



EMPLOYEE INDUCTION HANDBOOK

Victoria & Queensland

Established
in 1973



Welcome

Welcome to RJN Cua Vineyards from our owners, Reg, Frank, and Joey Cua as well as all of the RJN Team.

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 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 bottles.

In 2007 their eldest son, Frank joined the team full-time 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. 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 fulfilling a long-wanted goal. Over RJN Cua Vineyard's lifetime expansions of property has seen, Farm Managers, Vineyard Labourers, Heavy Vehicle Operators, and Administrative staff join the team. 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.

Values & Culture

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 to achieve the best that we can.

To our employees

Integrity: Performing on what is promised.

Teamwork: Building honest relationships and positive communication.

Innovation: Challenging of ideas and continuously improving yourself and your team.

We serve to produce
premium Australian
grapes for our
customers.



Key Contacts

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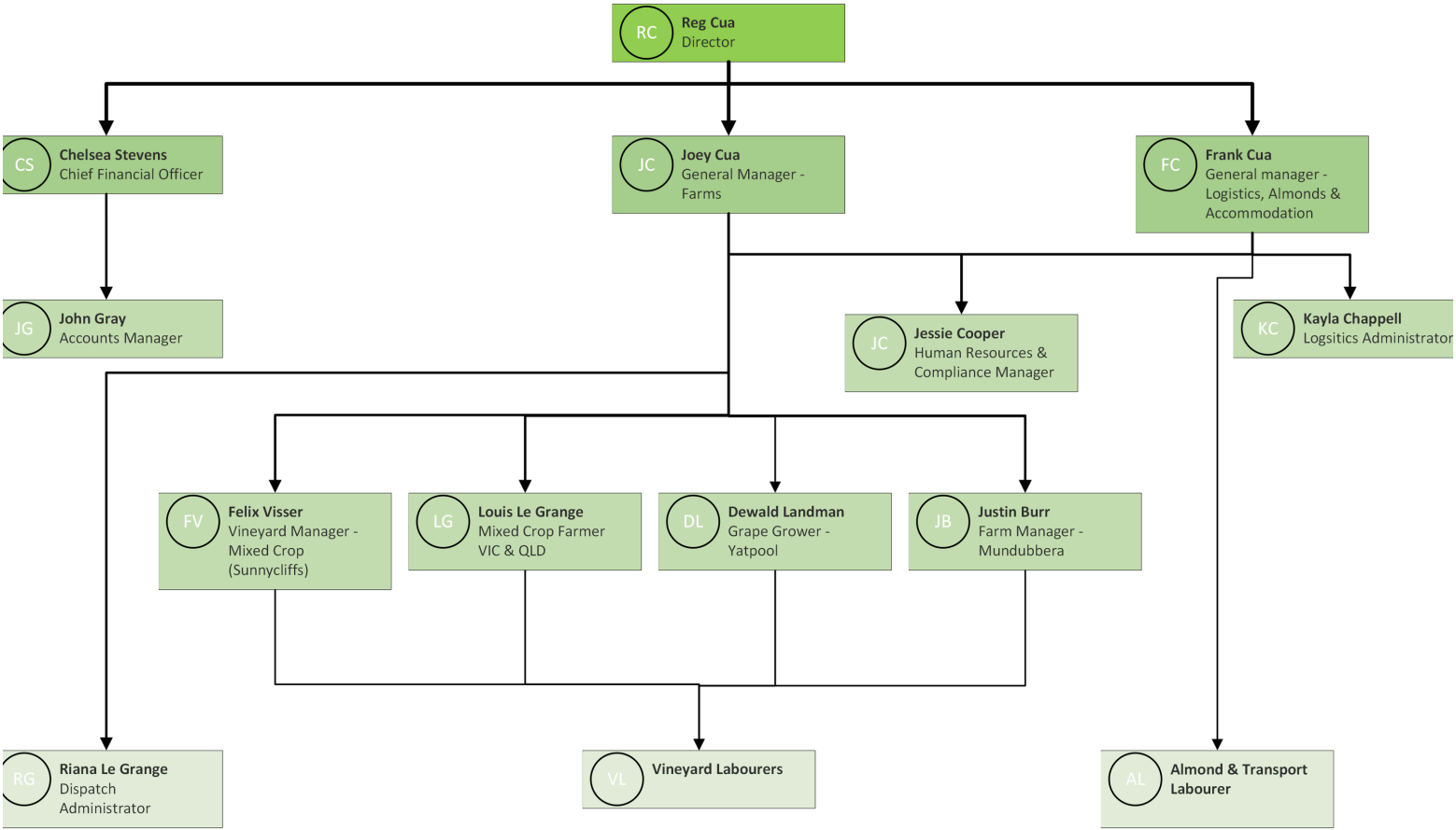
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Our organisation



First-aid responder will be any first-aid trained employee or your direct supervisor/manager.

If you are a Vineyard Labourer or Manager of crops, you are directly involved in the protection of crops with food safety.

For safety concerns, please report this to your direct manager, Joey Cua or Jessie Cooper

Code of Conduct

This code of conduct applies to all employees of RJN Cua Vineyards. 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

- Promote the interests of the Company;
- Perform their duties with skill, honesty, care, and diligence, using authority fairly and equitably;
- Abide by Company policies and procedures, instructions, and lawful directions that relate to their employment and duties.
- 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.
- In the course of their duties, employees must comply with relevant legislation.

Bullying and Harassment

- 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.
- Any who make a complaint or disclosure about a breach, and follows the reporting procedure, will not be disadvantaged in the making of a complaint. All reports will be treated as confidential.
- A complaint should be in writing and contain the date, time, and nature of the alleged breach and any supporting material.
- The person to whom the allegation is made should undertake a prompt and thorough investigation and determine whether any action is required.
- Employees may at any time approach Managing Directors to discuss a matter or seek advice on how to proceed with a matter.



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:

- Open communication with staff to hear and address 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 behaviors 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 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.

Australian Human Rights Commission Act 1986

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

- 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
- 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. Australia has 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 complaint 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.

<https://humanrights.gov.au/>

Workplace Bullying & Harassment Statement

This policy applies to all staff and 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.

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 counselled, warned, or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.



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 build trust in Management that all complaints are heard and dealt with promptly

RJN Cua Vineyards' objective is to be, fair, confidential, transparent, accessible, and efficient.

Stages of complaint procedure:

1. Initial Contact Point: A complaint or disclosure about an alleged breach should be in writing and contain details about date, time, nature of the alleged breach and include supporting material. Complaints can still be given verbally and the manager will document the complaint.
2. Early Resolution: This can involve a direct discussion between the complainant and the respondent, or a third person conveying information between those involved, (Note: this third person will be a RJN Manager). 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.
 - An early resolution may also take place when the information supports that the complaint has arisen from a misunderstanding or miscommunication.
 - The behaviour being complained about does not appear to be discrimination, harassment or safety concern as defined by policies.
3. Formal Resolution: If a person wants to proceed with a formal complaint about safety, discrimination, or harassment, or if this is the most appropriate 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:
 - 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

Complaints & Grievances Procedure Continued

If a complaint is made about you

You will be advised that a complaint has been made and provide as much information as possible about the allegations and supporting information (where applicable)

- Confirm that you will be allowed to respond to the allegations in writing or through an interview
- The process will be explained to you, including: potential outcomes, support, confidentiality, and the records that will be kept from this complaint
- 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 the 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
- Training (as an organisation or individual)
- Disciplinary action such as deductions from wages for theft or damage, demotion or dismissal

Outcomes for the complainant may include:

- Re-crediting of any leave taken as a result of the complaint
- Counselling
- A change in the work environment (team or location)



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 practical, to prevent injury, illness, and dangerous incidents. RJN 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.

Our 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
- 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
 - Management will remove the hazard or identify steps to rectify it
- Report any near-misses or injuries incurred whilst on site
 - Immediately report this to your supervisor
- 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 meetings
- Disciplinary meeting(if essential)

PPE & Clothing

Vineyard Labourers are required to wear sun-safe covered clothing.

Clothes must be safe and appropriate, inclusive of:

- Study boots with non-slipsoles 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
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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.

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 disciplinary action may occur.

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 training.

When operating machinery, it is expected that you manage yourself and the machine in a safe, cautious, and careful manner. 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. If you identify any issues or concerns, report to your manager immediately and mark the machine as out of use.

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.

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 judgment 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 recognize 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.
- 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.



Fit For Work

Fit for work means that you are not affected by physical, mental, and emotional factors that could affect you competently completing assigned tasks. This also means that you are:

- Not affected by alcohol
- Not affected by drugs
- Not affected by fatigue

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

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.

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 labor-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

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.

Working Hours

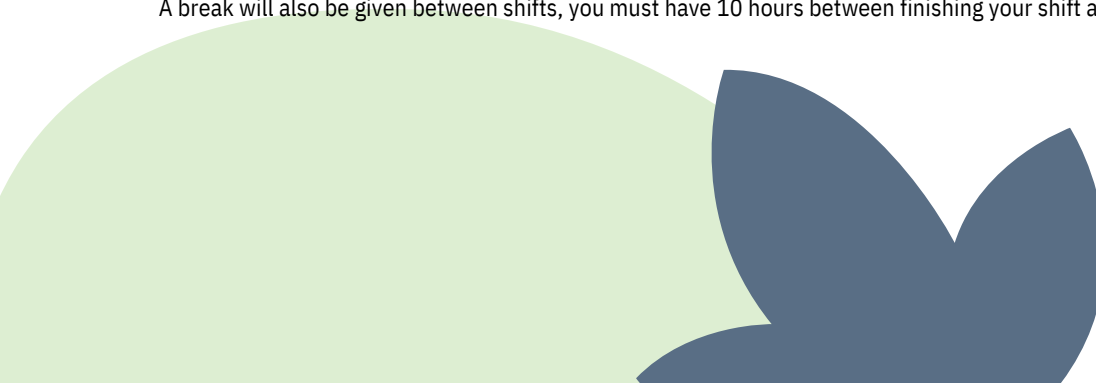
Working hours will be within the scope stated in the Horticulture Award. Ordinary hours are between 6 am and 6 pm unless agreed otherwise.

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. A meal break must be had if you are eligible for it. Should you work more than 8 hours, additional breaks will be given. Please liaise with your manager in regards to this.

A rest break is a paid 10-minute break that you will be given on any day or shift that exceeds 3 hours.

A break will also be given between shifts, you must have 10 hours between finishing your shift and the next shift commencing.



Holidays & Leave

- Annual Leave
 - Annual Leave is also known as holiday pay, this allows a full-time or part-time employees 4 weeks of annual leave for every 12 months worked.
- Sick and carers leave (also known as personal leave)
 - Full-time and part-time employees can take paid sick or carers leave. This allows an employee time to take off to help them deal with personal illness or injury, caring responsibilities, and family emergencies
 - It is reasonable for your employer to ask for evidence of illness such as a medical certificate
- Family and domestic violence leave
 - Employees (including part-time and casual employees) can take family and domestic violence leave if Working Rights Policy

This policy and procedure applies to all workers employed or engaged at RJN 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 any worker who has 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.

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.



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 not recommended. 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. The legal working age in Queensland, Australia is thirteen years old, and in Victoria, Australia it is fifteen years old. It is under RJN Cua Vineyards management that minors seeking work will be assessed by case. Considerations that will be included, is this individual completing education, and what amount (full-time, part-time, trades based)? Have they worked on farms before, family-owned? What is the individual's goal? Will working remotely and in weather conditions affect the individuals health and development?

Should an individual be employed under the age of 15 only light duties will be involved, this is inclusive of:

- QA
- Assembling packaging and working on packaging lines
- Picking up rubbish in facilities and field
- Labelling for packaging

For all minors if employed, they will have the support of:

- Training and inductions
- Mentor and buddy system
- Appropriate work environment, this includes: appropriate language, no alcohol or drugs to be exposed, no sexual images or conversation to be shared
- All employees briefed on how to appropriately work with a minor

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 Practices, 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
- Follow farm chemical label rates
- No MRL breaches
- 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.

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

Food Object & Food Handling Policy

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) | • Insects |
| • Glass (shards, splinters) | • Rodents |
| • Plastic (pieces of packaging, gloves) | • Animal hair |
| • Wood (splinters, sawdust) | • Feathers |
| • Paper (cardboard, labels) | |

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
 - Proper disposal of chemical waste - please speak with your farm manager who will coordinate this event
 - Proper disposal of general waste – please use the wastebins supplied in shed areas or designated break areas
- Maintaining equipment and facilities
 - Checks on daily equipment used will take place to prevent any machine breakages on finding its way into our produce
 - 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 are completed



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 sanitizer, 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

Employee Induction Review

Collated & Reviewed 13/09/2024 - Jessie Cooper



rjncua.com.au