



APPENDIX 1 - QUALITY POLICY

Layer 2 Intelligence is committed to providing the highest level achievable in the quality of our all products and services in accordance with the customer's requirements and the applicable statutory, regulatory and industry requirements.

Layer 2 Intelligence aims to achieve improved productivity, efficiency and quality by having an effective and properly managed Business Management System conforming with the requirements of ISO 9001:2015 exceeding the customers' expectations.

Layer 2 Intelligence objectives are measurable and consistent with the quality policy, including commitment to continual improvement, organisational excellence and quality awareness through:

- innovative process improvements,
- training our people,
- offering competitive rates,
- value for money to our clients.

Layer 2 Intelligence will provide strong leadership and lead by example to ensure all our people:

- understand and take ownership of our quality and product/service standards,
- provide value-adding service and gain high levels of client satisfaction,
- provide ongoing improvement by setting high standard quality requirements, and
- are encouraged to voice new ideas and innovations and continuously review and improve our work processes and quality management system.

This policy is applicable to Layer 2 Intelligence in all its operations and functions including those situations where our people are required to work off site.

Signed: Anthony Chandra - Director

Signed: John Towers - Director

Signed: Matt Lynton - Director

21/02/2024

.....
Date



APPENDIX 2 - PRIVACY POLICY

Layer 2 Intelligence Pty Ltd collects personal information in compliance with the National Privacy Principles to the extent required by the Privacy Act 1988 (and amendments). Only information that is necessary for the business activities of the company shall be collected.

Layer 2 Intelligence Pty Ltd may collect personal information from employees, future job applicants, customers, contractors, suppliers, credit providers, and publicly available sources of information and from an individual’s authorised representative (e.g. spouse, professional adviser). A finite life expectancy for the holding and appropriate destruction of data shall be established. This personal information is generally used to provide an individual with services requested, to respond to queries and to make an individual aware of other company services. It is also used in complying with legal requirements and maintaining relationships with contractors and suppliers.

Layer 2 Intelligence Pty Ltd understands and respects the confidential nature of, and the importance of keeping personal information and only discloses such information to third parties in limited circumstances such as credit providers and credit reporting agencies, an individual’s authorised representative, the company’s professional advisers or Government and regulatory authorities as legally required.

All personal information is retained in a secure environment and all reasonable precautions are taken to prevent unauthorised access to, or disclosure of, personal information.

Persons requiring access to their personal information can do so via the Operations Manager, who shall comply in accordance with National Privacy Principles.

If the person is of the opinion that their personal information is not correct, complete or up-to-date, this can be amended through the Operations Manager.

Signed: Anthony Chandra - Director

Signed: John Towers - Director

Signed: Matt Lynton - Director

21/02/2024

Date



APPENDIX 3 - WORK, HEALTH & SAFETY POLICY

Layer 2 Intelligence is committed to the continual improvement of work health and safety performance and will take all reasonable care to provide and maintain a working environment that is safe and without risks to health and safety for all employees, contractors, visitors and members of the public who may be affected by our work.

In particular, Layer 2 Intelligence will:

- Identify and assess hazards and risks, and plan work activities to eliminate or control hazards and reduce risks using the hierarchy of controls
- Comply with relevant legislation, regulations, Codes of Practice, industry requirements and other relevant standards
- Establish measurable objectives and targets for continuous improvement, aimed at elimination of work-related injury or illness
- Disseminate relevant WHS information and consult with workers and other interested parties
- Maintain the workplace in a safe condition
- Maintain as required plant and equipment in a safe condition
- Provide appropriate instruction and training for workers
- Provide appropriate personal protective equipment (PPE) and provide information, training and instruction in the proper use and wearing of PPE including its storage, maintenance, repair or replacement protocols
- Where an office or project site is provided, ensure adequate facilities for all workers at the office and project sites
- Complete and maintain relevant and required documentation during our work processes to demonstrate continued consideration and compliance
- Effectively meet all requirements of, and achieve and maintain third party certification of the Management System to ISO 9001:2015 Quality Managements Systems

It is the responsibility of all workers to avoid putting themselves or others in an unsafe situation and to follow Layer 2 Intelligence's Code of Conduct Policy in HR Manual (this document) at all times.

All persons responsible for the work activities of other employees are accountable for:

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



Layer 2 Intelligence demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

.....
Signed: Anthony Chandra - Director

.....
Signed: John Towers - Director

.....
Signed: Matt Lynton - Director

21/02/2024

.....
Date



APPENDIX 4 - ENVIRONMENTAL POLICY

Layer 2 Intelligence is committed to undertaking its business in a manner that recognises the importance of environmental protection, sustainable development, transparency and accountability. We are dedicated to promoting a company-wide commitment to environmental management.

We are committed to minimising environmental impacts in all our operations by doing the following:

- Complying with all legal, statutory and regulatory requirements, local council development application consent conditions and any additional customer requirements relating to the environment
- Managing environmental and related issues in accordance with any client requirements, policies and procedures
- Applying waste, energy and water minimisation principles
- Taking all practicable steps to prevent pollution, prevent damage to flora and fauna, and other adverse environmental impacts
- Educating and training our people to continually improve awareness, skills and knowledge of environmental issues and practices
- Pursuing environmental initiatives and programs that are consistent with Layer 2 Intelligence's approach to sustainability, including communication, as applicable, with our interested parties on environmental issues
- Maintaining, monitoring, reviewing and continually improving the management system to achieve and maintain certification to ISO 9001:2015 Quality Managements Systems, and enhance our environmental performance

.....

Signed: Anthony Chandra - Director

.....

Signed: John Towers - Director

.....

Signed: Matt Lynton - Director

21/02/2024

.....

Date



APPENDIX 5 - SOCIAL MEDIA POLICY

Layer 2 Intelligence has developed this Media Policy to set the protocols for dealing face to face with the media and responding to media and/or social media enquiries or comments relating to the company, associations or projects.

The policy applies to all employees and private contractors/consultants who may interact with the media. It applies to all forms of media interaction, including verbal, written or electronic or on social Media Platforms.

Media

- You must not initiate contact with the media unless authorised by the Operations Manager
- You must direct any media enquiries immediately to your site supervisor
- You must not attempt to respond to an enquiry under any circumstances without approval of your site supervisor
- Only spokespeople approved by the Operations Manager are permitted to speak to or be interviewed by the media
- Where media contact has been made or attempted with a contractor or other 3rd party contractor or project stakeholder you must inform the Operations Manager

Social Media

- Employees or contractors are not to post or respond to material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, infringes copyright, constitutes a contempt of court, breaches a Court suppression order or is otherwise unlawful
- Use or disclose any confidential or secure information
- Make any comment or post any material that might otherwise cause damage to the company's or their external or internal interested parties reputation or bring it into disrepute.

Signed: Anthony Chandra - Director

Signed: John Towers - Director

Signed: Matt Lynton - Director

21/02/2024

.....
Date



APPENDIX 6 – ETHICAL BUSINESS POLICY

Introduction

Layer 2 Intelligence (L2iQ) is committed to ensuring that all the activities undertaken by the business and those acting in the business interest do so in a manner which reflects a high level of ethical and moral behaviour.

This Business Ethics Policy is intended to establish the standards that are reasonably designed to deter wrongdoing and promote and reinforce the ethical behaviour of our leadership, team and associates.

Application

This Policy applies to all L2iQ team members and associates when acting in the interests of L2iQ for business related matters.

Principle

L2iQ shares responsibility with its team members for creating and maintaining the Company's professional reputation and work ethic including; exhibiting acceptable levels of honesty and integrity, personal and professional presentation, fostering mutual respect in the workplace, co-operation and teamwork both internally and externally.

It is the responsibility of all leaders to maintain standards of business ethics within their teams. The final authority and accountability for the execution of the principles and actions set out in this policy lie with the Directors as representatives of the shareholders.

When making changes to this policy or changing the expectations of the behaviours, consultation shall be carried out with all members of the leadership teams and the greater team where the change impacts them. All changes to this policy should be communicated to all team members and relevant contractors.

Expectation

L2iQ expects the following minimum standard of ethical and moral behaviour of its team members and associates:

- Act with honesty and integrity at all times.
- Comply with all legal, regulatory, and statutory obligations including the codes of conduct of any professional or industry body to which they may be subject to in executing work activities.
- Commit to providing an honest and professional approach in dealing with clients.
- Promote a high level of trust and confidence.
- Actively encourage and support moral and ethical programmes including Equal Employment, Aboriginal and Torres Strait Islander inclusion, Modern Slavery, Youth development, Small/Medium Enterprise and local content.
- Present in a professional manner, and appearance when representing L2iQ.
- Demonstrate openness and fairness in all workplace dealings.
- Commit to the delivery of best practice standards of service and quality levels.
- Avoid the perception of impropriety; any team member offered gifts, hospitality or benefits shall disclose to a member of the leadership team for action if required.
- At all times be aware of discussing work-related matters in public places, including transport, restaurants and in other public areas.



Breach of Policy

Breaches of this policy or any associated procedures may result in disciplinary action, and or behavior management.

.....
Signed: Anthony Chandra - Director

.....
Signed: John Towers - Director

.....
Signed: Matt Lynton - Director

21/02/2024

.....
Date



APPENDIX 7 - FATIGUE POLICY

INTRODUCTION

Layer 2 Intelligence (L2iQ) is committed to providing and maintaining safe systems of work for all its staff to ensure that you, and those you work with, are safe and are able to return home to your families at the end of each day.

Working for our Clients often results in work being undertaken outside ordinary working hours, and project phases such as construction and commissioning often involve shift work and/or extended overtime. Multiple project demands and clients can also add a competing level of demand on your time. Such arrangements, if not managed effectively, can result in fatigue.

Considering the safety critical nature of the work L2iQ undertakes and the requirement for alignment to the Rail Safety National Law, L2iQ will manage the potential for fatigue through the following Fatigue Management Policy.

POLICY

This policy applies to all staff and contractors, especially those whose work involves shift work, over time or on call arrangements.

- Staff are to work a maximum of TEN days in a row, regardless of differing projects, or Clients.
- Maximum shift length is TWELVE hours, including planned and unplanned over time.
- Minimum downtime of TEN hours between shifts.
- Maximum hours per week is capped at SIXTY hours. Ideally, staff will not work more than 45 hours in a regular 5-day week.
- Average hours worked in a 12-week period should not exceed 600 hours.
- There will be occasions where required shifts exceed the Policy. When this occurs, the staff / supervisor must treat on a case by case basis through a risk assessment and implement a control to minimise the risk of Fatigue. This requires written approval from Supervisor.
 - Such example may include restricting the employee from driving following the shift for a period of time with accommodation provided to allow the staff member to rest prior to driving.

MANAGEMENT AND SUPERVISORS RESPONSIBILITIES

- Ensuring systems of work that minimise the risk of fatigue – for example, reasonable shift hours, reasonable overtime requests and adequate rests between shifts.
- Monitoring workloads, work patterns, client expectations and shift arrangements to ensure workers are not placed at risk from fatigue.
- Assisting employees in liaising with clients to manage expectations as required.
- Consulting regularly with workers to ensure they are adequately handling their workloads.
- Providing information, instruction, and training about risks to health, safety or welfare to our Staff.

EMPLOYEE RESPONSIBILITIES

- Actively participating in risk management processes.
- Tracking hours worked accurately in the L2iQ Time Capture application.
- Using time off to recuperate to be fit and able for the next shift.

TECHNOLOGY.INNOVATION.DELIVERY

- **Telecommunications**

☎ 1300 652 205
ABN 92 162 106 256
Page 45 of 46

- **Technology Consulting**

Layer2intelligence.com.au

Commercial In Confidence

- **Control Systems**

✉ info@layer2intelligence.com.au
ACN 162 106 256

M-02 HR Manual V2.4



- Avoiding behaviours and practices that contribute to fatigue and which could place themselves and others at risk – e.g. accepting excessive overtime shifts, working beyond 12 hours/day, secondary employment.
- Recognise signs of fatigue that could place the health and safety of yourself, or others at risk, and report them to your supervisor.
- Report to your supervisor of any excessive demands being place upon yourself by our Clients that exceed our Policy.

BREACH OF POLICY

Breaches of this policy or any associated procedures may result in disciplinary action, and or behavior management.

.....
Signed: Anthony Chandra - Director

.....
Signed: John Towers - Director

.....
Signed: Matt Lynton - Director

21/02/2024

.....
Date