

PURPOSE

The purpose of this policy is to state Glad Group's commitment to socially and ethically responsible conduct in its operations. We believe that running our business in a responsible manner makes good business sense and is the right thing to do by our clients, our people, the community, the environment and all other stakeholders.

CORE VALUES

Corporate social responsibility is embedded into all strategic and operational aspects of Glad Group's business and across all individual companies. Our dedication to being a responsible business is driven from our Core Values.

TRUST

- Be transparent in all communications and actions;
- Work to strengthen relationships with team members and customers;
- Follow through on all commitments;

RESPECT

- Be an advocate for Glad;
- Model the Glad Values at all times;
- Be respectful of all stakeholders;

INNOVATION

- Look for ideas to improve efficiency;
- Constantly evaluate and review efficiency of current practices;
- Make sure you have the right tool approach;

INITIATIVE

- Display a positive 'can do' attitude;
- Be ready and able to take action to achieve the best outcome;

Glad Group's governance policy, framework and internal communication ensure that corporate social responsibility is understood by our leaders and our people, and results in balanced decision making.

POLICIES, PROCEDURES AND PRACTICES

Realisation of our social responsibility is through policies, procedures and practices below:

CORPORATE GOVERNANCE

- Fiduciary Responsibility and Core Business Policy Statement;
- Strategic and Operational Risk Management and Control;
- Board Structure and Operation;

EQUAL EMPLOYMENT OPPORTUNITY & DISCRIMINATION

- Diversity, Anti-Discrimination and Prevention;
- Sexual Harassment and Bullying and Harassment;
- Complaints Procedure and Rules, Rights and Responsibilities;

QUALITY MANAGEMENT

- Quality Policy Statement;
- Implementation;

ENVIRONMENT AND SUSTAINABILITY

- Environmental Policy Statement;
- Management of Environmental Risks and Implementation;
- Checking, Monitoring and Measurement;

HEALTH AND SAFETY

- Work Health and Safety Policy Statement;
- Consultation and Review
- Rehabilitation and Return to Work;

CHARITABLE DONATIONS AND DISBURSEMENTS

- Glad Group Charitable Donations Program;
- Remuneration and Performance Appraisal Policy statement;

GLAD AND THE COMMUNITY

Glad Group is committed to delivering services, in a professional manner, which will create a positive experience for all members of the public, sustain our environment, and improve the communities in which we live and work. We work to provide benefits to the communities surrounding our operations by hiring local staff, especially in rural, regional and remote Australia. Wherever possible, we also support programs providing for Indigenous employment, education and career development. Through our people and our partnerships we aim to promote equality and dignity of work for all Australians.

CORPORATE GIVING & VOLUNTEERING

Glad Group contributes to a range of worthy causes in the community. Our corporate giving approach is to understand that although monetary donations are welcomed by many charitable and cause-driven organisations, Glad Group is also able to offer in-kind and other forms of assistance which leverage upon our specific strengths, capabilities, resources and infrastructure. This includes, but is not limited to providing integrated property services, cleaning, security, and maintenance services to cause-driven organisations without payment. We also encourage our people and offer them many opportunities to actively participate in cause-driven and community fundraising activities.



Nick Iloski

Managing Director

Glad Group, comprising of:

Glad Group Pty Ltd | ABN 62 092 928 115

Glad Cleaning Service Pty Ltd | ABN 43 054 617 891

Mutual Cleaning and Maintenance Pty Ltd | ABN 53 006 516 810

Glad Maintenance Pty Ltd | ABN 85 127 522 481 | Contractor's Licence: 215410C

Glad Security Pty Ltd | ABN 122 097 590 | Security Licences: NSW 409557154, ACT 17502081, QLD 3199590, VIC Licence 763-211-20S, WA SA40606

