

ARA GROUP

HEALTH AND WELL - BEING POLICY

Introduction

ARA Group is committed to ensure the health, safety and well-being of all its employees. We recognise that there may be times when employees and their families need help with problems affecting their wellbeing, both from personal issues and arising in the workplace.

The rapid and holistic management of people, such as after a work related traumatic incident, is critical to minimising the impact of adverse events both on the individual and the ARA Group.

This Policy seeks to ensure all employees and management are treated with respect, dignity and sensitivity when dealing with any difficult or traumatic event.

Assistance is available to respond to events occurring at work and also for non-work-related issues creating anxiety or concern for the employee.

Whatever the origin, the ARA Group understands these issues can have a negative impact on employee's ability to function normally at work and on their broader lives and sees real benefits from supportive counselling provided by an appropriately qualified person.

Employee Assistance Program

The Employee Assistance Program (EAP) provides all ARA Group employees, their partners and dependent children with a confidential counselling support service to assist them to resolve problems and return to normal effectiveness.

Our EAP provider is an independent counselling service that can provide short term assistance on a wide range of issues including:

- Traumatic instances at and away from work.
- Concerns at work or home;
- Relationships;
- Concerns with children;
- Conflict;
- Alcohol and drugs;
- Anxiety and depression;
- Grief or loss; and
- Financial and legal concerns.

ARA Group offers up to six sessions (however most issues can be resolved in one or two sessions) per year at no cost to the employee. Where long term or special counselling is required the counsellor will refer the employee to an appropriate service. Any additional

sessions or referrals made by the counselor for other support services e.g. medical, legal or financial will be at the cost of the employee.

Confidentiality

Our EAP is completely confidential and respects the individual employees and their family's privacy. All personal information remains with our EAP provider. Their counselors will not talk to anyone else including within the ARA Group regarding an employee's or family member's issues or details, unless the employee authorises them to do so in writing.

Role of EAP

Our EAP is not intended to replace existing procedures within ARA Group for resolving problems relating solely to routine work-related issues but is available to complement these procedures and provide additional assistance.

Our EAP is not designed to remove from ARA Group's management the responsibility of addressing issues in the work environment which may impact on an employee's performance.

The EAP may also be used to provide immediate assistance in the event of a traumatic or threatening incident whether during or outside work hours.

Referrals

Any employee or immediate family member may refer themselves to the EAP. They may contact our EAP provider directly and confidentially to make an appointment.

The EAP is designed to encourage individuals to self-refer, however there may be times when a manager may assist by suggesting the option of counseling to an employee.

If work performance is being affected due to a personal issue or there is other evidence of a problem, a manager or supervisor should make the offer of free and confidential counselling.

With awareness of the EAP everyone who knows of situations where the program may be helpful to a fellow employee should make the suggestion that the EAP might assist.

Where a work-related trauma occurs, it is mandatory that those employees and/or contractors directly affected participate in a trauma debrief. In addition, those employees assessed as being at risk of suffering further or ongoing distress as a result of the incident will be invited to attend a one-on-one session with a counsellor.

Counselling will be provided to the family of those directly affected by a traumatic incident and to other employees even if not directly affected.

Availability

The EAP may be accessed by all full time, part time and casual employees employed by the ARA Group and their immediate family. Immediate family includes a spouse, child, parent, grandparent, grandchild or sibling of an employee or an employee's spouse.

Employees and their families can contact our EAP provider and speak with a professional counselor either over the phone or arrange an appointment. The EAP services are available 24 hours a day, 7 days a week and an employee may contact them by referring to the


intranet, promotional material, brochures and/or by those with human resources responsibility.

Employee responsibility

Employees should seek the assistance of the EAP where an employee feels they have a need. Employees need to be open to the suggestion of a referral to the EAP and will only be offered when seen as in the best interest of the employee. Approval must be sought from an employee's immediate manager or supervisor when leave is required for an appointment with the EAP during work hours.

Manager responsibility

Managers need to consider the services of the EAP for employees impacted by personal issues or a traumatic event present. If needed managers should seek guidance from higher management those with responsibility for human resources or direct from the ARA Group's EAP provider, especially where urgent counseling assistance is needed in response to a traumatic or threatening incident in the workplace after any emergency actions have been undertaken. Managers need to respect the privacy of an employee who has requested to attend an appointment with the EAP during working hours.

A handwritten signature in black ink that reads 'Edward Federman'.

Edward Federman
Group Managing Director
ARA Group Limited

Date 19/06/2018