.

Global People

lending a hand to increase workplace diversity

We recognised that we are in partnership with people and work together to bring cost effective solutions to manufacturing problems. The people we work with to design, develop and create our core business equipment come from vast and varied backgrounds, each having a vital impact on **tna**.

tna's position is to provide employment opportunities to qualified and competent people who share the same visions, values and believes they can make a difference for the benefit of clients and the greater community in which we share our proceeds with.

SECTION 3: ONBOARDING AND EXITING

1. Hiring Considerations

It is **tna's** policy to fill a vacancy with the person that best fits the selection criteria, either presently employed or a new hire. Fair and impartial consideration is provided to all applicants in accordance with **tna's** Equal Opportunity Policy http://mytna.tnasolutions.com/sites/mytna/hr/SiteAssets/SitePages/Form_Guide/EEO_and_Anti-Discrimination.pdf

tna does allow family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exists.

tna relies upon the accuracy of information contained in documents presented during hiring, for example resumes, as well as the accuracy of other data presented throughout the hiring process and during employment including employment references and job performance. Any misrepresentation, falsification, or material omissions in any of this information or data may result in excluding applicants from further consideration for employment or, if the person has been hired, termination of employment.

2. Screening and Testing

There may be times when it is necessary to screen and test an employee to determine what risks **tna** may assume with employment of the individual. Screening and testing for security reasons and for drug or alcohol abuse may be required. Procedures such as psychological and medical laboratory tests will always be performed under the direction of a certified professional and according to the laws which apply.

Personnel with a disability, which would affect their ability to take a particular test, shall advise People & Culture so that a suitable accommodation can be arranged. Medical documentation may be requested from the employee concerning a special request.

3. Offer of Employment

If you are a new to **tna**, you should have received an Offer, a Contract of Employment and Position Description. All new team members must sign and return the Contract of Employment & Position Description as acceptance of employment. It is advisable that you keep a copy for yourself for future reference.

If you have not received any official documentation regarding your employment, please speak with your manager or contact People & Culture.

4. Induction & Orientation

When you start with us, you should receive an induction which includes a tour of the office and being introduced to co-workers. New team members are informed of our protocols, rules and practices, where our documentation can be found and other useful and relevant information to make your move to **tna** informative, successful and quick. The induction and orientation process is seen as a long term investment and will continue for some months after your 1st day with **tna**.

The signed & witnessed Acknowledgment and Understanding provided at the end of this handbook must also be signed by the team member and witnessed in the presence of an authorised witness and must be returned to the Payroll Officer within 3 days of commencement of employment. This signed copy will become part of the employee's personnel file.

5. Probation

Probation is a period of time at the start of employment for both **tna** and you (the new team member) to make a decision as to whether or not to continue with the employment relationship. Both you and your manager are encouraged to sit down over a cuppa and talk about performance expectations, training requirements and how you're settling into the role and the **tna** family.

If, during or at the conclusion of probation either **tna** or the employee believes that employment should not continue, separation from employment will immediately follow.

Probation is not normally required for team members entering into a subsequent contract of employment, providing they have already served a period of probation in the first contract and the duties of the position remain substantially unchanged.

6. Personnel Files

Tna maintains a confidential personnel file for each team member. The local Senior Manager and Payroll / Financial Controller control these files. Employees must obtain permission to view his or her personnel file from the Senior Manager or Financial Controller. These files are the property of tna; no documents may be altered or removed by the employee. Every reasonable effort is made to keep information confidential, access is limited to staff members who require access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by law.

7. Employee Transfers and Sponsorship

tna encourages its team members to ask about potential and apply for different role opportunities and internal transfers (temporary and permanent). We try to accommodate requests however the needs of the business always come first and your skills and abilities will need to meet the selection criteria of the position before being approved. Not all applications or requests are approved therefore do not become disheartened if your application or request is declined. Another opportunity may come about in the future.

8. Employment outside tna

As part of your conditions of employment, you are expected to be working primarily for **tna**. Due to potential conflicts of interest, any other positions you hold must be immediately disclosed your Manager. If a conflict of interest is discovered, you will be asked to resolve the problem, which may include resigning from either position. Further information can be found under [Section 6 – Behaviour and Conduct](#).

9. Termination of Employment

There are many ways to cease the employment relationship including resignation, retirement, redundancy or dismissal. Termination notice periods are stated in your employment contract, with the majority of locations requiring at least 4 weeks' notice to terminate employment, except in the case of a summary (or instant) dismissal. (Refer to your employment contract for specific rules relating to your employment).

Termination payments usually include unpaid wages plus any other benefits or entitlements which relate specifically to the local country's legislative requirements - less any sums owing to **tna** for unaccounted expenditure of Company funds, or the loss of Company Assets whilst in the team member's possession. Returning company property, unpaid business expenses and all other affairs are to be settled prior to your departure.

10. Staff Leaving Questionnaire

Team members leaving **tna** are encouraged to participate in our questionnaire. The purpose of our questionnaire is to gather feedback relating to your time at **tna** and constructively utilising your suggestions and comments to make **tna** a better place to work.



SECTION 4: WORKPLACE PRACTICES TO SUPPORT

1. Hours of Work

tna offices are normally opened Monday to Friday between 6:30am until 7:00pm. Team members may be assigned to different work schedules (as identified in your employment contract). If you attend the office outside the normal span of hours, ensure you notify your manager (if applicable) and the security company once you are on the premises.

Team members are encouraged not to work in excess of 14 continuous hours, and should ensure a minimum of 10 hours rest/personal time between shifts. This period of rest significantly reduces the likelihood of under-performance and poor productivity or exposure to hazards and accidents (either at work or whilst driving to/from work). Additionally, you should take regular breaks during work, which includes a lunch break, to ensure you are refuelled and prepared for the work ahead.

2. Attendance and Punctuality

Regular and punctual attendance is essential to the efficient operation of the Company and is a compulsory condition of your employment.

All team members are expected to report to work on time, every work day. If you are running late or unable to attend work, you must call the office or your manager prior to your normal starting time wherever possible. If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.



Subsequent to this, you will need to keep your manager informed of any absence which continues beyond 1 day. A phone call is the expected standard and is the responsibility of the team member to make contact.

If you need to leave work early, please advise your supervisor, team (if applicable) and administration staff and complete an entry in the Daily Diary. You are expected to make up the time during the week however if you cannot do this, a Leave Request must be completed and the time will be taken from your vacation leave.

Personal appointments should be arranged outside your normal working hours however we understand that sometimes this is not possible and with your manager's prior knowledge and approval, we allow up to 3 hours off work for personal appointments without the need to submit a leave request. All absences longer than 3 hours will require a Leave Request to be submitted.

If you fail to attend work, do not inform the office or cannot provide sufficient evidence for any leave taken, your absence will be unpaid and performance improvement or discipline may be applied. If you are absent and have not notified tna within a reasonable timeframe, we will do our best to contact you (including via colleagues or your emergency contact person, by phone, email, registered post or attend your place of residence). If all communication avenues are unsuccessful and it is clear that you have demonstrated an intention to no longer be bound by the terms of your employment contract, we will assume that you have elected to abandon your employment.

3. Office Security

To reduce the possibility of theft of personal property, your best protection is to lock your valuables in your workstation/desk (even for a short time) and to secure your belongings when you leave the office. tna is not responsible for personal property or the loss of it. Any theft or the presence of suspicious persons in the building should be immediately reported to your manager or the Police. Do not try to handle it yourself.

4 Sign off and Signature Authorisation

No person is to sign their own purchase requisition. Any agreements signed on behalf of the company must be authorised by a senior manager and copied to the local finance or accounts manager.

5 Parking

Where onsite parking is available, **tna** employees are required to park in the designated employee parking areas. Other parking is reserved for customers and visitors.

6 Lunch Breaks

All team members are provided with at least ½ hour lunch break each work day. Please ensure you adhere to your allocated time so you do not affect others who may be taking their lunch break after you. All lunch breaks are unpaid. **tna** encourages team members to take breaks away from desks to refresh and interact with your colleagues.

Employees are expected back at their workstation ready to start work at the end of each scheduled break and lunch break period.

7 Appearance and Hygiene

The way in which we present ourselves is a major factor in how our clients, suppliers, vendors and co-workers evaluate our individual and company professionalism. **tna** has a strong branding position of its products in the marketplace and aims for its people to follow in a consistent manner globally. **tna** is quite relaxed about what you wear to work (ties are rarely seen), as long as it's appropriate for the work environment and audience. A sensible approach should be taken to ensure the spirit of this guideline is applied.

7.1. Dress Code

Rule #1: if you can see up, down or through then don't wear it to work.

As the **tna** standard, team members are to ensure their work attire is clean, neat and appropriate for the work environment. You may be asked to dress to a particular standard if your attire is considered unsatisfactory.

tna supplies a range of branded corporate clothing that all team members are encouraged to wear. All team members *must* wear the uniform when representing **tna** at any client workplace, trade exhibition or when advised by your manager. Additional items can be purchased through the intranet at heavily reduced prices. When leaving **tna**, it would be appreciated if you returned the uniforms. Refer to the [Corporate Clothing and Safety Wear](#) policy for more information.

7.2. Personal Appearance

Maintaining a high standard of grooming and personal presentation is an essential requirement of all team members. We expect hair to be neatly combed and conservatively styled, with no extreme hair colouring. For males, facial hair should be trimmed or clean-shaved daily. Beards / moustaches must be neatly trimmed. For females, a minimalist approach to make-up is preferred.

7.3. Personal Hygiene

Personal hygiene can be a real workplace issue and for this reason we strongly encourage you to ensure your personal hygiene is maintained at all times (eg daily showering, use of antiperspirants, etc) and to be weary of overpowering soaps, lotions, deodorants, perfumes, aftershave and cologne. Some scents and smells can be unpleasant, therefore please select personal hygiene products that are lightly fragranced.

7.4. **Earrings & Tattoos**

When representing **tna**, we ask that earrings be only worn in the ears. Nose, eyebrow, tongue and other facial rings are to be removed. In many factories/production environments you may be asked to remove all piercings. Tattoos are to be covered up, so far as reasonably possible.

7.5. **Casual Fridays**

The last day of each work week (e.g. Friday) can be used as a 'business casual' day on the proviso that it is appropriate for your office / work area; and all of the above guidelines are met. Any clothing worn to work should be clean and work appropriate. If you wear a piece of clothing for household chores, working out, going to the beach, or out to a nightclub, leave it at home. Under no circumstances should undergarments be visible and clothing that is ill-fitting or has holes or stains is not appropriate to wear to work. If there is a possibility that you may meet with clients, you need to be prepared. Either bring a more corporate / professional outfit with you, or forego wearing casual clothing that day. While the dress policy says casual, it does not mean unprofessional.

8. **Medical Attention**

If you require medical attention for any reason, accident or illness please notify your local First Aid Officer, or another team member in urgent situations. We have trained First Aid Officers available onsite. Any medical costs are the responsibility of the employee.

In an emergency you can call 112 from your mobile/cell phone to be directed to the local emergency contact centre.

9. **Personal use of company equipment**

tna allows access to company equipment and materials for limited personal use, so long as it does not interrupt the performance of your duties. We expect that team members will not misuse corporate resources entrusted to them or abuse the benefits available including telephones, photocopiers, electronic networks and access to the internet, computers, software and facsimile machines.

10. **Laptops & Notebooks**

As most staff use a laptop or notebook (including all forms of portable devices) to help perform work duties, we ask that you do not leave it on the desk at the end of each day. Store it securely in a locked drawer, cabinet or take it home (do not leave it in the car either!).

11. **Stationery**

All stationery requests are to be directed to the Office Administrator. Any stationery paid outside this rule is the responsibility of the team member (exceptions will be made whilst travelling).

12. **Common Courtesies**

There are so many little things we can do that make a big difference - many of them are common courtesies that we extend without even thinking about them, and should be practised at **tna**. For instance:

- >> turning the ring tones of phones down to a low volume, or vibrate mode when in the office
- >> being mindful of the tone and volume of our voice
- >> taking extended or energised discussions into a Meeting Room
- >> leaving meeting rooms fit for purpose and cleaning up before leaving
- >> cancelling a room booking if you no longer need it so someone else has an opportunity to use it
- >> looking for signals from colleagues that we may be affecting them

13. Music and Audio Files

In the office environment, music may be played whilst at your desk through an MP3, MP4, iPod, CD drive etc, and using one earpiece. It is important to keep the volume to a level where you can hear your phone or alarms, volume doesn't affect the people sitting closest to you and that you remain approachable. If using a stereo, ensure the volume is maintained at a low level. If the music disrupts or distracts any person, the stereo must be turned off. Streaming or downloading music or radio stations directly from the internet is prohibited as it interrupts the speed of our network and significantly increases internet costs.

14. Leaving the Office during the day

If you leave the office during the day, you must notify the Office Administrator and fill in the diary at reception. This is to ensure your co-workers know you are out of the office and to take phone messages, your expected return time, plus assists the Wardens in an emergency evacuation.

15. Visitors & Contractors

All visitors and contractors must sign in and out, plus be provided with a "Visitor / Contractor" pass. If a visitor will be attending the office for all or part of the day please send an email to your colleagues so they do not become alarmed by an unidentified person being in the office.

16. Business Travel

Many team members are required to travel for business purposes and as such, **tna** has produced procedures which apply to all team members, including senior management. As a general guide, all business travel that includes flights, accommodation or car hire, must be booked through the Travel Coordinator by using a Travel Request. Full policy guidelines and procedures are available from the [Travel Policy](#).

17. Expenses

For accurate monthly financial reporting, it is important for you to submit any business related expenses via the [Expense Sheet](#) available on [my-tna](#), with sufficient supporting documentation to satisfy **tna's** statutory and legal obligations.

The [Expense Sheet](#) must be submitted within **one week** of receiving your visa statement or returning to the office from travelling.

18. Office Cleanlines

tna has invested considerably in providing offices that maintain a sharp and professional look. As such, we expect all team members to be vigilant in keeping each office in a clean, neat and tidy state at all times.

We invite our clients and suppliers to our offices and facilities at every opportunity and many visit us unannounced. All team members are to be aware and prepared for visitors at all times.

The following guidelines below will help maintain **tna's** commitment to image and a clean & tidy work space:-

- No items should be stored or placed on top of cabinets at any time
- No documents are to be placed on the workstation dividers that surround your desk – no exceptions!



- >> Keep your workstation area neat and tidy at all times. Where possible, only keep on your desk the files you are currently working on
- >> Remove any items that are not being worked on and store these in your cupboards. Remove boxes that surround your desk
- >> Be organised. It will help to establish your own system for knowing what items are pending, for action or have been completed
- >> Recycle and properly dispose any unnecessary items
- >> Vacant desks are not to be used as storage; they are to remain vacant unless you have prior permission to use them
- >> Meeting rooms – return additional chairs to their respective areas, return dirty cups to the kitchen, take any samples parts with you
- >> When you are working with spare parts, ensure they are kept in the spares cupboard or other appropriate location.
- >> At the end of the day, ensure you leave a tidy and clean workstation and close your cupboards
- >> Keep the demo area tidy. You are responsible for your own mess
- >> Clean up immediately following a trial in the demo area
- >> The use of personal heaters is prohibited. Please leave these at home as they are a potential fire hazard

Personal items are the individual's responsibility and tna will not be responsible for any claims of damaged or stolen property.

19. Gifts and Favours

tna team members and members of their family are not to accept gifts, favours, money or services from any source that relates to our business (eg suppliers, clients, etc). Any gift received must be handed over to the office administrator who will accumulate and share them among all staff via the "End of Year" lucky draw.

20. Kitchen and Bathrooms

Please keep the kitchen and bathroom areas clean after each use. These are considered public areas and you should be respectful to others by always cleaning up after yourself.

A Kitchen Roster has been created, whereby each team member is allocated to kitchen duty for a week. This may include emptying the dishwasher, replenishing tea & coffee, wiping down the microwave, etc . Each team member is responsible for their own mess. If you use dishes or cutlery then wash them [or place them in the dishwasher] immediately after use – do not leave them in the sink for others to clean up. A cover should be used when heating food in the microwave and please wipe down the bench.

If you are unable to fulfil your duty, please arrange and swap with another person, noting their name on the roster for the appropriate week.

In the bathrooms, replace toilet paper rolls when they have finished and place any empty rolls into the bin. Sanitary disposal bins have been provided and must be used. Do not flush feminine hygiene products down the toilet. If there are any issues with these facilities you should notify your Office Administrator immediately.

21. Direct Phone Numbers and Personal Calls

Where possible, your direct phone number should be shown on your email and business cards, and provided to all business and personal contacts. The main line is very busy and our reception and office administrators appreciate your ability to answer your own calls. Most team members have their own direct number or extension therefore you should contact other tna team members by using these numbers.

Personal calls by mobile or landlines are permitted, however these should be kept to a minimum. Team members travelling on international business should make calls to family using Skype, where possible.

2 2. Mobile Phones

All mobile phones should be placed on low volume or vibrate whilst in the office. Personal calls and call duration must be kept to a minimum, as not to interfere with the requirements of your role.

The need for a company issued mobile phone is assessed by **tna** on a case-by-case basis taking into account the role of the individual. It is assumed that if **tna** pays for the full phone rental it also owns the right to the phone number. Personal calls can be made but must be kept to a minimum and where excessive personal use is identified, the team member will become liable for the payment of these calls.

The use of all hand-held devices (mobile, GPS, MP3, MP4 etc) whilst driving is illegal in all countries with large financial penalties and loss of demerit/driving points. All team members issued with a device should arrange a hands-free device (eg earpiece, bluetooth or cradle). In the event you receive a fine, you will be solely responsible for its payment.

Mobile phones in need of repair should be returned to the company, who will return it to the supplier for repair or replacement. It should be noted that manufacturer's warranty does not normally cover damage caused by misuse or neglect, and that the cost of such repairs would be borne by the user. Further information relating to mobile use is available in the [Mobile Phone Policy](#).

2 3. Voice Mail



Every team member with a phone (mobile or office phone) must record a voice message.

As an example, your voicemail should include: "You have reached [insert name & position] at **tna**. I am currently unable to answer your call. Please leave your name, phone number and a brief message so I can reply. Have a nice day".

If you will be on leave or out of the office, as a matter of courtesy, change your voicemail to reflect your circumstances and who to contact during your absence. As always, all messages must be clear, precise and professional.

2 4. Practical Jokes

While there's nothing wrong with a joke here and there, or a well-planned practical joke, an over-the-top prank can do a lot of harm and be a potential health & safety concern. Be cautious if you intend to play a joke on co-workers, as they might not see the funny side!

2 5. Staff Meetings

Group meetings of several employees as well as meetings of all employees are occasionally scheduled. Every effort is made to schedule these meetings during work hours. Written notification for mandatory meetings will be distributed in advance. All employees are required to attend, when requested, even if it is not during your scheduled work hours.

2 6. Recycling & Green Office

There are many good reasons for making **tna** offices an energy-efficient, environmentally sustainable work environment and by being eco-conscious numerous benefits can be generated. For example, by reducing the level of electricity used in the office, you are directly reducing air and water pollution from power stations and saving a tonne of greenhouse gas for each 1000 kilowatt-hour of electricity you save. (NAEEEC, 2001)

Every team member has a responsibility to practice and adhere to green office and recycling strategies. Ways you can have an 'green' impact include:

- >> only print documents when absolutely necessary
- >> if you have to print, use the double-sided print option
- >> only use the colour printing option for necessary business material
- >> reuse the blank side of used paper as your notepad - only when there is no confidential information on the other side (**tna** does not approve note pads for this reason)
- >> place unusable paper and cardboard in the recycling bins provided, for secure disposal or shredding.
- >> at the end of the day, turn all insides lights off for the night
- >> deactivate your screensaver as they more frequently waste energy rather than save it.
- >> Set up a hibernation activity for when you do not use your computer eg after 20 minutes
- >> turn your computer off each night, as well as the screen
- >> turn photocopiers, printers and other office equipment off at the power point at night



27. Smoking at Work

tna maintains a no smoking policy inside our buildings, vehicles and in direct view of the public. Each building has a designated smoking area (usually at the rear of the building) which is to be adhered to. Smoking is prohibited in all company vehicles.

During work hours, smokers are permitted to one break per morning and afternoon for a duration not exceeding 5 minutes, with a maximum of 3 staff at a time. Smoke breaks in excess of this will be regarded as absenteeism and may lead to disciplinary action. Please be considerate of non-smokers including passive smoke, break length, hygiene (including cigarette smells on your clothes & breath) and proper disposal of cigarette butts.



SECTION 5: ADMINISTRATION AND SUPPORT

1. Letters of employment and employment references

If you require a letter of employment, please contact your manager or your payroll administrator. Letters include information about **tna**, the date you commenced employment and length of service, position(s) you held and brief description of the tasks you performed.

2. Mortgage and Credit Verification Requests

Requests from banks and other lending institutions seeking verification of your employment and salary are handled confidentially. Should you require salary verification please make a request to the payroll administrator.

3. Complaints, Grievances and Suggestions

Any person can submit a complaint or suggestion. Team members should first inform their supervisors for all work related suggestions or grievances, or our People & Culture [human resources] Department. We are also in the process of setting up a Complaints and Suggestions link on our website.

4. Solicitations

Solicitations and distribution of literature within the business environment can pose security risks. Solicitation by vendors or their representatives on Company property is prohibited unless it has been approved by the General Manager. Persons not employed by **tna** may not distribute literature or other materials on Company premises.

5. Answering and Telephone Etiquette

The telephone is one of our most important business tools because it is our primary link to customers and often to each other. Yet, because the phone is such a basic fixture in our everyday lives we rarely think about how to use it, or how crucial it is to **tna's** success. All team members share the responsibility to create a positive impression of **tna** during any telephone conversation.



Our telephone answering policy is a simple one: answer the phone promptly and be professional.

5.1. Telephone Answering

- » Answer the phone as soon as it rings (it should not ring more than twice)
- » 😊 (smile) even though the caller can't see you, they can hear the mood you are in!
- » Make the caller feel welcome - they are not an intrusion! **tna** is here to assist!
- » ALWAYS offer to take a message first as it is more personal and shows you are trying to assist.

Answer your phone as follows:

"Welcome to **tna**. <insert first name> speaking. How may I help you?"

If the person is not available:

"I'm sorry, <insert name> is out of the office at present. Would you like to try his mobile phone, leave a message or may I transfer you to his voice mail? Also, for future calls, would you also like their direct line number?"

5.2. **Telephones**

» **tna land line (i.e. your extension) – recording voice mail**

All employees are to ensure that a voice message is recorded on their landline / extension at all times. The message must be clear, precise and professional. Update the voice message when you are out of the office, or divert your phone to reception.

"Hello, you have reached <your name>. I cannot take your call at the moment **OR** I am currently out of the office until <date>. Please leave a message after the tone or press 0 to be transferred to reception"

» **Mobile Phones – recording voice mail**

All employees are to ensure that a recorded voice message is available on your company issued Mobile or Cell phone at all times.

» **After Hours recorded message**

All **tna** branches and home offices are to ensure that a current after-hours message is available at all times and **updated** in line with the above guidelines.

» **All employees are to ensure they use :**

- Skype as a first option, especially when calling overseas or interstate
- direct lines as a second option when contacting colleagues
- as the final alternative, the main switchboard number

SECTION 6: BEHAVIOUR AND CONDUCT

1. Code of Ethics and Professional Conduct

At **tna**, you are expected to adhere to certain moral and social responsibilities, as well as professional conduct and exhibit a high degree of integrity. By joining **tna**, you are agreeing to be bound by our high standards of behaviour and include them as part of your habits when dealing with clients, suppliers, co-workers and the greater community.

As a **tna** team member, you are expected to:

- » behave in a way that upholds **tna**'s values and the integrity and good reputation of **tna**
- » act lawfully and not knowingly allow, encourage or assist in unlawful conduct
- » observe, participate and promote all company policies, procedures and rules
- » recognise and respect the rights of all people
- » treat all with respect, handle inquiries promptly and courteously
- » respect the private nature of information received and refrain from disclosing confidential information without the express consent of those concerned or as provided for by law
- » act with integrity and trustworthiness and do not promote your own self-interest or allow personal interests to undermine your objectivity, accuracy, independence and behaviour
- » be honest, objective, truthful and ethical in your words, actions and representations and not knowingly misled colleagues, clients or suppliers
- » not provide false or misleading information in connection with your employment at **tna**
- » foster equal opportunity and non-discrimination and seek to establish and maintain equitable treatment of all individuals
- » maintain a high standard of professional knowledge, skill and competence through continuous professional development
- » use **tna** resources in a proper manner and for their intended purposes
- » disclose and take reasonable steps to avoid any conflict of interest (real or apparent)
- » comply with any other conduct requirements as reasonably requested

Our Employee Handbook covers various aspects of professional conduct and behaviour, but it is not all-inclusive. Each of us is responsible for complying with the Code and for reporting any suspected breaches (eg fraud, corrupt behaviour or breaches of law) to **tna**'s management team.

Should your performance, work habits, conduct or behaviour become unsatisfactory based on a breach of this Code, or other company policies, disciplinary action including termination of employment may be warranted.

AN ETHICAL LIFE
IS BUILT OF INTEGRITY
HONESTY KINDNESS
DECENCY &
TRUTH
JUSTICE HONOR
LOVE RESPECT
COMPASSION
AND WORKING
TOGETHER
TO MAKE LIFE BETTER

2 Standards of Behaviour

All team members have a duty to carry out their work to the best of their ability and to abide by the terms and conditions of their employment. Standards of behaviour means the minimum standards of conduct and performance that **tna** accepts. Whilst it is not possible to set out in detail the standards expected in every respect, the following instances are unacceptable:

(a) Misconduct

Examples of unacceptable behaviour which may lead to discipline, although a repeated instance of such behaviour may result in dismissal:

- >> negligence
- >> poor timekeeping or attendance
- >> unauthorised absence
- >> abusive or offensive language
- >> insubordination
- >> refusal to obey reasonable instructions

This list is not exhaustive.

(b) Serious Misconduct

Any act of serious misconduct may lead to summary dismissal, which is dismissal without notice or payment in lieu of notice. Serious misconduct is conduct or behaviour which is wilful or deliberate, or causes serious or imminent risk to the health and safety of another person or to the reputation or profitability of our business. The following are some examples of behaviour that may constitute serious misconduct:

- >> theft or fraud (including falsification or records and false claims)
- >> abuse or assault of co-workers, suppliers, clients or any other person
- >> deliberate damage to property
- >> the employee being intoxicated at work
- >> negligence likely to cause serious loss, damage or injury
- >> the employee refusing to carry out work duties

This list is not exhaustive.

3 Conflict of Interest

All **tna** team members are encouraged to conduct their business affairs in such a way as to avoid conflicts, and the appearance of conflicts, with the interests of **tna** at the forefront.

Team members may not use their affiliation with **tna** for personal gain. Examples of such activities include receiving payments, gifts, entertainment or other compensation from any entity performing work or services for **tna** or from any entity which is seeking to do business with us. All gifts that are received are to be passed over to the Office Administrator, who will gather and distribute them at the end of year lucky dip.

Team member should not hold an outside position in any business, trade, civic, governmental or association that interferes directly with your job performance and responsibilities, subject matter, or is in competition to **tna** and its business, without first seeking written permission from **tna**. Furthermore, team members may not be employed by or affiliated with a competitor whilst employed by **tna**.

If you have any doubt about your obligations, the best option is to consult with your manager. Conflict of Interest forms part of a team member's contract of employment and any breach whether intentional or not may result in the termination of an individual's employment.

4 Equal Employment and Anti-Discrimination

tna recognises that EEO is an employment obligation to social justice and a legal responsibility. Employees are hired solely on **tna's** recruitment requirements and the selection criteria of the position. **tna** also recognises that prohibiting discrimination in the workplace is sound management practice. For these reasons, **tna** is an equal opportunity employer and there is no place for any form of discrimination towards applicants, team members, customers, contractors, clients or visitors within our organisation. We do not condone any form of discrimination, harassment or vilification including [and not limited to] that which relates to:

- >> Age
- >> Race or ethnicity
- >> Gender
- >> Sexual orientation
- >> Marital or relationship status
- >> Religious beliefs or activity
- >> Political beliefs or activity
- >> Pregnancy, or potential pregnancy
- >> Carer responsibility or family status
- >> Physical appearance or features
- >> Profession, trade or occupation
- >> Medical history or conditions
- >> Socio-economic background

5 Workplace Harassment, Bullying and Violence

tna is committed to providing a working environment which is pleasant to work in and which is free from harassment, bullying and violence. **tna** recognises that workplace harassment, bullying or violence is non-discriminatory and any person or seniority can be the target and/or the perpetrator. **tna** does not condone any form of harassment, bullying or violent behaviour, including behaviour that takes place outside the workplace.



Workplace harassment might include:

- >> suggestive comments about a co-workers appearance
- >> persistent, unwelcomed advances and invitations for romance or sexual favours
- >> gender based insults, sexist or racist jokes or comments
- >> circulating, displaying written or pictorial material that is offensive or belittling
- >> gestures that are insulting or belittling
- >> making jokes, derogatory or dismissive comments at the expense of a co-worker
- >> verbal abuse

Workplace bullying might include:

- >> physical or verbal abuse, and threats
- >> yelling, screaming or offensive language
- >> excluding or isolating team members
- >> intimidation
- >> assigning meaningless tasks unrelated to the job
- >> giving team members impossible jobs or targets
- >> deliberately changing work rosters to inconvenience particular team members
- >> deliberately reducing work performance
- >> withholding vital information

If you become aware of situations involving unwelcome or inappropriate behaviour directed toward you or another employee, please report it immediately to your direct supervisor or General Manager. **tna** has an obligation to initiate investigations for any form of unsavoury behaviour. Further, actions including criminal investigations may be taken against any team member, regardless of job function or position (or other person including a client or agent) who breaches the law.

Further information relating to **tna's** policy and procedure on EEO and Anti-Discrimination, Harassment, Bullying and Violence can be found in the Human Resources Manual.

6. Fair Dealings

We all have an obligation to conduct our business activities in a lawful, ethical and fair manner. **tna** believes in open business dealings and handing out any incentive to secure something in return is not the way **tna** operates. If you are approached to provide any gifts or favours to suppliers, clients or other businesses that we interact with, please report this to your manager before dealing with the customer.

7. Office Relationships and Personal Friendships

Many people meet their partners at work and **tna** does not discourage this. However, all team members (particularly supervisors and staff under their direct chain of command) should think twice before engaging in an office romance, ensure consent is given by both parties and People & Culture or the General Manager is immediately notified of any personal relationship (even short-term flings). All relationship notifications will remain confidential. We ask to be notified so we can determine there is no conflict of interest, to minimise the risk of any relationship-related issues or potential reports of harassment.

In addition, team members who supervise the activities of their relatives, friends or those who reside in their household must remain vigilant at all times. These types of personal relationship may spark favouritism and evoke concerns about breached confidentiality, calling into question a supervisor's judgement.

Should any relationship, including office romance or personal friendship be seen as being harmful to our business, management may need to adjust the work environment to protect overall working relationships and our business interests.

8. Weapons

The vast majority of society generally defines weapons as guns, knives and other objects universally considered a weapon. A "weapon" can also be any object which would do harm to another when used as such. **tna** shall deem any such objects as weapon for the purpose of enforcing this policy.

Possession of weapons is prohibited on company property and while on duty performing company business at any location. Any employee on duty or on company premises in possession of a weapon will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to your immediate supervisor or Senior Management.

9. Alcohol, Drugs and Illegal Substances

It is **tna's** aim to provide a healthy and safe environment that reduces harm associated with people being impaired by alcohol, drugs or illegal substances whilst they are at work.

The consumption of alcohol should be avoided during the workday and whilst acting on behalf on of **tna**, however an exception will be made when attending company sponsored functions, or representing **tna** at corporate or business events where alcohol is served. If you are attending these events (and elect to consume alcohol) you must ensure that you conduct yourself in a manner that will not tarnish or disgrace **tna**, your colleagues or yourself. Drunkenness is not acceptable and disciplinary action may be taken. Additionally, each team member has a responsibility to ensure co-workers who drink alcohol do so responsibly and in moderation.

tna has zero tolerance when it comes to the use, sale, possession and being under the influence of any prohibited substance whilst acting on behalf of **tna** including on any business related premises (e.g. **tna** site, client, supplier etc). Furthermore, employees are not permitted to report to duty while under the influence of alcohol or illegal substances.

Team members who have been prescribed medication that are not recommended to be taken whilst driving or operating machinery should notify their manager immediately, so alternate duties can be arranged.

10. Grievances and Dispute Resolution

Team members who have a grievance or believe they are a victim of workplace violence, bullying, harassment or discrimination should follow **tna's** grievance procedures. Where serious misconduct, behaviour or wrongdoing is brought to our attention an investigation will be conducted to meet **tna's** legal and moral obligations.

If possible, and in the first instance, let the person know their behaviour or conduct has affected you. They might be completely unaware that they have affected you or may interpret your silence as consent. If resolution has not been achieved, or the situation occurs again, you should notify your Manager immediately, who will participate in the seeking of a resolution. If your Manager is the perpetrator, the Managing Director, Group People Development Manager or another senior Group Manager must be informed. If you feel uncomfortable discussing the grievance with **tna** management, you have the right to contact the anti-discrimination, human rights or equal opportunity commission or board in your region.

Confidentiality cannot be guaranteed in an investigation however **tna** will do its utmost to keep information to the persons directly affected or investigating the situation. We will do our best to ensure that the situation and investigations are handled sensitively and that appropriate protection is provided to anyone who has been unfairly or improperly treated or who is reporting improper behaviour which is subsequently found to be substantiated.

It is a violation of our policies and various Federal and State laws for any team member to retaliate against another team member for filing a true complaint, a complaint made in good faith or for cooperating in an investigation.

11. Reporting Business Abuse

Business abuse is any unethical, illegal or irresponsible act that causes harm to **tna**, our team members, customers, or the public. Examples of abuses that should be reported include: conflicts of interest; violations of statutes or regulations, anti-trust violations, theft, sabotage, misuse or vandalism of **tna** property, and discriminatory, bullying or other unsavoury types of behaviour.

If you become aware of violations by team members or entities working with **tna**, we encourage you to report such matters to your local General Manager, or Managing Director immediately.

SECTION 7: HEALTH & SAFETY

1. Policy

tna is committed work health and safety and makes every reasonable effort to prevent accidents, protect employees and promote health, safety and wellbeing to all whilst on our premises and whilst acting on our behalf at other locations (eg client sites).

tna's health & safety policy reflects our commitment to:

» **Fostering a safe working environment by**

- complying with all applicable statutory requirements
- conducting regular inspections to identify potential hazards and assessing the risks to employee health and safety, with the view to eliminating, mitigating or minimising the risk (where possible)
- providing and maintaining plant, machinery and equipment that is safe and without risk to the health of employees
- providing information, training, instruction and supervision in the use of such plant, machinery and equipment
- implementing safe working practices and systems that cover all activities

» **Generate a safety culture by**

- actively supporting and encouraging employee feedback, consultation and participation in our health and safety committee and programs
- actively responding to and investigating all incidents, and ensuring injured employees are returned to suitable work at the earliest possible opportunity through equitable claims management and rehabilitation practices
- maintaining relevant policies, procedures, systems, information, training and organisational structures to support and communicate effective health and safety practices throughout **tna**

» **Ensuring accountability by**

- ensuring all managers remain directly responsible and accountable for the health, safety and welfare of their employees
- providing adequate resources to assist managers in this cause
- empowering all to take responsibility for their own safety and that of others



2. Obligations

Safety is everyone's responsibility including all **tna** team members, managers, directors, clients, contractors and visitors.

Management has the ultimate responsibility for work health & safety, and will actively promote and monitor compliance with relevant legislation. Management in consultation with your safety representatives will also ensure that adequate resources are made available to meet **tna's** health and safety obligations.

Managers, Supervisors and Team Leaders are responsible to:

- » Ensure that employees have the appropriate equipment to enable safe work practices
- » Ensure staff attend training as required
- » Ensure any safety issue or information is communicated to all employees
- » Ensure hazards are corrected immediately. If unable to be corrected, report the hazard to the health and safety representatives or the committee
- » Assist and cooperate in the investigation of any accident and report findings
- » Support and assist **tna's** Return to Work Program

Every person whilst at work must:

- >> Comply with legislation, company rules, policies and procedures
- >> Maintain knowledge of policies and procedures and actively promote safety within the team
- >> Work with the health and safety representatives
- >> Keep work areas clean and tidy
- >> Remain aware of potential hazards
- >> Identify and report all hazards, incidents, accidents and injuries
- >> Where able, fix the hazard immediately, complete the required form and notify your Manager
- >> Use safe practices and equipment where available eg manual handling guidelines, pallet jack, mail trolleys
- >> Follow evacuation procedures
- >> Attend training sessions as required

Health and Safety Committee and Representatives

- >> Develop and implement health and safety policies and procedures, including information to visitors and contractors
- >> Act on any referred incidents or injuries and report & investigate them
- >> Comply with legislation
- >> Ensure appropriate training of all employees

All employees are encouraged to raise any issues that they consider affect the safety or health of **tna's** employees and visitors.

3 Consultation

tna will consult with employees about health and safety issues by:

- >> sharing with employees relevant information about work health and safety
- >> giving employees the opportunity to express their views and to contribute in a timely fashion to the resolution of health, safety and welfare issues in the workplace
- >> valuing and taking into account employee's views on work health and safety matters

Consultation with employees will be on-going, including in the following circumstances:

- >> when risks to health and safety arising from work are assessed or reviewed
- >> when decisions are made about measures to eliminate or control those risks
- >> when introducing or altering procedures for monitoring risks
- >> when decisions are made about the adequacy of facilities for the welfare of employees
- >> when changes are made to the premises or systems of work that could affect the health, safety or welfare of employees
- >> when decisions are made about procedures for consultation with employees.

The above procedures will be reviewed and may be revised from time to time.

4 Health & Safety Manual

tna has an extensive health and safety management system in place which can be viewed on mytna. It identifies our commitments to a safe workplace and consulting with team members, and provides guidance to team members in how to conduct themselves and tasks safely.

tna has a comprehensive [health and safety intranet page](#), where you can access all policies, procedures, safe work method statements, material safety data sheets, plus [chat on the blog](#) about any health and safety issue at **tna**.

SECTION 8: SALARY AND WAGES

1. Salary and Wages

tna has calculated your remuneration package on a number of variables, including:

- >> basic wage
- >> legislative conditions (eg superannuation, pension, insurance or allowances)
- >> tna specific entitlement (eg allowances and other benefits)

If you are a salaried team member overtime is not payable, which is more typically associated with hourly-paid and casual team members. tna does offer other benefits to all team members when work is conducted outside the normal span of hours, so not to disadvantage and to recognise staff for their efforts.

All information relating to your salary are strictly confidential and may not be discussed with any other person.

2. Pay Cycles

2.1. Monthly Payroll

Team members who are paid monthly (1st - 31st) are paid 2 weeks in arrears and 2 weeks in advance. Payroll is processed on or around the 14th of the month and is available in your bank account the following day. If the 14th falls on weekend, payroll is processed on the Friday.

2.2. Bi-Monthly / Semi-Monthly Payroll

Team members who are paid bi / semi-monthly are paid in arrears. Wages are paid into your bank account and are available on or around the 15th and 30th of each month. If 15th or 30th falls on a weekend, payroll is processed on the Friday.

2.3. Weekly Payroll

Team members who are paid weekly are paid in arrears. Payroll is from Monday-Sunday (inclusive) and is available in your bank account each following Wednesday.

2.4. Wage Payments

All payments are by direct credit into your nominated bank account. The timing of this will vary according to your location and pay cycle. If you have a payroll query you should immediately inform the payroll administrator.

3. Time Records

Government regulations require that tna keep an accurate record of hours worked by employees. All hourly employees are required to punch in when they report to work and punch out when they leave. Employees must punch in no earlier than five (5) minutes prior to their starting time and punch out no later than five (5) minutes after their scheduled shift has ended, unless approved by management.

4. Payslips and Payment Summaries

Payslips are provided to you once payroll has been processed. Your payslips will include the period covered, hour worked, pay rate, superannuation / pension contributions details, and all deductions.

At the end of the financial year, tna will provide you with a Payment Summary, which is used for your tax return (where applicable).



5. Payroll Deductions

tna will withhold all taxes and other statutory deductions as required by law. Additionally, voluntary deductions may be available within certain countries, based on regional legislation. Please contact your local finance department for more information.

6. Updating Records

We aim to keep all personnel records up to date however it is the team member's responsibility to inform **tna** of all changes in their personal circumstances. For example change of address, personal email or phone number, superannuation or pension fund, and your emergency contact person. Please use the [Employee Details Form](#) to update your personal information.

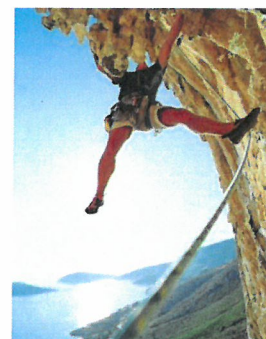
SECTION 9: BENEFITS AT TNA

1. Leave Entitlements

All team members are entitled to leave, as per your country's leave laws and **tna** rules.

The most common entitlements include:

- » annual, holiday or vacation leave
- » sick, carers or personal leave
- » bereavement, compassionate or funeral leave
- » parental, maternity or paternity leave
- » public holidays



A [Leave Request](#) must be completed for ALL leave taken (including unpaid leave).

Personal appointments should be arranged outside your normal working hours however we understand that sometimes this is not possible and with your manager's prior knowledge and approval, we allow up to 3 hours off work for personal appointments without the need to submit a leave request. All absences longer than 3 hours will require a [Leave Request](#) to be submitted.

1.1. Annual / Holiday Leave

tna provides paid vacation leave for all eligible employees. Four weeks' notice should be provided for all requests for vacation leave. Additional notice may be required for leave in excess of 6 weeks or when **tna** needs to find a replacement during your absence.

Additional non-paid vacation days may be considered.

1.2. Sick Leave

If you are sick and cannot attend work, you must notify the office immediately and complete a [Leave Request](#) on your return. A Medical Certificate may be required for sick leave therefore please review local laws, our leave policy and your contract of employment for guidance.

2. Incentive Bonus

All permanent team members will be eligible to participate in **tna's** annual Incentive Bonus Plan. The incentive is a profit share bonus and is determined on the company's performance, relative to pre-established objectives and parameters. Bonuses are customarily paid in December after the close of the plan year and will be pro-rata based on length of service.

3. Employee Share Option Plan

The Employee Share Option Plan involves offers to eligible employees who have been with **tna** for at least three years to acquire, at no cost to them, options to shares in TNA Australia Pty Ltd. The Plan enables option holders to share in the future success of **tna** through growth in the value of their options.

Offers will be made on a discretionary basis by the Directors and a handbook with explanatory material will accompany any offer.

4. Service Awards

tna wishes to recognise and honour the achievements and contributions of long serving team members who have been supportive and part of a successful team. Service Awards will be presented to staff members who reach the milestones of 10 and 20 years of continuous service. These will be presented on their anniversary

date, or as close to it as possible. Further details regarding recognition and rewards for length of service can be located within the policy.

5. Weekend Compensation

Business and client circumstances may require a team member to work one or both days over the weekend. Since the majority of team members receive a salary, there is no overtime pay, which is more typically associated with team members who are paid by the hour. As such, Weekend Compensation has been introduced to ensure team members who are required to work over the weekend are not disadvantaged and are recognised for their efforts.

6. Maternity and Paternity Leave

tna will meet all local requirements and responsibilities when it comes to taking time off work for parental leave. Where leave is not available or the local country's entitlement does not meet **tna's** benefit, team members will be entitled to a "top-up" payment. [Benefits provided by **tna** are not in addition to local country benefits.

The "top-up" provides permanent team members with the difference between the amount received through the government's parental leave scheme and your usual salary during the **tna** benefit period.

tna's maternity leave benefit entitles female team members 3 weeks paid leave for every completed year of service, when they have worked at **tna** for 24 months or more (maximum benefit of 26 weeks). Our paternity/father/partner leave benefit entitles team members up to 2 weeks paid leave on the birth or adoption of a child.

Other eligibility criteria may apply or be required before the granting of any benefits therefore please refer to the actual policy or see your manager for full details.



7. Additional Superannuation / Pension Insurance

Saving for retirement is not usually at the forefront of our thoughts, however with many retirement funds not able to meet the needs of the general person in retirement (plus the unpredictability of the share market), team members have the option of adding to their retiring savings.

tna can offer team members (in certain countries where pension and tax rulings allow) salary sacrificing of superannuation or pension insurance. This means an amount of money will be withheld from your pre-tax salary and deposited into your retirement fund. If you would like to take up this option, or find out if this is available in your country, please contact your local payroll administrator.

8. Work Flexibility

Balancing your career with your life is challenging. At **tna**, we recognise that you want to spend more time with family, improving your golf handicap or diving the depths of the ocean. For most, working may not be able to be excluded from life entirely, however **tna** may be able to facilitate a change in the normal working pattern. There are certain eligibilities, and not all positions will be able to access these options, but if you never ask, you'll never know!

9. Company Credit Card

If you have been issued with a company credit card, at no time should it be used for anything other than company expenses. Misuse of any credit will be referred to the appropriate authorities for legal action.



All purchases over \$50.00 that are not travelling type expenses require an approved requisition. The exception to this is where emergency supplies may be required during installation, exhibitions etc when a requisition should be initiated the following day. This is the exception, not the rule! Any misuse of the company credit card will result in a one-time payroll deduction for the charge; and could lead to termination.

10. Additional Employee Benefits

From time to time, **tna** may offer additional benefits or “perks”, which are dependent on team member requests, what’s the new ‘in’ offer or seen as best practice. These benefits are not part of the employment contract and **tna** can withdraw the offerings at any time. If you have a suggestion which could benefit all, please inform the HR department.

** Additional benefits may be available based on the country you work. For a complete listing, please contact your manager or local finance department.

SECTION 10: PERFORMANCE MANAGEMENT

Performance management is an ongoing process for planning, reviewing, evaluating and providing feedback on a team member's performance and development needs. It includes regular discussions, annual performance appraisals and objective setting.

1. Promotion

tna retains the right to appoint a successor to any role as part of management development to broaden a team member's experience. Team members who consistently perform well may receive the opportunity to move to a position that demands new skills or provides greater responsibilities.

2. Performance Appraisals

Each team member's performance is reviewed formally and informally. Informal reviews are conducted on a daily basis and formal reviews are usually conducted annually. Formal reviews aim to identify strengths and opportunities, set performance objectives for the coming period and to determine if a merit increase is warranted. The amount you receive depends on your performance and where your salary falls in relation to the market and funds available. Merit increases are approved by the CEO and will be communicated once approved.

3. Performance, Conduct or Behaviour Improvement

Where improvement has been identified, a formal plan and warning letter are issued to facilitate and clarify the performance, conduct or behaviour to be improved, the expectations and actions required to achieve the level of improvement necessary [usually 14 days or more and depending on the areas requiring improvement].

The supervisor is responsible for monitoring and providing feedback to the team member and may take further disciplinary action, including termination of employment, if the desired outcomes are not achieved within the timeframe.

4. Performance Counselling

tna has a vested interest in trained and experienced team members and seeks to help team members who are having difficulty meeting the Company's performance expectations by providing performance counselling, coaching, advice & support. Where required, team members may be directed to seek professional counselling to help identify strategies to improve performance or conduct.

5. Discipline

The type of discipline used is varied and takes into consideration the type of unsatisfactory performance, behaviour or conduct displayed. Examples include:

- >> verbal and written warnings
- >> demotion or downgrading of job status and responsibilities
- >> suspension
- >> dismissal

Please refer to Performance Improvement and **Grievance & Discipline Procedures** for all performance, conduct and behaviour based disciplinary action, which are available on [my-tna](#).

SECTION 11: TRAINING AND DEVELOPMENT

1. Onboarding

Onboarding is the familiarisation and integration process which extends over the initial employment period. It provides new team members with an understanding and appreciation of the requirements of their jobs, the functions of their work area and of **tna**.

It is essential that all new team members fully understand all aspects of:

- >> their conditions of employment
- >> **tna's** vision, mission and culture
- >> **tna's** policies and rules
- >> performance requirements
- >> health and safety requirements



It must be remembered that onboarding and induction is an ongoing process and constant interface with your manager for the first 6 months will ensure a successful collaboration.

During your first few days at **tna**, you will be required to complete and review some documentation, including:

- >> forms for relevant taxation, insurance and pension companies,
- >> our employee handbook and its acknowledgement
- >> other relevant handouts (marketing information, contact lists, seating plan etc)

Your manager should direct you to our intranet, which you will find:

- >> **tna's** Welcome and Induction video
- >> Health and Safety Presentation and related safety videos
- >> Brand Identity Guidelines
- >> Promotional material regarding our products & their specifications

Your manager, within the first week, should brief you on the following:

- >> health and safety, including the emergency evacuation, first aid stations and general safety protocols
- >> telephone protocol
- >> company policies; and
- >> job specific objectives, responsibilities and measures

2. On the job training

It is to our mutual benefit to provide the finest job preparation. You will receive on-the-job training under the guidance of experienced people in your department, however all team members need to actively participate and be proactive throughout the process to maximize the benefits. The experience and skills gained from this process should help prepare you for your job assignment.

tna encourages and offers you the opportunity to increase your knowledge and skill development through further learning opportunities. Our self-development concept, promotion from within, encourages you to plan and achieve your career goals but using **tna** as a learning platform, including a tuition reimbursement plan to encourage you to chart and achieve your goals through in-house and external education programs.

Employee development covers three main activities, which includes:

- >> **Training:** This activity is both focused upon, and evaluated against, the job that an individual currently holds
- >> **Education:** This activity focuses upon the jobs that an individual may potentially hold in the future, and is evaluated against those jobs.
- >> **Development:** This activity focuses upon the activities that the organization employing the individual, or that the individual is part of, may partake in the future, and is almost impossible to evaluate

Possible employee training and development options include:

- » On-The-Job Training
- » Coaching and Mentoring
- » E-Learning
- » Workshops and Seminars
- » Industry Conferences
- » External Studies

Through our Tuition Reimbursement Policy, **tna** may be able to offer you financial assistance to attend university or college, including the cost of tuition and text books. To be eligible, there must be a link between **tna**, your employment and the course you are intending to complete. Further eligibility criteria can be obtained from the policy.

3 Conferences, Seminars & Workshops

Opportunities exist for staff to attend job-related workshops and seminars to enhance skills, update knowledge, for continued professional development and provide a better understanding of your job, and our business and industry.

When you become aware of and would like to attend a seminar or conference, please discuss this with and seek approval from your manager.



4 Tuition Reimbursement

Team members wishing to further their formal education or participate in trade-specific education programs from university or college may qualify for tuition reimbursement, when approved by the Line Manager and General Manager. Not all education programs will qualify and the amount of tuition reimbursement will be entirely at the discretion of **tna**.

The reimbursements level will be determined as a function of:

- » Ability to apply the new skills to your current position;
- » Extra effort and attitude shown by team member;
- » The likely length of time a person is expected stay at **tna**;

Team members must be employed by the company for a minimum of 24 months before becoming eligible for tuition reimbursement and will need to remain employed for a minimum period depending on the following:

- » 0 - 12 months study = 1 year employment after completion of course;
- » 1 - 2 years of study = 2 years employment after completion of course;
- » 3 years or over = 3 years employment after completion of course.

NOTE: It should be noted that **tna** will not cover 100% of cost.

SECTION 12: INFORMATION TECHNOLOGY

Policy Overview

All Computer Resources are the property of tna and may only be used for legitimate business purposes. Users are permitted access to these Computer Resources which assist in their performance of their job duties.

In using or accessing our Computer Resources, users must comply with the following terms and conditions:

1. No Expectation

1.1 No expectation of privacy. The computers and computer accounts given to users are to assist them in performance of their job duties. Users shall not have any expectation of privacy in matters which they created, stored, sent, or received on the computer system. The computer system belongs to tna and may be used only for business purposes.

1.2 Waiver of privacy rights: Users expressly waive any right of privacy in anything which they have created, stored, sent, or received on the computer or through the Internet or any other computer network. Users consent for allowing personnel of tna to access and review all materials which users created, stored, sent, or received on the computer, or through the Internet, or any other computer network.

Users understand that tna may use manual or automated means to monitor use of its Computer Resources.

2. Prohibited Activities

2.1 Inappropriate or unlawful material: Material containing fraudulent, harassing, embarrassing, sexually explicit, profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate may not be sent by e-mail or other electronic communication forms (such as bulletin board systems, newsgroups, instant messenger or chat rooms), displayed on or stored in tna computers. Users who are encountering or receiving this kind of material should immediately report the incident to their supervisor.

2.2 Prohibited use: Without prior written permission from the Chief IT Officer, tna Computer Resources may not be used for dissemination or storage of commercial or personal advertisements, solicitations, promotions, destructive programs (that is viruses or self-replicating code), political material or any other unauthorised use.

2.3 Waste of Computer Resources: Users may not deliberately perform acts that waste Computer Resources or unfairly monopolise resources to the exclusion of others. These acts include but are not limited to, sending mass mailings or chain letters, spending excessive time on the non-business-related Internet browsing, playing games, engaging in online chat groups or instant messaging, printing multiple copies of documents, or otherwise creating unnecessary network traffic.

2.4 Misuse of software: Without prior written authorisation from the Chief IT Officer, users may not do any of the following:

- (1) Copy software for use on their home computers;
- (2) Provide copies of software to any independent contractors or clients of tna or to any third person;
- (3) Install unauthorised software on any tna workstation or server;
- (4) Download any software from the Internet or other online service on any of tna workstations or servers;
- (5) Modify, revise, transform, recast, or adapt any software; or
- (6) Reverse-engineer, disassembles, or decompiles any software. Users who are report the incident to their supervisors.

3. **Passwords**

3.1 Password responsibility: Users are responsible for safeguarding their own passwords for access to the tna Computer System. Individual passwords should not be written, printed, stored, or given to others. Users are responsible for all transactions made under their account.

No User may access the computer system with another User's password or account.

3.2 Passwords do not imply privacy: Use of passwords to gain access to the computer system or to encode files or messages does not imply that users have an expectation of privacy in the material they created or received on the computer system. tna have global passwords that permit it access to all material stored on its computer system-regardless of whether that material has been encoded with a user's password.

4. **Security**

4.1 Accessing other user's files: Users may not alter or copy a file belonging to another user without first obtaining permission from the owner of the file. Ability to read, alter, or copy a file belonging to another user does not imply permission to read, alter, or copy that file. Users may not use the computer system to intrude or pry into affairs of other users by unnecessarily reviewing their files and e-mail.

4.2 Accessing other computers and networks: A user's ability to connect to other computer systems through the network or by other means does not imply a right to connect to those systems to make use of those systems unless specifically authorised by the operators of those systems.

4.3 Computer Security: Each user is responsible for ensuring the use of outside computers and networks, such as the Internet, and should ensure it does not compromise the security of tna computer resources. This duty includes taking reasonable precautions to prevent intruders from accessing the tna network without authorisation and to prevent the introduction of viruses.

5. **Viruses**

5.1 Virus detection. Viruses can cause substantial damage to computer systems. Each user is responsible for taking reasonable precautions to ensure he or she does not introduce viruses into tna network. To that end, all material received on CD's and other removable media (includes USB Stick, or, other magnetic and optical medium) and all material downloaded from the Internet, or computers or networks that do not belong to tna must be scanned for viruses and other destructive programs before being placed onto the computer system.

Users should understand that their home computers and laptops may contain viruses. All CD's and other removable Medias (USB sticks etc.) transferred from these computers to tna network MUST be scanned for viruses.

6. **Internet Access**

Due to the internet being a valuable company resource as well as a source of many security threats, access to the internet on the tna network is controlled and monitored. All access must be done through our company centralised proxy server, any attempt to evade or avoid the proxy server will be consider as a hacking activity and dealt with strictly. All access to the internet should be business-related.

When a user attempts to access websites that are considered possibly non-business related or a security risk, they will be warned by the system. Due to the category system being an automatic one, therefore it is possible that business related pages will get the warning as well. Users can use their personal judgment to ensure the proper use of internet access as they see fit.

7. **Encryption Software**

Use of encryption software. Users may not install or use encryption software on any of tna computers without first obtaining written approval from their supervisors.

8. Third Party Devices

It is strictly forbidden to connect third party devices like PCs, Laptops directly or indirectly to the tna network. Necessary exceptions for certain business partners must be checked and approved by the Chief IT Officer/IT Team.

9. Amendments and revisions.

This policy may be amended or revised from time to time when the need arises. Users will be provided with copies of all amendments and revisions.

No Additional rights. This policy is not intended to and does not override any users contractual agreements.

The rules and obligations described in this policy apply to all users (the users) of tna computer network, wherever they may be located.

Violations will be taken very seriously and may result in disciplinary action, including possible termination, and civil and criminal liability.

It is every employee's duty to use tna computer resources responsibly, professionally, ethically, and lawfully.

10. Definitions

From time to time in this Policy, we refer to terms that require definitions:

The term *Computer Resource* refers to tna's entire computer network. Specifically, computer resources include, but are not limited to: host computers, file servers, application servers, Web servers, communication servers, mail servers, fax servers, workstations, stand-alone computers, mobile devices like laptops, CD ROMs, memory sticks, PDAs, software, data files, and all internal and external computer and communication networks (for example, Internet, commercial online services, value-added networks, e-mail systems) that may accessed directly or indirectly from our computer network.

The term *Users* refers to all employees, independent contractors, consultants, temporary workers, and other persons or entities who use our computer resources.

11. IT Security Statement

The IT Security statement needs to be read and acknowledged below and applies to all employees, customers, suppliers utilizing tna IT Systems, Networks and IT Devices.

The following regulations regarding data processing at the workplace will apply and are to be made aware with third party service providers, customers & suppliers that would use our internal systems:

1. I am aware that all data handled by me and all data that I have access to within the context of my work for tna, is the property of tna and I will protect this data from improper disclosure or misuse. I will not transmit data that is confidential or outside the scope of my regular work to a third party without the prior approval of tna.

2. I am aware that tna has enacted "IT Security Guidelines" for the entire Group and that these are available on the local intranet. I will follow all security principles and security regulations described therein. If I notice a severe security violation, I will inform the IT Department.

3. I am aware that access to tna IT Systems is protected by passwords. I will keep passwords secure and confidential.

4. I will use only hardware and software approved by tna. If I need additional hardware or software I will ask the responsible tna department to provide it to me. I am aware that the installation of unapproved hardware or software may cause damage to the tna IT infrastructure as it may not be technically compliant, might be infected by viruses, malicious code or spyware and, may result in license breaches and claims for damages



against tna.

5. I am aware that tna backs-up data automatically only if stored on the network drives (e.g. home-drive, department drive ...) but not if only stored on the local hard drive of my computer. I will ensure that important data are stored on network drives, as otherwise they might be lost, e.g. due to a disk crash of my computer. If this is not possible, I will contact the IT department to find a solution together with them.
6. I am aware that all data, media and electronically transmitted files are checked by software scanning for viruses. If any virus is detected on my computer, I will immediately inform the IT Department.
7. If I need additional access to data I will follow the local process to request the needed privileges. I will not try to elevate my privileges by my own e.g. by abusing technical weaknesses or to inflict damage on someone intentionally ("Hacking").
8. If tna has provided me with mobile devices (e.g. Notebook, PDA, cellular Phones...) I will handle them with care such that those devices are not lost or stolen and will follow related guidance provided to me by the IT department. I am also aware that I may write or copy sensitive data on mobile storage devices (e.g. CD/DVD, USB-Sticks...) only with the consent of my supervisor/tna IT Team.
9. I am aware that private IT devices or external non tna devices must not be connected to the tna IT network without prior consent of the IT Department.
10. If tna provides me with administrative privileges (e.g. To ensure IT Operation) or enhanced privileges for access to data (e.g. to assist other colleagues by remote access on their computer), I will use this privilege only for the intended purpose. I will keep secret all sensitive information which I may have obtained by this and which is not intended for me.
11. I will return all provided IT devices before I leave tna.

I am aware that the tna IT Department has the obligation to ensure compliance with items 1 – 11 above and the right to access any computer and data storage media at regular intervals and without prior notification. In case of reasonable suspicion of abuse, the tna IT Department will contact People & Culture.

This statement does not conflict with any provisions of my contract with tna. By signing this agreement, I agree to the following terms:

- » I received and read the IT Computer Usage Policy
- » I understand and agree that any hardware equipment and software programs provided to me by the organization remains the property of the organization
- » I understand I am not to modify, alter, or upgrade any hardware or software programs provided to me by the organization without the written consent of the IT department
- » I agree that, if I leave the organization or terminated, I must return the hardware equipment and software programs provided by the organization immediately.
- » I understand I must make reasonable efforts to protect all organization provided hardware equipment and software from theft and physical damage

Employee Signature:

Employee Name:

Employee Title:

Date:

SECTION 13: ELECTRONIC COMMUNICATION

1. Social Media

There's a lot of talk about Social Media these days both at **tna** and around the world. **tna** encourages all **team** members to use Social Media the right way and has five Social Media principles that you should know and follow before engaging in any type of online conversation that might impact **tna**.

Firstly, what is Social Media? It's any tool or service that facilitates conversations and allows authors, readers and publishers to interact with one another over the Internet. Social Media applies not only to traditional big names such as Facebook®, Twitter and LinkedIn. Platforms such as YouTube™, Flickr™, blogs, chat rooms, forums and wikis are all part of Social Media.



Our Five Principles include:

» **Protect Information**

When you use Social Media, you should try and build relationships, but you should also be aware that through your relationship with **tna**, you have access to confidential information that shouldn't be made public. So, you shouldn't share our confidential company information or any of our customers' personally identifiable information. If you mistakenly post confidential information on a Social Media platform, it will be hard to take down that information completely.

» **Be Transparent and Disclose**

When you talk about **tna** on Social Media, you should disclose that you work for **tna**. Your friends may know you work for **tna**, but their network of friends and colleagues may not and you don't want to accidentally mislead someone. You should know and remember the 10 magic words: "Hello, my name is [NAME], and I work for **tna**." Be sure to replace [NAME] with your name because otherwise that looks odd.

» **Follow the Law, Follow the Code of Conduct**

Social Media lets you communicate incredibly fast and have your message go viral in seconds. This makes it difficult to fix an inaccurate message once you've shared it. Always double check all content before you share it, both for accuracy and to make sure it fits into **tna**'s overall Social Media strategy, our Code of Conduct, and any restrictions that may apply on the content. One of **tna**'s core values is "**We support our people**: we are honest, and treat everyone with dignity and respect", and that applies to Social Media as well.

» **Be Responsible**

Make sure you're engaging in Social Media conversations the right way. If you aren't an authority on a subject, send someone to the expert rather than responding yourself. Don't speak on behalf of **tna** if you aren't giving an official **tna** response, and be sure your audience knows the difference. If you see something being shared related to **tna** on a Social Media platform that shouldn't be happening, immediately inform the Marketing team.

» **Be Nice, Have Fun and Connect**

Social Media is a place to have conversations and build connections, whether you're doing it for **tna** or for yourself. The connections you'll make on Social Media will be much more rewarding if you remember to have conversations rather than push agendas. **tna** has always been a leader in using technology to directly connect with our customers. Social Media is another tool you can use to build our brand, just be sure you do it the right way.

If you have any questions about these principles, our policy or Social Media in general, please reach out to the Marketing team or email info@tnasolutions.com.

Happy Tweeting, Facebooking etc and join the conversations responsibly.

2 Internet Usage

The internet is a business communication tool, with occasional personal use granted so long as it does not interfere with your duties. Any personal use of **tna's** communication systems must conform with the terms of our [Behaviour and Conduct](#) and Email policies. This applies whether you are onsite or working remotely.

tna team members are advised and shall adhere to the following with regards to Internet access:

- >> Internal and external use of the internet and intranet are regularly monitored and examined to ensure our policy on internet use is being upheld.
- >> Any software downloaded from the Internet may only be obtained for business purposes.
- >> A complete virus check must be performed on any downloaded software before it may be incorporated in **tna's** systems. All downloaded software must be virus tested by the IT department, PC/LAN administrator, or another individual assigned to perform such test.
- >> Downloaded software from the Internet may be used in **tna's** systems only with the approval of management, adequate review for compatibility, pass of virus testing, and sufficient support documentation to assess the origin and integrity of the software.
- >> Before any downloading of Internet software, team members shall check and comply with any licensing agreements, copyright notices, and fee payments.
- >> Team members are responsible for ensuring any related fees are paid.
- >> Team members may not make unauthorised copies of software if it is protected by copyright.

3 Email Usage

All team members are provided with access to e-mail to assist you in carrying out your duties for **tna** and have a responsibility to use the facilities in an appropriate, professional and lawful manner.

Limited personal use of these facilities is permitted provided such use does not interfere with your duties or expose **tna** to cost or risk of liability. Personal use of the facilities is a privilege that is granted by **tna** and should not be abused.

To ensure you're connected to the exchange server open Microsoft Outlook, click on 'New', then 'To' and you should have a global address book with a bunch of **tna** email addresses.

Please Note: Before writing an email, ensure you consider more suitable methods of communication, for example:

- >> if information is for a colleague located within your office, walk round to their desk and talk face to face
- >> Pick up the phone and talk directly
- >> Use Skype, either a call or instant message

3.1. Email Rules

tna has some rules when it comes to emailing which can be found in our Behaviour & Conduct and Email Policy, however some "what not to do's" include:

- >> to abuse, vilify, defame, harass or discriminate on the basis of race, colour, national origin, age, ethnic background, marital status, gender, political affiliation, religion, disability, sexual preference, pregnancy, family responsibilities or otherwise
- >> to access, send, download, display, print or otherwise disseminate material that is obscene, pornographic, sexually explicit, profane, harassing, fraudulent, racially offensive, defamatory or otherwise inappropriate or unlawful
- >> to disseminate confidential information of **tna** to competitors, the media, or other persons
- >> to engage in activities damaging to **tna** or its business activities



If you receive inappropriate material by email, the incident should be reported to your manager immediately. Do not forward it on to anyone.

3.2. General Principles and Guidelines

tna considers email as an important means of communication. Team members are reminded that all messages distributed via our email system should not be considered as private as the system is monitored. Don't send anything by email that you would not want posted on the company bulletin board

Other guidelines for emailing include:

- >> Email attachments should not exceed 2 megabytes (2MB). Consider using the Zip function to compress your attachments if they will exceed this.
- >> Your email signature is automatically set by our email system. If there are any anomalies, a request to change your email signature must come from your manager, to IT Support.
- >> Do not use email to discuss confidential information. If the content of your email cannot be displayed publicly in its current state, consider rephrasing the email or better still discuss the issues over the telephone or in person.
- >> The 'Bcc' function is like 'Cc' except the recipients in the 'To' and 'Cc' do not know that the recipients in the 'Bcc' can see the conversation. At **tna**, the 'Bcc' should never be used.
- >> Never send an email in UPPER CASE as it is considered yelling or shouting.
- >> Formatting can be everything, but not here. **tna's** standard branding is font style Ariel, size 10. Leave the colourful backgrounds, scripty fonts and animated images for your personal email account
- >> Use the Spelling and Grammar Checker. The use of abbreviations (u, lol, ur, omg, gr8) and characters such as 😊 😄 😁 are not appropriate for business communications

3.3. Out-Of-Office Message

When you are away from the office or on leave you are required to set-up an automated message on your email account specifying the following:

Thank you for your email. Please note that I am currently out of the office until <date> and <will be checking my emails but replies will be delayed OR will be unable to reply to your message OR have limited access to emails> during this time.

For any urgent matters please contact <person's name> at <person's email address or phone number>.

Kind Regards,
<your name>
<Your full name>

Don't forget to replace <blue> with your relevant information. If you do not know how to set this up, ask a colleague or contact IT Support.

3.4. Email = Convenience

Email is a conversation that does not require an immediate response. If someone calls you on the telephone, you pick it up and the conversation begins. This is an interactive conversation. With Email you send a message and then wait for a response. The response may come in five minutes or the response may come in five days. Either way it's not an interactive conversation.

Too many users assume that the minute someone receives an Email, the receiver will read it and action it. This is a common assumption!

If you schedule a meeting for an hour from now and send an Email to each attendee, the chance that all the attendees will read that message within the hour will be pretty small. On the other hand, if you schedule the meeting for the next day, the chance that they will read the message will be pretty high.



Remember, email is not designed for immediacy, it's designed for convenience. If you require immediacy, pick up the telephone or go see the person directly.



SECTION 14: COUNTRY SPECIFIC INFORMATION

Please insert all country specific information here. Refer to your Finance Department for further information.



SECTION 15: ACKNOWLEDGEMENT & ACCEPTANCE

Employee Handbook Acknowledgement

I have received the **tna Employee Handbook**, which describes important information about **tna** and I understand that this handbook replaces any previous understanding, practice, handbook, manual, policy or representation concerning the subject matters covered by the handbook. I agree to comply with the information contained within this handbook and any revisions made to it.

The *Employee Handbook* operates in conjunction with and does not take the place of or override any federal or state laws, industrial award or employment contract. The guidelines, benefits, and procedures outlined in this handbook are subject to change, addition, rescission, or modification by **tna** at any time and without prior notice.

I understand the confidentiality associated with **tna's** benefits, policies and procedures will not reveal the contents of this *Employee Handbook* to anybody outside **tna**.

I understand that it is my responsibility to retain a copy of this handbook, to request a new copy or download a copy if mine is lost or damaged. I also understand that it is my responsibility to remain up to date with the requirements of the *Employee Handbook* & acknowledge that the most up to date version of the Handbook will be located on [my-tna](#) for me to review at any time.

Employee Signature

Employee's Name (Printed)

Date