



Employee Induction Handbook

Victoria & Queensland

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Welcome to RJN Cua Vineyards from our owners, Reg, Frank, and Joey Cua as well as all of the RJN Team. We look forward to getting to know you and all that we can accomplish together.

History

RJN Cua Vineyards was established in 1973 by Nonno of Joey and Frank and in 1982 ownership was assumed by Reg Cua when he made his first big purchase with a 20-acre vineyard. At the time growing table grapes and vegetables with the support of his wife, Lina. Together they successfully and slowly expanded their family business and obtained more land to expand their produce. Vegetables have since been traded out for wine grapes which have been crushed into many of Treasury Wines products.

Another venture was citrus which was grown in 2005 and later sold in 2021.

In 2007 their eldest son, Frank joined the team full-time where once previously he would spend school holidays helping and working wherever he could. With a thirst to get his hands dirty and join his dad in growing the family business.

Reg, Lina, and Frank successfully worked together until 2015 when another family member joined the team, this time, it was the baby of the family's turn, Joey. Joey too, spent school holidays helping and becoming passionate about marketing and positioning the business on a digital platform. Joey after some time spent living away decided to come home and add his skills to the family business.

Since this time the family has continued to have many more expansions. In 2017 the Cua's took on Queensland with purchasing a vineyard and finally fulfilling a long-wanted goal. In addition to this, other businesses have been born, one being, RJN Storage & Logistics where the transport of almonds, citrus, and grapes all occur.

Between Reg, Frank, and Joey who pride themselves on having that personal bond with their customers, all marketing of our fruit internationally and domestically is completed within RJN Cua Vineyards where you can speak to the Cua's yourself.

Over RJN Cua Vineyard's lifetime expansions of property has seen, Farm Managers, Vineyard Labourers, Heavy Vehicle Operators, and Administrative staff join the family. With the extra hands and help RJN Cua Vineyards continues to improve the quality and quantity of its grapes, ensuring that only premium products are produced, managing all export arrangements, and improving processes.

Mission & Vision

We serve to produce premium Australian grapes for our customers. We have pride in all that we do and imagine what we deliver to our customers is what we deliver to our families.

We continually work with agronomists and readily take their advice. Constant improvement is guaranteed especially when it concerns quality and consistency.

Values & Culture

Our values are integrity, teamwork, and innovation. We can apply these values to our customers, and our employees.

To our customers

Integrity: Honesty with what we put into our produce and how we source it.

Teamwork: Building positive relationships with our team, our customers, and stockists.

Innovation: Seeking the assistance of science and agronomy to achieve the best that we can.

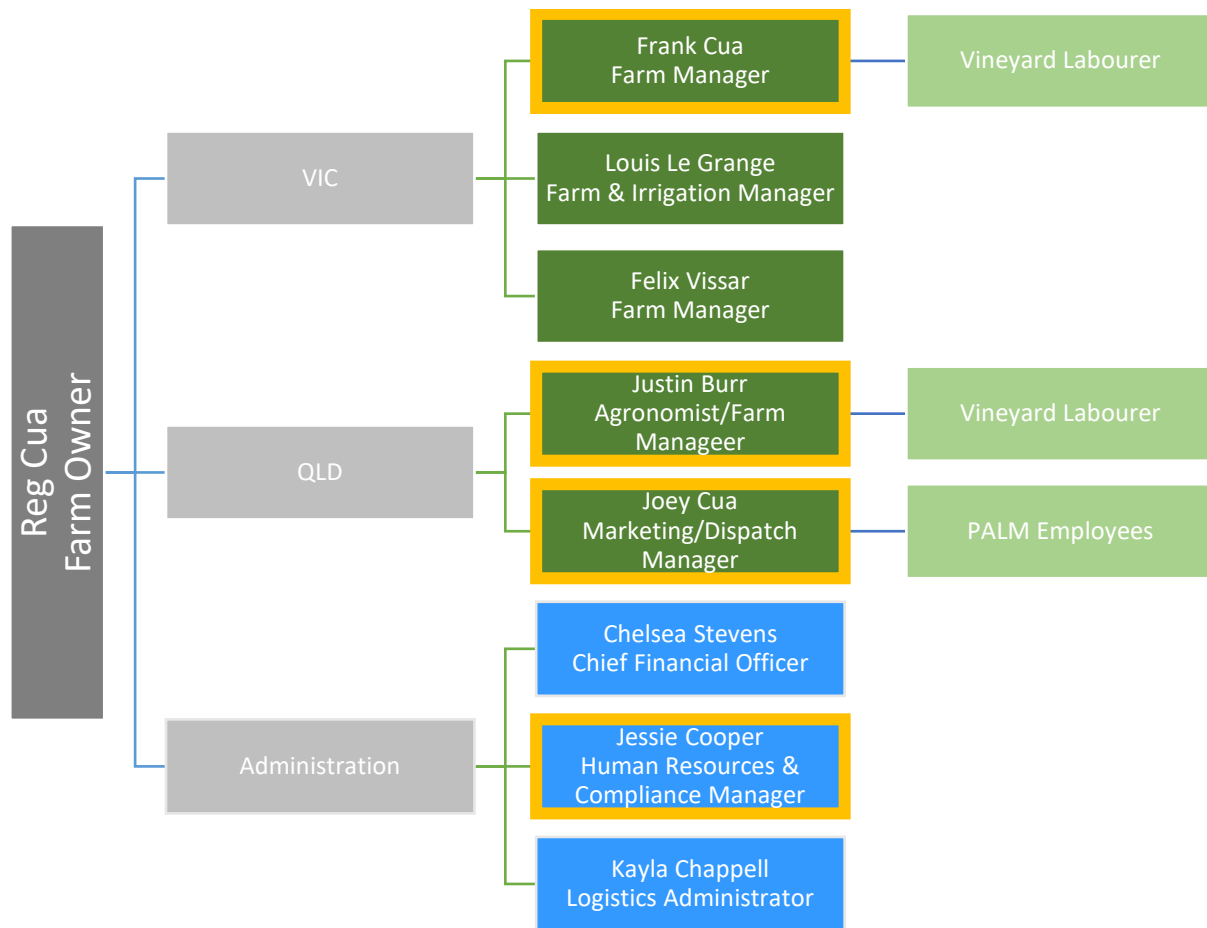
To our employees

Integrity: Holding self and the business to a high moral standard and performing on what is promised.

Teamwork: Building honest relationships and encouraging positive communication.

Innovation: Positive challenging of ideas and continuously improving yourself and your team.

Organisational Structure



Note 1: Those in dark green are responsible for Food Safety procedures

Note 2: Those outlined in yellow are Employee Representatives

Note 3: If you are working in QLD, Justin Burr is your direct contact for Health and Safety

Note 4: If you are working in VIC, Frank Cua is your direct contact for Health and Safety

Key Contact Details

- Reg Cua
 - o 0418 502 926
 - o reg@rjncua.com.au
- Frank Cua
 - o 0409 555 852
 - o joey@rjncua.com.au
- Joey Cua
 - o 0419 665 292
 - o joey@rjncua.com.au
- Jessie Cooper
 - o 0477 892 842
 - o jessie@rjncua.com.au
- Chelsea Stevens
 - o 0408 357 624
 - o chelsea@rjncua.com.au
- Kayla Chappell
 - o 0487 967 487
 - o kayla@rjncua.com.au
- Justin Burr
 - o 0409 231 131
 - o justin@rjncua.com.au
- Louis Le Grange
 - o 0413 029 434
- Felix Visser
 - o 0412 632 519

We are committed to communication, if you need to speak to someone, please contact the team.

Locations

QLD

- Farm: 689 Beckers Road, Boyenwood QLD 4626
- Packing shed aka Quebec Citrus: 707 Mundubbera-Durong Road, Boyenwood QLD 4626

VIC

- Main Farm & Shed: 303 Kulkyne Way, Red Cliffs VIC 3496
- Sunnycliffs Farm & Shed: 145 Twenty-Second Street, Red Cliffs VIC 3496
- Various other locations, please refer to farm maps for property guides

Working Hours

Working hours will be within the scope stated in the Horticulture Award. Ordinary hours are between 6 am and 6 pm. Should you be asked to exceed these hours, overtime will be applied as per the award and you have the right to decline the offer of overtime hours.

Breaks

After 4 hours of work, you are eligible for a meal break. This meal break is to not be taken within 30 minutes of starting or finishing work for the day. You will be able to take your meal break within this time at an agreed time between you and your manager. A meal break must be had if you are eligible for it.

A rest break is a paid 10-minute break that you will be given on any day or shift.

Should you work more than 8 hours, additional breaks will be given. Please liaise with your manager in regards to this.

A break will also be given between shifts, you must have 10 hours between finishing your shift and then the next shift commencing. Should you not have this 10-hour break period between shifts, overtime rates will apply.

Holidays & Leave

Holidays will be displayed on your payslip, this will include:

- Annual Leave
 - o Annual Leave is also known as holiday pay, this allows a full-time or part-time employee 4 weeks of annual leave for every 12 months worked. Leave will begin accumulating at the time of commencement and leave can be taken as soon as accumulated.
- Sick and carers leave
 - o Full-time and part-time employees can take paid sick or carers leave. Sick and carers leave (also known as personal leave) allows an employee time to take off to help them deal with personal illness or injury, caring responsibilities, and/or family emergencies
 - o The yearly entitlement of paid sick or carer's leave is based on an employee's ordinary hours of work. It is 10 days for full-time employees and pro-rata for part-time employees.
 - o It is reasonable for your employer to ask for evidence of illness such as a medical certificate
- Family and domestic violence leave
 - o Employees (including part-time and casual employees) can take family and domestic violence leave if they need to do something to deal with the impact of family and domestic violence and it is not practical for them to do so during their work hours
 - o Employees are entitled to:
 - 10 days of paid leave

Policy Statement

This policy has been developed to announce our commitment to Fair Work Australia. As an employer, RJN Cua Vineyards cares about the well-being of staff and is committed to fostering a positive environment where employees feel safe and welcome to introduce any concerns to management or their supervisor.

Our commitment includes:

Having channels for employee voices to be heard

- Open communication with staff to hear and address any concerns had and work together to find a resolution
- Work with Fair Work Australia and their resources to educate employees and the employer on their rights and responsibilities
- We recognise trade unions and staff are made aware of their opportunity to become members

Investing in workforce development

- We invest in workforce development at all levels
- We encourage and support critical thought and implementation of science and trade skills Delivering correct and consistent hours
- We will work to create consistent hours for employees and acknowledge and pay to the correct employee award level
- Providing a workplace that is safe for all employees, visitors, and contractors
- Employees are encouraged to report actions and behaviours that impact them and their safety and the safety of those around them
- All reports will be treated with high importance and worked to rectify or isolate the risk immediately
- Bullying and other behaviours which affect the well-being of employees will be addressed immediately once identified

Being a workplace where the employees are treated with respect

- We will be professional in all our interactions in the organisation and will be ethical in all of our decision-making.
- We will act to the standards outlined by Fair Work Australia

We will uphold all standards relevant to our industry by Fair Work Australia, behaviours of negative practices will not be tolerated and will be acted on as expected by Australian agencies.

This policy was developed on 2/02/2024 and will be reviewed annually. The next review date will be 2/02/2025.

Code of Conduct

Introduction

This code of conduct applies to all employees (including senior managers) of RJN Cua Vineyards ("the Company").

It provides a framework of principles for working together and dealing with colleagues and other stakeholders which are to:

- act with honesty and be scrupulous in the proper use of Company funds, equipment, and facilities;
- exercise fairness, equity, proper courtesy, consideration, and sensitivity in dealing with colleagues and other stakeholders; and
- avoid real or apparent conflicts and, if they arise, seek to resolve them quickly and by the Dispute and Grievance Management Policy and Procedure

Responsibilities

Employees are required to:

- A. promote the interests of the Company;
- B. perform their duties with skill, honesty, care, and diligence, using authority fairly and equitably;
- C. abide by Company policies and procedures, instructions, and lawful directions that relate to their employment and duties.

Confidentiality

- A. Employees must not use or disclose information obtained through their employment other than in the proper course of their duties.
- B. Information obtained in the course of employment must not be used to obtain financial reward or other benefit or to take advantage of another person.
- C. Compliance
- D. Employees must be aware of, and adhere to, company policies, especially those relating to health and safety.
- E. In the course of their duties, employees must comply with relevant legislation.

Bullying and Harassment

- A. Workplace bullying, discrimination, and harassment is against the law and will not be tolerated at RJN Cua Vineyards All incidents of harassment, discrimination, or bullying behaviour should be reported to management ASAP.
- B. Employees must be aware of, and adhere to, the company policy relating to bullying, discrimination, and harassment.

Breaches of the Code

- A. Employees must observe the code and ensure that no breaches occur. Breaches require immediate attention and employees must report known or suspected breaches of the code.
- B. Any employee, who in good faith, makes a complaint or disclosure about an alleged breach of the code, and follows the reporting procedure outlined below, will not be disadvantaged or prejudiced in the making of such a complaint or disclosure. All reports will be treated as confidential.
- C. A complaint or disclosure about an alleged breach of the code should be in writing and contain details about the date, time, and nature of the alleged breach and include any available supporting material.
- D. The allegation should be made to the employee's immediate supervisor, or if the employee believes the immediate supervisor may be implicated, to a senior manager or the Managing Director.
- E. The person to whom the allegation is made should undertake a prompt and thorough investigation and determine whether any action is required.
- F. The employee will be informed of the outcome of the investigation.
- G. If unsatisfied with the outcome of the investigation, the employee may refer the matter to the Managing Director.
- H. Employees may at any time approach the Managing Director to discuss a matter or seek advice on how to proceed with a matter.

Conclusion

If an employee has doubts about any aspect of this code, he or she must seek clarification from their Manager.

Free & Voluntary Employment

This policy applies to all workers including directly hired employees and the employees of labour hire providers and contractors. The purpose of this policy is to detail the company's commitment to providing a workplace of free and voluntary employment.

Objectives

RJN Cua Vineyards will ensure that all workers performing work do so on the basis that they:

- Have freely chosen work and have not been forced to do so
- Are not bonded or involuntary workers

- Are not required to work overtime if they do not wish to do so
- Do not have to lodge deposits, identity papers, or passports with the Company or with any labour hire provider or contractor providing services to the company
- Have not paid recruitment or placement fees to the LHP or Employer
- Are free to leave their employment after they have given notice by their contract of employment or the relevant industrial instrument
- Shall not be subject to any restrictions or curfew where on-site accommodation is provided

All agreements with labour hire providers and contractors will include a term requiring that the labour hire provider or contractor abides by this policy. The term shall be a fundamental term of any such agreement and shall require that the labour hire provider or contractor provide satisfactory evidence that it is meeting its obligations to provide a workplace of free and voluntary employment.

In the event that the Company is

made aware that the requirements of this policy are not being met it will take immediate action to address the issue and shall implement corrective action and record such action on a Corrective Action Record.

Working Rights Policy

This policy and procedure applies to all workers employed or engaged at RJN Cua Vineyards including workers employed or engaged by labour hire providers.

Purpose

The purpose of this policy and procedure is to set out how the Company will ensure that it complies with its obligations to:

- employ or engage only those workers that have the right to work in Australia

Policy

The Company shall engage or employ or continue to engage or employ any worker who does not have the legal right to work in Australia. This requirement extends to workers engaged or employed by labour hire providers and contractors. The right to work of all overseas workers shall be checked and records held in accordance with the procedures outlined below.

The Company will maintain:

- an Immi-account with the Australian Government's Department of Home Affairs.
- A Working Rights Register

Position Responsible will be responsible for maintaining the immi-account and Working Rights Register ensuring that all checks required by this procedure are carried out for all overseas workers prior to an offer of employment or engagement and during the course of employment or engagement:

Health & Safety Policy

RJN Cua Vineyards is committed to providing and maintaining a safe and healthy working environment for all workers and stakeholders.

Hazards or risks to health and safety will be eliminated or minimised as far as is reasonably practical, so as to prevent injury, illness, and dangerous incidents.

RJN Cua Vineyards considers safety, health, well-being, and incident prevention to be the ultimate success of the organisation's operation and is an integral part of management's responsibilities.

RJN Cua Vineyards has a commitment to its workers:

- Provide a safe and healthy working environment

- Provide safe working conditions and safe operating procedures for all company activities
- Provide training to all workers to reduce harm and promote efficiency
- Provide safety equipment and personal protective equipment (PPE) when required
- Eliminate workplace hazards
- Consider and action employee complaints regarding identified hazards

RJN Cua Vineyards employees and contractors have a commitment to:

- Follow all safe work practices, procedures, instructions, and policies as well as work in a manner that ensures the safety, health, and well-being of self and others
- Encourage others you are working alongside to work in a healthy and safe manner
- Report any unsafe conditions that come to attention
 - o If a hazard or unsafe practice is observed document it and provide the information to Management as soon as possible, alternatively, you can communicate this to management
 - o Management will then discuss and remove the hazard or identify steps to rectify it
- Report any near-misses or injuries incurred whilst on site and performing work duties
 - o Immediately report this to your supervisor who will assist you further
 - o Record this in the incident/injury register and discuss it with management
- Protect yourself and others from harm or injury

As a team safety will be discussed in many ways:

- Toolbox/safety meetings
- Informal communication
- Internal text communication
- Training
- Formal safety meeting
- Disciplinary meeting (if essential)

Refer to the maps to locate first aid kits on the farms.

Food Safety & Quality Policy

At RJN Cua Vineyards we aim to deliver produce of the highest quality to our customers. To achieve this goal, our business will document and maintain a Food Safety & Quality System that complies with Freshcare Standards, Good Agricultural Practice, Freshcare rules as well as legislative and customer requirements. We will achieve this through commitment to making improvements by monitoring the following objectives:

- To complete food safety induction training for new employees before job commencement
- Reduction in complaints
- Follow farm chemical label rates
- No MRL breaches We will also commit to:
- Identify and assess the risk of food safety hazards that may occur during land preparation, growing, harvesting, and packing of fresh produce.
- Prevent or minimize the risk of food safety hazards occurring.
- Act promptly when alerted to non-conformances that may require withdrawal or recall of the product.
- Ensure we communicate our requirements for food safety and quality to employees, contractors, and visitors.
- Providing employees, contractors, and visitors a safe and enjoyable work environment.
- Focus on the continuous improvement in our processes, systems and business.

We will take responsibility for the maintenance, implementation and upgrading of the Freshcare manual to meet all requirements.

Safe Chemical Handling

If you have an AusChem license and have been tasked with handling chemicals, you will be trained by your manager on how to safely conduct yourself on-site with chemicals. If you do NOT have an AusChem license you are not authorised to handle chemicals and if found handling chemicals without reason further communication will take place with your manager and may result in disciplinary action.

Should you identify a safety concern with chemicals, immediately inform your manager.

Safe Equipment Handling

Your role may require you to operate machinery, this will be discussed with you and advised upon your employment or within internal upskilling processes.

When operating machinery, it is expected that you manage yourself and the machine in a safe, cautious, and careful manner. Adhere to traffic management and be aware of your surroundings. Should you be experiencing illness, fatigue or are not fit to work, do not operate machinery.

As a machine operator it is your duty to check machinery before you commence operation, and conduct a final check once finished with the machine. If you identify any issues or concerns, report to your manager immediately once identified and mark the machine as out of use until an investigation has proved the machine is safe.

If you have not been given explicit approval to operate machinery, you must NOT operate any machinery.

Safety Equipment

You must use safety equipment or personal protective equipment that is provided to you, and you should not circumvent any safety systems.

There are many other pieces of safety or personal protective equipment – it is important that you use them as directed

If the safety equipment or PPE is damaged or not available to you, please stop what you are doing and report the concern or problem to the manager.

PPE & Appropriate Clothing

Vineyard Labourers are required to wear sun-safe covered clothing. If you are to be working in the shed, high-vis is essential as well as a hair net and facial hair net if applicable. Long hair should be tied back, out of the way of machinery and packaging.

Clothes must be safe and appropriate, inclusive of:

- Study boots with non-slip soles are required
- Comfortable shirt. Long sleeves should be either buttoned at the wrist or rolled up in a way that no loose ends can be caught in machinery or on protruding objects
- A shady hat for outdoor work
- Suitable wet weather gear when needed

Shirts should be tucked into trousers and there should be no loose bits that can get caught up (i.e. no cords of jackets, laces should be tied up properly etc)

You are expected to wash your clothes after each workday, especially when working with chemicals. It is important to wash your work clothes separately from your general wear clothes to limit infection or contamination and if you don't do your own laundry, ensure that the person who does takes appropriate caution when handling any contaminated clothing.

Should your PPE become damaged whilst conducting work duties, communicate with your manager/supervisor for alternative protection to be provided.

Foreign Object and Food Handling

Foreign material contamination in consumables is a serious safety concern. It can cause choking, injury, and illness in consumers. In some cases, it can even be fatal.

Food can become contaminated at any point in the food supply chain process, including:

- Production
- Processing
- Distribution
- Preparation

What foreign materials are commonly found:

- Metal (staples, screws, nuts, bolts)
- Glass (shards, splinters)
- Plastic (pieces of packaging, gloves)
- Wood (splinters, sawdust)
- Paper (cardboard, labels)
- Insects
- Rodents
- Animal hair
- Feathers

To prevent these multiple methods will be undertaken:

- Training of staff: this induction and on-site training will show you how to identify a foreign material and prevent this material from finding its way into the farm or produce
 - o Proper disposal of chemical waste - please speak with your farm manager who will coordinate this event
 - o Proper disposal of general waste – please use the waste bins supplied in shed areas or designated break areas
- Maintaining equipment and facilities
 - o Checks on daily equipment used will take place to prevent any machine breakages on finding its way into our produce
 - o Any concerns on equipment must be raised with the farm manager, the farm manager then will
 - Make that machinery unable to be operated until further checks completed
- Dispose of equipment i.e jugs with broken handles that can contribute plastic to the farm When boxes have been brought into the shed for the processing line, all fruit and existing packaging is to be properly inspected.
 - o In the event fruit is of concern, raise this with the Farm Manager who will make further decisions based on the findings.
- Prohibition of glass, woods, plastics, metals to be brought on-site by an employee or visitor. Signage with this request will be displayed in all entry locations and should an item be on a person they will need to disclose this information to the Farm Manager and for the Farm Manager to decide on the appropriate course of action:
 - o Unable to access the site
 - o Only able to access a section of the site
 - o Farm Manager may approve the item i.e a drink bottle that is in good and usable condition
- Inspections of the fruit are absolutely required at two points of handling
 - o When picking all fruit is to be observed and carefully placed in its box

Hair

Hair is of concern in-field. The preventative actions required to eliminate hair being found in the produce are for:

- Long hair to be tied up or secured by a cap
- Long facial hair is to be secured in a covering

Hygiene

Good hygiene when handling fruit is essential, this is due to contamination from yourself to the fruit, or the soil to yourself.

Good personal hygiene will help to reduce the risk of illness due to infection (airborne or carried by animals) or contamination (soil or hazardous chemicals).

Please ensure that you:

- Wash up after working and after handling pesticides, animals, and especially before eating
- Adhere to Covid-19 safe instructions, including the use of hand sanitiser, masks, and social distancing.
- Come to work in clean clothes.
- NOT smoke inside sheds, farm vehicles or machines.
- Not be in possession of, consume or be suffering the effects of alcohol or any illicit drug.

Staff returning to work after illness and/or injury will need to have medical clearance from their doctor and be able to complete and pass a Fit for Work.

Advise your manager of any allergies or prescribed medications that you need to take in work time. This is most important if you need to take asthma medication or medication that could affect the operation of machinery.

The following actions are to be undertaken through any contamination of product due to any illness or injury

- Step 1: identify and isolate the contaminated product and packaging
- Step 2: An incident report is to be completed with the help of site manager
- Step 3: The fit for work procedure to be applied

Fit For Work

Fit for work means that you are not affected by physical, mental, and emotional factors that could affect if you can competently complete an assigned task.

This also means that you are:

- Not effected by alcohol
- Not effected by drugs
- Not effected by fatigue

It is important to remember that some medications increase drowsiness and heavy machinery is not to be operated while using those medications.

Fatigue

There are certain times of the year when you will be very busy on a farm. It is important that you communicate with your manager/supervisor if you feel you are being affected and not completing work tasks satisfactorily.

You are encouraged to take short breaks to reduce fatigue during busy times and ensure that you are eating well and hydrating often. Fatigue increases the risk of incident and injury for operators of machinery as reflex times will be slowed and concentration easily fades.

fatigue is a state of mental and/or physical exhaustion that reduces a person's ability to perform work safely and effectively. It can occur because of prolonged mental or physical activity, sleep loss, and/or disruption of the internal body clock.

Fatigue can be caused by factors that may be work-related, non-work related, or a combination of both and can accumulate over time.

Effects of Fatigue

- Are more likely to make mistakes
- Have difficulty making judgement calls
- Have trouble managing their emotional reaction
- Are more likely to injure themselves or others
- Are less productive in the work they perform

Responsibilities

All workers are responsible for ensuring that they recognise signs of fatigue and should immediately report to their supervisor or manager when fatigue is impacting on their well-being and workplace safety.

Managers and supervisors are responsible for monitoring and controlling working hours to ensure workers have had sufficient rest.

Managing Fatigue

To ensure workers are safe and productive, the Company requires that:

- Ordinary hours of work (excluding overtime) will not exceed 38 hour per week. Additional hours of work must be voluntarily undertaken.
- Where workers work additional hours, they should not work more than 60 hours in any seven-day period.
- In exceptional circumstances (including unexpected production peaks, accidents or emergencies), workers can work more than 60 hours, but never more than 80 hours in a week.
- Workers should receive at least one day off in every seven-day period, or two days off in every 14-day period.
- The risks associated with fatigue are assessed in accordance with the risk management policy and procedure and appropriate safeguards are put in place to control those risks.

Through commitment to this policy the Company will strive to ensure that it is a safe workplace for all workers and others.

Employment of Minors

Due to the nature of work at RJN Cua Vineyards, this including physical labour, noise, machinery and tractor use, employment of minors is forbidden. RJN Cua Vineyards has also taken into consideration remote working and other hazards which we believe unsafe for a minor.

A minor is a person under the age of full legal responsibility. In Australia, minors come of legal age at the age of 18.

Adequate Food & Water

It is important to make sure that you have plenty of clean water with you, especially in hot weather.

Have enough food and drinking water to keep you well energised and hydrated for the day. Fridges to store your food and water are located on-site. Please refer to the maps.

Surface water on the farm is NOT suitable for drinking as it may be contaminated by pesticides or animal waste. Ensure you are aware of the location of drinking water taps (refer to map).

Workplace Bullying & Harassment Statement

This policy applies to all staff which is inclusive of:

- Managers
- Supervisors
- Full-time, Part-time or Casual employees
- Contractors
- Sub-contractors
- Visitors

This policy applies on-site, off-site, after hours of work, work-related functions, conferences or wherever else you will be representing RJN Cua Vineyards especially when communicating with RJN Cua Vineyards staff or stakeholders.

RJN Cua Vineyards is committed to providing a safe, flexible, and respectful environment for staff and clients free from all forms of discrimination, bullying, and sexual harassment. As an employee of RJN Cua Vineyards you have a right to:

- Work free from discrimination, bullying, and sexual harassment
- Raise issues or to make an enquiry or complaint in a reasonable and respectable manner
- Reasonable flexibility in working arrangements, especially where needed to accommodate family responsibilities, disability, religious beliefs and culture

All RJN Cua Vineyards staff are required to treat others with dignity, courtesy and respect.

By effectively implementing our workplace discrimination and harassment policy we will attract and retain talented staff, and create and maintain a positive environment.

RJN Cua Vineyards upholds itself and staff to the following legislations:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)

Staff, inclusive of management found to have engaged in such conduct might be counseled, warned, or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

Australian Human Rights Commission Act 1986

Human rights are defined in different ways. Simple definitions include:

- The recognition and respect of people's dignity
- A set of moral and legal guidelines that promote and protect a recognition of our values, our identity, and ability to ensure an adequate standard of living
- The basic standards by which we can identify and measure inequality and fairness
- Those rights associated with the Universal Declaration of Human Rights

Human rights have originated in many different societies. Their development has occurred through moral and religious codes through legal frameworks. The concept is arisen from beliefs of the human ability to distinguish right from wrong. Through world events the United Nations was formed and they recognize Human Rights to which Australia is part of. Australia since has developed its own policy which considers:

- International Covenant on Civil and Political Rights
- Convention Concerning Discrimination in Respect of Employment and Occupation
- Convention on the Rights of Persons with Disabilities

- Convention on the Rights of the Child
- Declaration of the Rights of the Child
- Declaration on the Rights of Disabled Persons
- Declaration on the Rights of Mentally Retarded Persons
- Declaration on the Elimination of All Forms of Intolerance and Discrimination Based on Religion or Belief

Australia has developed information for concerns of:

- Aboriginal and Torres Strait Islanders
- Age Discrimination
- Disability Discrimination
- Racial Discrimination and Vilification
- Sex Discrimination and Sexual Harassment

If you feel that your human rights have been breached, should you have a complaint you can contact the Australian Human Rights Commission who will investigate the matter. Your complain can be regarding discrimination, harassment and bullying towards a person/s:

- Sex: Including pregnancy, marital or relationship status (including same-sex de facto couples), breastfeeding, family responsibilities, sexual harassment, gender identity, intersex status, sexual orientation as well as sex-based harassment and hostile workplace
- Disability: including people with disabilities who have a carer or who use a disability aid or assistance animal as well as association with a person with a disability
- Race: including colour, descent, national or ethnic origin, immigrant status and racial hatred
- Age: covering young people and older people

It is against the law to be discriminated against in many areas of public life, including employment, education, the provision of goods, services and facilities, accommodation, sport and the administration of Commonwealth laws and services.

Link to Australian Human Rights Commission for more information: <https://humanrights.gov.au/>

Complaints & Grievances Procedure

Complaints can be regarding safety concerns and issues, harassment and bullying and any other matters that are affecting you whilst at RJN Cua Vineyards. Complaints also assist us in improving our business because it can:

- Identify ways to improve workplace practices and policies
- Improve staff morale, productivity and retention
- Help avoid complaints escalating and building trust in Management that all complaints are heard and dealt with in a timely manner

RJN Cua Vineyards' objective is to be:

- Fair
- Confidential
- Transparent
- Accessible
- Efficient

Stages of complaint procedure

1. Initial Contact Point: Employees of RJN Cua Vineyards have many contact points. This can be with their direct Manager, with the Human Resources Manager or via the online Employee Feedback form (Instructions on how to use this online Employee Feedback Form found on page 19). A complaint or disclosure about an alleged breach of the code should be in writing and contain details about the date, time and nature of the alleged breach and include any available supporting material. Complaints can still be given verbally where

the manager will document the complaint.

2. Early Resolution: This can involve a direct private discussion between the complainant and the respondent, or a third person conveying information between those involved, or an impartial third person helping those involved to talk to each other and find a solution. (Note: this third person will be a RJN Cua Vineyards Manager or delegated person). Early resolution is deemed within up-to 2 weeks.
 - Informal sit-down: this may occur when the complainant wishes to sit down and discuss the matter with the respondent informally. This can be used should it be appropriate
 - An early resolution may also take place when the information on hand supports a view that the complaint has arisen from a misunderstanding or miscommunication.
 - The behaviour being complained about is not serious and does not appear to be discrimination, harassment or safety concern as defined by the companies policy
3. Formal Resolution: If a person wants to proceed with a formal complaint about safety, discrimination or harassment, or if this is considered to be the most appropriate course of action, the following steps are recommended. Formal resolution will be sought within 30 days unless specified otherwise.
 - Obtain Information from the complainant: The person handling the complaint will complete the following:
 - Provide information about the complaint process, potential outcomes, options for assistance/support and protections from victimization
 - Ensure the allegations are documented, either by the complainant or the complaint officer
 - Explain that the process is confidential, what this means and why it is important
 - Explain what records of the complaint will be kept, for how long and where
 - Explain the action that may be taken if the complaint is found to be vexatious or malicious
 - Ask the complainant to provide relevant documents or details of witnesses that may support the allegations

Advise the respondent about the complaint: The complaint officer will complete the following:

Advise the respondent that a complaint has been made against him or her and provide as much information as possible about the allegations and supporting information (where applicable)

- Confirm that he or she will be given the opportunity to respond to the allegations in writing or through an interview
- Provide information about the complaint process, potential outcomes and options for assistance/support
- Explain that the process is confidential, what this means and why it is important
- Explain what records of the complaints will be kept and for how long and where
- Explain that it is unacceptable to victimize someone who has made a complaint

Assess the information:

- Should there be an admittance of the events that have occurred the complaint officer will need to consider an appropriate outcome
- If there is disagreement about what happened, consideration of if other information exists that will help determine what happened
- If no witnesses or documents exist in a discrimination or harassment claim, the complainant should be allowed to comment on the information that has been provided by the respondent and to provide any other information to support his/her allegations before a final decision is made

Outcomes from the process: Where the allegations are admitted or substantiated, outcomes may include:

- Disciplinary counselling
- An official warning

- A requirement to attend discrimination and harassment awareness training
- A requirement to provide a formal apology to the complainant
- Disciplinary action such as: deduction from wages for theft or damage of property, demotion, transfer, suspension, probation or dismissal
- Participation in mediation to restore relationships in the workplace

Outcomes for the complainant may include:

- Re-crediting of any leave taken as a result of the discrimination or harassment
- Supportive counselling
- A change in the work environment as requested, this can be a change in work team or working location
- Participation in mediation to restore relationships in the workplace

Where the allegations are not admitted or substantiated, outcomes may include that the whole organization partake in:

- Refresher training for all staff regarding appropriate workplace behaviour
- Re-issue the discrimination and harassment policy or code of conduct to all employees

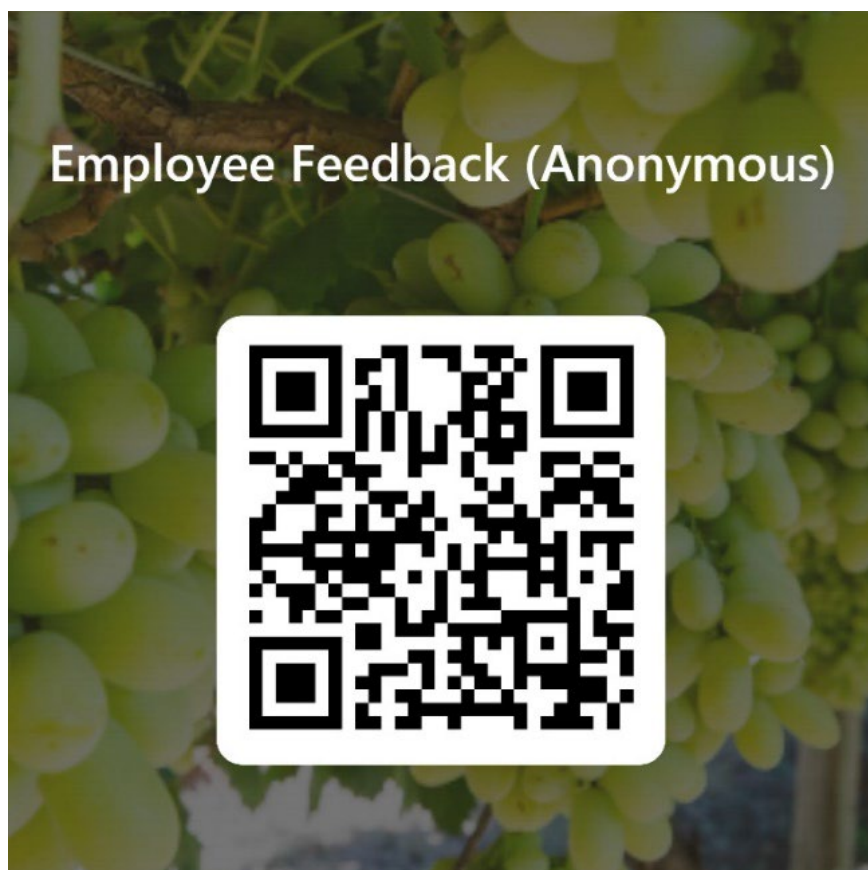
The information provided has been developed by the Australian Human Rights Commission.

Formal resolution will take place when actions listed below have occurred:

- Breach of the code of conduct
- Breach of business confidentiality
- Breach of OHS
- Breach of food safety requirements
- Vandalism
- Theft
- Consistent poor performance
- Absenteeism/absconding
- Damage to the work culture
- Intentional damage to the business's continuity

Employee Feedback (Anonymous) Online Form

QR codes are displayed around the farm where with your iPhone or Android, using your camera or QR Code scanner app you can scan the QR Code, which is seen here.



Scanning the code you will be given fields to select or enter information in.

Employee Feedback (Anonymous)

This reporting method supplied by RJN Cua Vineyards will help you give feedback to us about our business and employees as well as give you an opportunity to share any information that has been upsetting or uncomfortable to you.

You will get to choose if you would like to supply your name or if you would like to proceed anonymously.

With the information shared with us at RJN Cua Vineyards we will identify what is the best course of action and try to improve the situation from this point on.

Our goal at RJN Cua Vineyards is that all staff feel welcome and safe. Please help us in doing so.

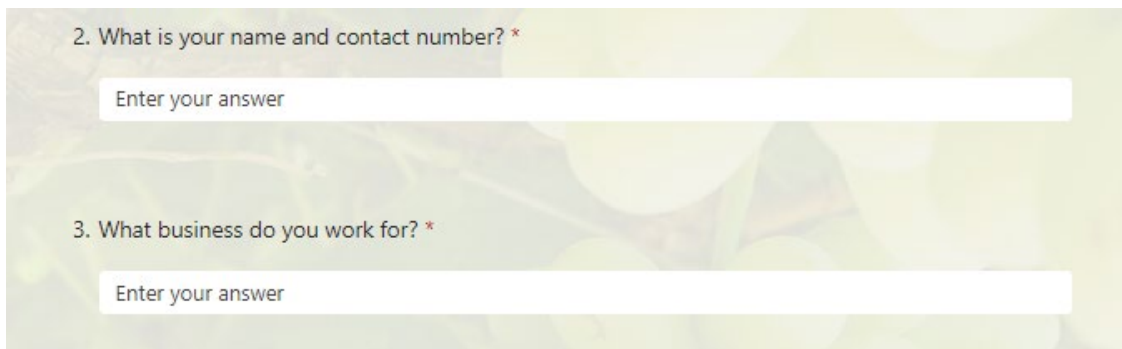
1. Do you wish to give your name and details for this report?

☐ Yes

☐ No

You can print a copy of your answer after you submit

If you select Yes, you will be prompted to give your details like below.



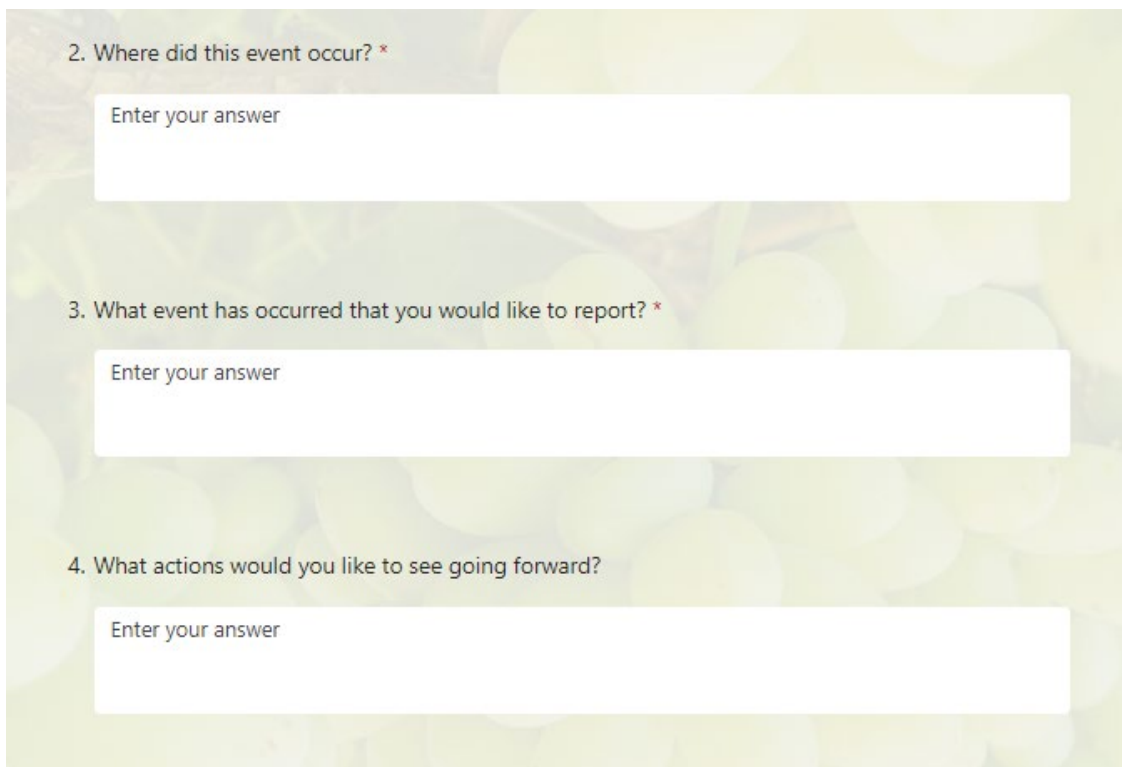
2. What is your name and contact number? *

Enter your answer

3. What business do you work for? *

Enter your answer

If you select No for question one, you will be directed to the following.



2. Where did this event occur? *

Enter your answer

3. What event has occurred that you would like to report? *

Enter your answer

4. What actions would you like to see going forward?

Enter your answer

Once this is completed, you can select submit which will send your named or unnamed feedback to the HR Manager.

Confirmation of Agreement

By signing below you confirm that you have read and understood this document and what is expected of you whilst working with RJN Cua Vineyards.

Name	
Position or Labour Hire Company	
Signature	
Date	