

HYBRID WORK POLICY - AUSTRALIA

This version last revised and effective 1 July 2024

Purpose and Scope.

The purpose of this policy, applicable to Ultradata employees across all Australian geographical locations, is to set out the framework under which Ultradata may agree to hybrid working arrangements for employees. It aims to ensure that employees approved to participate in hybrid working arrangements are aware of their responsibilities to ensure a safe work environment; and that employees comply with their obligations to maintain the confidentiality of Confidential Information when working both from the office, and from home.

In framing this policy, Ultradata has been guided and influenced by the following:

- Ultradata believes that the process of staff working together in an office environment is more effective for collaborating, problem solving, innovating and developing solutions than in a virtual environment. This has been a cornerstone of the Ultradata culture and a key factor in Ultradata's success
- Notwithstanding the above, Ultradata acknowledges that the employment landscape has changed, and that there may be times when, for individuals and the company itself, hybrid working arrangements will be an effective way to facilitate high levels of productivity
- Ultradata also recognises that there are a range of Federal or State Laws that may require Ultradata to:
 - take reasonable measures to accommodate an illness or injury that an employee or a prospective employee may have, or sustain; or
 - accommodate employees with other protected attributes (e.g. parental status or status as a carer);
- These legal obligations include the 'Legal Entitlement to Request Flexibility' enshrined in the National Employment Standards (NES)
- Ultradata will review all requests for hybrid work arrangements from the perspective of the performance and productivity of the individual and the team concerned. Arrangements will be amended or rescinded, with reasonable notice by Ultradata, where they are not facilitating at least commensurate levels of performance and productivity
- Working from home is not a standard or contractual entitlement. Further, there are certain roles within Ultradata's structure that cannot be undertaken in a home environment.

Work Health and Safety Obligations

Where Ultradata enters into a Hybrid Work Agreement for any reason it has a duty under the Work Health and Safety Act 2011 to ensure that employees are not exposed unnecessarily to risks to health and safety in their place of work, so far as is reasonably practicable.

In order for Ultradata to meet its commitments under the Act, it is important that; any home-based work site is a safe area of work; systems of work undertaken in any home-based work sites are safe; and that all incidents are investigated and hazards adequately controlled, reduced or eliminated.

Confidential Information

Moreover, Ultradata and its employees have obligations to Ultradata's clients to maintain the confidentiality of information belonging to Ultradata and its clients. The granting of any hybrid working arrangements will be subject to the same confidentiality conditions that apply to employees working permanently from the office. Further, given the criticality of this matter:

- Ultradata reserves the right to audit the confidentiality compliance of those staff who enter into a Hybrid Work Agreement, including the physical working from home environment;
- Ultradata requires employees who are unable to dispose of hard copy confidential information at home, using a shredder, to bring those documents to the office and use the company shredders or security bins to dispose of these documents securely;

Further information regarding Ultradata's information security requirements can be found in the following policy documents:

- Information Technology Acceptable Usage Policy;
- Information Security Risk Management Policy;
- Data Breach Protection Policy.

Hybrid Work Policy

Ultradata's standard position is that it requires employees to work from the office.

However, from time to time, and at the request of an employee, Ultradata may enter into a Hybrid Work Agreement with an employee who seeks formal approval.

Requests to enter into a Hybrid Work Agreement will be considered on an individual basis, taking into consideration the employee's role and responsibilities, the legal entitlements of the employee to request flexibility and the day to day business needs of Ultradata.

The key considerations will be suitability of the work for a hybrid arrangement, operational requirements, security, cost, health and safety, and the circumstances of the employee.

Other factors that Ultradata will consider in determining whether or not to grant a request for a discretionary hybrid working arrangement include:

- the cost and practicality of the requested arrangements;
- the effect on the workplace, and Ultradata's business;
- the degree to which the requested arrangements could result in a significant loss, or negatively impact performance, efficiency, productivity or client service.

Through the Hybrid Working Agreement Request Form, employees applying to enter into a Hybrid Working Agreement will be asked to respond to a number of questions designed to capture as much of the above information as possible.

In the event that Ultradata consents to a request for a hybrid working arrangement, those arrangements will be subject to the following:

- Ultradata will consider hybrid working arrangements where the majority of the employee's working time is spent in the office; that is, with a working from home element of no greater

than two days each week or a pro-rata equivalent period for part-time employees. In the case of part-time employees, a minimum of 60% of work time must be spent in the office. All days in the office must be full days;

- Unless otherwise agreed, the specific days where all full-time employees will be required in the office will be Tuesday, Wednesday and Thursday of each week. If an agreed working from home day falls on a public holiday, it cannot be transferred to another day in the week;
- All new employees must work full-time 'on-site' (in the office) for a period of four months after their commencement. Leading into the end of the four-month period they may, if they wish, apply to participate in hybrid work arrangements.
- If approved, the initial period of approval for any new hybrid work arrangement (new employee or existing employee applying for the first time) will be for the period leading up to the earlier of 1 April or 1 October in any given year, so that the employee can then move into the common six-month cycle that applies to all employees undertaking hybrid work.
- The employee must be contactable by their manager and other staff members during the agreed working hours in which home-based work is carried out;
- The agreed working hours of the employee remain the same as those they would have completed in the office. All hours must be recorded as per standard time-sheeting practice;
- The employee's home address ('nominated working from home address') is regarded as the employee's place of work during the period it is agreed the employee may work from home;
- Employees will need to ensure that their working from home environment is conducive to uninterrupted work and sufficiently private to comply with confidentiality requirements;
- The employee will take all reasonable precautions to secure Ultradata's property and Confidential Information, whilst at the office, and whilst working at home;
- Other than a laptop or desktop computer provided to the employee by Ultradata, the employee, whilst working in a home-based environment, must provide and fund their own other 'tools of trade' including reliable internet access, printer and mobile phone;
- The employee must permit Ultradata reasonable access to the residence to inspect the suitability of the residence and/or to enable Ultradata to recover its property, if required;
- The manager will ensure regular opportunities for communication between themselves and the employee;
- The grant of a request to participate in a hybrid working arrangement (or any decision to allow an agreed arrangement to continue into another six-month review period) will not give rise to any contractual rights or entitlements and may be withdrawn at any time in Ultradata's sole discretion.
- Should Ultradata withdraw an employee's ability to participate in a hybrid working arrangement, it will provide a two-week period of notice, unless otherwise agreed;
- Any grant of a request for a hybrid working arrangement will be subject to any conditions and requirements as Ultradata may introduce from time to time, including requiring the employee to do all things needed for Ultradata to satisfy itself that the home work environment is safe and suitable for the employee to work from home;

- With relation to the above, all new applications must be accompanied by a completed and approved Safety Risk Assessment Form (also refer further information below) including an outline of the emergency evacuation procedure (“egress”) and photographic evidence of appropriate first aid and fire extinguisher provisions;
- Suitable equipment is available for use by either Ultradata or the employee – though approval for a requested Hybrid Work arrangement will not entitle an employee to be issued new IT equipment by Ultradata;

Requesting Initial Approval to Enter into a Hybrid Work Agreement

Prior to entering into a Hybrid Work Agreement, the employee should first discuss their reasons with their manager. Following this, the employee should complete and submit a Hybrid Working Agreement Request Form. It is expected that the employee will work in the office until the requested working arrangements are approved and the commencement date starts.

Hybrid Working Agreement Request Form.

The Hybrid Working Agreement Request Form shall include:

- Reasons for the request – referencing the factors that Ultradata should consider;
- Legal Entitlement to Request Flexibility (if applicable) including any supporting evidence or other explanatory materials;
- Details of Hybrid Working Pattern being sought;
- Confirmation that a Health and Safety Risk Assessment and other related requirements have been separately endorsed by People & Culture. These include photos of the proposed designated home workspace; copy of the emergency evacuation procedure; and evidence of appropriate First Aid and fire emergency equipment.

Upon completion of the Request, it should be submitted to the immediate manager, who should then make a recommendation to the Leadership Team member. The Leadership Team member will then provide a recommendation to the CEO. Once approval is granted by the CEO, a signed Hybrid Work Agreement will be entered into. The agreement may be terminated by either party with a minimum of two weeks’ notice (or shorter period, if agreed).

Approval Granted for a Specific Residential Address

Approval for Hybrid Work Arrangements will be granted noting the specific residential address that a working from home arrangement applies to. Approved designated workspaces are located at the specific residential address.

Therefore, if the employee changes residential addresses, temporarily or permanently, during the period of a Hybrid Working Agreement they must notify and obtain approval from their manager to continue to work under the agreed arrangement. Where they are temporarily relocating (for a period of no greater than one week) specific approval to work at the alternative location must be obtained from the relevant member of the Leadership Team. Where the relocation is for a longer period, or where the employee is changing residential address, a new Request Form must be submitted.

In these circumstances, the employee must satisfy Ultradata that their new working location meets the same work health and safety standards as the residential home location initially approved.

Information regarding any significant changes to the designated workspace in the approved residential location must be provided to the employee's manager, and People & Culture.

Employees Displaced by Natural Disasters or other Unforeseen Circumstances

Where employees, due to natural disasters or other unforeseen circumstances need to temporarily relocate, or undertake work that may otherwise have been performed at home from alternative locations, other than the office, they must immediately advise their manager and seek agreement to work from a new and temporary location. These circumstances will be considered on a case by case basis, and Ultradata will do all it can to support employees confronting such circumstances.

Exchanging Days in the Event of Infrequent or 'One-Off' Working from Home Arrangements

Ultradata recognises that, due to specific one-off personal circumstances, including emergency circumstances, an employee may need to work from home for a short period, on an ad-hoc or intermittent basis. This, for example, could be a need to be at home while a tradesperson undertakes an emergency plumbing repair, or where an older child becomes unwell unexpectedly, or similar, unanticipated events. In the case of the tradesman example, ideally such arrangements should be booked on a Monday or a Friday, but Ultradata recognises that some emergencies need to be attended to on the day they arise.

In these scenarios the employee will not be required to submit a Hybrid Work Arrangement Request Form. However, they must, prior to staying at home (or leaving work to go home) speak with their immediate manager about the specific circumstances, and agree that working from home over the short period is the best way to manage the emergency situation.

In some cases, the immediate manager may form the view that annual leave, or another form of leave (e.g., carers' leave) is more appropriate. *In all cases, the key test should be that the employee can and will be able to work productively at home.*

Working from home arrangements to attend to such one-off circumstances may not be for a period of greater than two consecutive days.

Where it is agreed that working from home is the best way to manage the situation, all of the working from home obligations discussed in the Hybrid Work Policy apply. However, the employee will be expected to 'make up' for the extra day/s at home by working in the office on a day, or days, that otherwise, they would have been working from home. This make up day or days in the office should be performed in the week the emergency situation arises (if early in the week and if, for example, the person typically worked from home on a Friday) – or, at the latest, in the week immediately following (if late in the week).

Approval for infrequent, or one-off requests to work from home for a short period, will be at the discretion of Ultradata, and considered by immediate managers on a case by case basis. In assessing such requests, Ultradata will also assess the frequency of such requests. Immediate Managers should notify Chief Officers where they feel that is appropriate, and issue an Out of Office notification appropriate to the circumstances.

Breaches of Policy

Where an employee becomes aware that their arrangements potentially breach the Ultradata requirements, they should advise/ 'self-report' to their manager immediately. Should an employee be found to be in breach of Ultradata's policies and procedures, or fail to comply with the requirements of this Hybrid Work Policy, appropriate management action will be taken that may include temporary or permanent suspension of hybrid working arrangements.

Workers Compensation

Employees will generally be covered for workers compensation in the event of a work-related injury that occurs while working from home, as long as they are complying with the conditions of this Policy.

Other

Employees should seek their own advice regarding taxation issues and domestic insurance arrangements associated with working from home. Employees who live in rental accommodation should ensure that home based working arrangements are permissible under their lease agreement.

Approval Protocols & Steps in the Process.

1. All requests for Hybrid Working arrangements are to be discussed by the employee, first, with their immediate manager.
2. During the course of this discussion, the employee and manager should agree on how they will secure the People and Culture approval to the Health and Safety requirements.
3. The People & Culture endorsement should be secured before the Request Form is provided by the manager, to the Leadership Team member.
4. After the employee has completed and submitted their Request Form to their immediate manager, the manager should then forward the completed Request, with an appropriate recommendation, to the applicable Leadership Team member, for review.
5. The Leadership Team member must then provide a formal recommendation to the CEO.
6. For a Request to be approved it must be approved by the CEO.

Post Approval

Once a new arrangement is approved by the CEO, a period of two weeks will need to pass prior to the commencement of the agreed arrangement.

Continuations

Approval Periods ('Review Cycles') and Requests for Continuation of Hybrid Work Arrangements

Effective 1 July 2024, approved Hybrid Work arrangements will be approved for a period of six months at a time. Staff with approved Hybrid Work Agreements will be working under a **common, six-month review cycle**. There will be two review cycles each year:

Cycle (1) will commence on 1st April and conclude on 30th September;

Cycle (2) will commence on 1 October and conclude on 31 March.

Existing staff without an approved Hybrid Work arrangement may apply for an approved Hybrid Working arrangement at any time. However, if approved, the initial period will be the period leading up to the earlier of the 1st April or 1st October, so they can move into the common six-month cycle.

Similarly, new staff, after working on-site (in the office) for at least four months from commencement, may apply for Hybrid Work approval. The initial approval period will be for the period leading up to the earlier of 1 April or 1 October.

The Four Week Administration Period.

There will be two designated four week 'Administration Periods' leading up to the beginning of each new six-month cycle; the first being the last four weeks of March, and the second being the last four weeks of September.

During this period, staff with previously approved Hybrid Work Agreements should expect that:

- Their immediate manager will initiate a discussion with them to clarify if they wish to continue for a further six months;
- They will be required to sign a form known as the 'Confirmation of Agreement – Approval to Continue Hybrid Work Arrangements' (form attached)
- If agreeable, the manager will then use the same form to record their endorsement of the continuation for a further six months.
- The CEO will work with the Chief Officers to review all continuation requests and staff will be advised of the outcome by their immediate managers.

These approval processes must be completed during the four-week administration period and prior to the beginning of a new cycle.

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