

Flexibility Policy

POLICY STATEMENT

Bingo Industries Limited (BINGO) is continuously working towards creating a more inclusive environment for all current and future GOGetters. We recognise the positive impacts that an inclusive workplace creates, and that flexibility is a central element of creating a culture that supports and enables our GOGetters to be successful at work and at home.

AIMS AND OBJECTIVES

- Support our GOGetters in managing work and life commitments.
- Broaden and retain talent pools through the availability of flexible work practices as an employee benefit.
- Improve diversity and equality outcomes in the workplace.
- Maintain positive employee wellbeing.
- Enhance the overall capacity of BINGO and our GOGetters through improved productivity by increasing employee engagement and reducing absenteeism.
- Provide GOGetters with clarity on the type of flexible work options available.
- Outline responsibilities of GOGetters and their leaders regarding the assessment and implementation of flexible work practices.
- Ensure the needs of GOGetters, BINGO and our customers are met.
- Provide a safe & healthy workplace with wellbeing as a core focus, enhanced by flexible work options that allow better work life integration.

SCOPE

This policy applies to all employees of Bingo Industries, and of its subsidiaries and associate companies (together referred to in this policy as **BINGO**) including -

- Permanent full-time and part-time employees
- Employees on a fixed term or fixed task contract
- Casual employees

This policy is not contractual and does not provide enforceable rights.

INTERACTION WITH OTHER POLICIES

This policy does not replace our Workplace Health and Safety Policies regarding injury management, workers compensation and return to work.

TYPES OF FLEXIBLE WORK AVAILABLE

Flexible work refers to arrangements that include changes to hours of work, patterns of work and locations of work. The following table outlines the flexible work options available at BINGO.

Flexible Work Type Title	Flexible Work Type Description
Part Time Working Hours	A regular work pattern where you work less than full-time and are paid on a pro-rata basis for that work. Not all part-time work is necessarily flexible in nature, but it offers flexibility to workers who have other commitments or lifestyle choices that are not compatible with full-time work.
Customised Working Hours	Varied hours of work that are approved which are outside of usual patterns of operating hours or team work hours patterns.
Job Share	A full-time job role is divided into multiple job roles to be undertaken by two or more employees who are paid on a pro-rata basis for the part of the job each completes.
Casual Employment	A casual employee does not have set days or hours of work. Usually will work irregular hours based on operational needs of BINGO.
Work from Home – Permanent Agreement	An employee is engaged in a formal work from home agreement that provides them with the opportunity to work from their house, apartment, or place of residence, rather than working from the office. As a general guide, this arrangement is appropriate for 1-2 days per week.
Work from Home – Ad Hoc	An employee engages in work from their house, apartment, or place of residence in an infrequent capacity as approved by their leader. NB this flexible work time is not intended to be utilised when an employee is unwell and unable to attend their usual place of work.
Customised BINGO Location of Work	Work performed at an official BINGO place of work but is different to their normal dedicated or contracted place of work.
Remote Working	Work performed at a location other than an official BINGO place of work.

IMPLEMENTATION OF FLEXIBLE WORK ARRANGEMENTS

Requesting Flexible Work Arrangements

In the first instance an employee should discuss their intention to apply for a Flexible Work Arrangement with their leader. Following this initial step, employees seeking to enter into a flexible work agreement are required to provide their request in writing via **SF291 Application for Flexible Working** form (available in the Forms folder on the Templates drive). It is important to ensure that the form is filled out in entirety with as much information as possible to support any requests made.

Assessing Flexible Work Arrangement Requests

Under the Fair Work Act employee's in certain circumstances have a right to request flexible working arrangements. BINGO will undertake all reasonable efforts to accommodate and support the needs of employees in fulfilling the inherent requirements of a position if they:

- Are the parent, or have the responsibility for the care, of a child of school age or under
- Are a carer
- Have a disability
- Are 55 years or older
- Are a victim of domestic violence
- Are caring for or supporting a member of their family or household because the other person is a victim of domestic violence.

If BINGO is unable to accommodate the needs of an employee in their request for a flexible work arrangement in the above circumstances, this will only be based on the criteria of reasonable business grounds and declining a request under these circumstances must be reviewed and discussed with the relevant People and Culture representative and the business leader.

Reasonable business grounds can include:

- The requested arrangements are too costly
- Other employees' working arrangements can't be changed to accommodate the request
- It's impractical to change other employees' working arrangements or hire new employees to accommodate the request
- The request would result in a significant loss of productivity or have a significant negative impact on customer service.

Any employee can request a Flexible Work Arrangement outside of the above reasons. In these circumstances a decision will be made taking into account a person's training, qualifications, experience, performance and all other relevant factors to determine if an employee would be able to carry out the inherent requirements of the particular job under the flexible work arrangements or if the flexible work would require arrangements which would impose an unjustifiable hardship on the company, other team members or our ability to service our customers.

All formal requests for flexible work arrangements will be assessed and responded to within 21 days in writing. The request will be assessed by the divisional General Manager and People & Culture representative for the group you work within. Final approval or rejection of all requests will require endorsement by the relevant business Executive and Chief People and Culture Officer. All requests will be assessed taking into consideration the individual circumstances of the employee, performance history, role type, legislation and impacts to BINGO.

Implementation & Trial Periods

Any Flexible Working Arrangement approved under this policy will be subject to an agreed, defined trial period (typically one month but no more than three (3) months) to ensure the arrangement meets the business requirements of BINGO and the flexibility required by the employee. If the trial is successful, a formal Flexible Work Agreement will be issued.

Duration of Flexible Work Arrangements

Flexible Working Arrangements will be approved for an agreed period of time. At the completion of the agreed timeframe there is no guarantee that it will be extended further.

For permanent changes in working arrangements (e.g. a permanent reduction in hours or permanent change in work location) a new employment contract must be approved and issued.

Review of Flexible Work Arrangements

Leaders will review flexible work arrangements with employees on a regular basis (every 3 months) to ensure:

- The Flexible Working Arrangements is continuing to meet the needs of the employee and BINGO.
- All deliverables are being met.
- The quality, quantity and timeliness of the work performed is to the standard required.
- The impact on other members of the work team is not detrimental to the overall performance of the team and company.
- The operational requirements of the area are being met.
- The employee is complying with the terms of the agreement.
- Work Health and Safety requirements continue to be met.
- BINGO policies and procedures are being adhered to.

Cancellation of Flexible Work Arrangements

Flexible Work Arrangements can be cancelled at any time by either party. The period of notice required from either party to return to pre-flexibility arrangements will be mutually agreed between Leader and employee, however will not be longer than 28 days before reverting to pre-flexibility work arrangements.

RESPONSIBILITIES

It is the responsibility of leaders to:

- Ensure employees are informed of this policy.
- Consider employee applications in conjunction with this policy and relevant legislation e.g. Fair Work Act 2009 in deciding if a request can be accommodated and the terms of any arrangement.
- Ensure that the policy is applied in a way that does not discriminate on the grounds of an employee's personal circumstances as they relate to the Act
- Review the flexible work arrangements at the agreed intervals, and at a minimum quarterly, to ensure that the arrangements
- Ensure Flexible Working Arrangements are in line with this policy.
- Manage differences in work styles and practices e.g. managing employees on a home-based work arrangement.
- Track the career progression of employees who are on Flexible Work Arrangements to ensure they have access to all training and other benefits and to ensure that they suffer no disadvantage in opportunities for promotion or career development.
- Provide the necessary resources and equipment to facilitate Flexible Working Arrangements within the context of this policy.
- Evaluate the outcomes of Flexible Working Arrangements and looking for improvements.
- Review implemented work from home agreements in line with this policy.

It is the responsibility of employees to:

- Provide a reasonable amount of context regarding the request for flexibility to enable the business to make an informed and fair decision. They may request a third party to assist in the discussions the Flexible Work Arrangement with their supervisor or work with the People and Culture team for support.
- Identify personal needs and possible solutions, being realistic about what is possible.
- Always ensure the physical security of BINGO information and assets when outside of BINGO premises.
- Take responsibility for delivering their own workload as agreed with their leader.
- Report any workplace incidents, injuries or illnesses that occur whilst undertaking Flexible Working Arrangements.
- Report any potential hazards that may exist in the Home Working Arrangements environment as it changes from time to time.
- Ensure that any Home Working Arrangements comply with all BINGO policies and procedures including Corporate Security and acceptable use guidelines.
- Review and modify arrangements as personal circumstances or operational requirements change from time to time.

IMPLEMENTATION AND REVIEW

In fulfilling these objectives, business leaders are committed to regular consultation with employees to ensure this Policy operates effectively and that appropriate Workplace Health and Safety issues are regularly reviewed.

This Policy is reviewed every 2 years by the People and Culture team and Executive Committee and will be revised as required.