

# WHISTLEBLOWER POLICY

Linen Services Australia, Taylors and Ensign

## Purpose

Employees and others working closely with Linen Services Australia, the Taylors group and Ensign Services (**the Company**) will often be the best source of information when things are not quite right. This Whistleblower Policy is an important element in detecting corrupt, illegal or other undesirable conduct at The Company.

## Scope

All officers, employees and contractors of the Company, wherever they are based, must comply with this Policy. This Policy is available on the website of the Company: <http://www.linenau.com>

## Policy

This policy sets out the Linen Services Australia, Taylors and Ensign (“The Company”) policy in relation to:

- when you will be protected for making a disclosure;
- the protections you will have if you make a protected disclosure; and
- how disclosures made under this Policy will be handled by the Company.

Creating a supportive environment where people feel safe to speak up underpins the Company culture. When people do not speak up, this undermines the culture and exposes the Company to risks. The Company encourages speaking up about concerns of reportable conduct at the Company. There are various measures in place to ensure no one is discouraged from speaking up or disadvantaged or victimised for doing so.

This Policy covers the processes for dealing with disclosures made by employees and stakeholders of suspected improper conduct within the Company in a confidential and secure manner and is intended to apply to whistleblowers in all countries in which the Company operates.

## Procedure

### 1. Who is protected under the Policy

You will be protected under this Policy if:

- you are one of the individuals set out in section 2;
- you disclose information about the type of matters set out in section 3; and
- you disclose that information:
  - internally to one of the persons set out in section 4; or
  - externally to one of the persons set out in section 7.

## 2. Who may make a Protected Disclosure

You may make a disclosure that qualifies for protection under the Australian whistleblower laws if you are or were:

- an officer or employee of the Company, including permanent, part-time, fixed-term or temporary employees or interns, and secondees;
- a contractor or supplier of goods and services to the Company (whether paid or unpaid) (for example, consultants, service providers and business partners), including an employee of such a contractor or supplier; or
- an associate of the Company; or
- a parent, grandparent, child, grandchild, sibling, spouse or dependent of any of the above.

## 3. What may a Protected Disclosure be about?

Disclosures do not have to be about breaking the law.

Disclosures may be about misconduct or an improper state of affairs or circumstances in relation to the Company (including by an officer of the Company or employee) where you have reasonable grounds to suspect has occurred or is occurring in relation to the Company.

Disclosures **solely** about a personal work-related grievance are not covered by this Policy and do not qualify for protection under the Australian whistleblower laws unless they also relate to any detriment or threat of detriment by reason of you making or being suspected of making a protected disclosure (see section 6.3 for examples of “detriment”).

If you have reasonable grounds to suspect that a Linen Australia or Ensign Services (the Company) director, officer, employee, contractor, supplier, tenderer or other person who has business dealings with the Company has engaged in conduct which is inappropriate (reportable conduct). This means any misconduct or improper state of affairs or circumstances in relation to the Company.

### 3.1 Personal work-related grievances

A personal work-related grievance means a grievance about any matter in relation to your employment or former employment that has, or tends to have, implications only for you personally. Examples of a personal work-related grievance include (but are not limited to):

- an interpersonal conflict between you and another employee;
- a concern about the behaviour of an employee;
- a decision that does not involve a breach of workplace laws. For example, the Company not agreeing to cash out annual leave;
- a decision about your engagement, transfer or promotion;
- a decision about your terms and conditions of engagement, payroll or remuneration. For example, being unhappy about a pay review; or
- a decision to suspend or terminate your engagement, or otherwise discipline you.

If your disclosure is a solely personal work-related grievance, which cannot be resolved through speaking with peers or the employee’s manager. The disclosure should be raised with the formal grievance resolution within the Company in accordance with our Grievance Policy which can be accessed via the intranet or from you manager.

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### 3.2 Reasonable grounds to make the disclosure

You may still qualify for protection if your disclosure turns out to be incorrect, but you must have reasonable grounds for suspecting that the information you are disclosing concerns misconduct or an improper state of affairs or circumstances in relation to the Company.

A disclosure made without reasonable grounds (such as where you know it to be false) may amount to misconduct and be subject to disciplinary action.

## 4. Who may receive a Protected Disclosure

All the people listed in this section may receive disclosures that qualify for protection under the Australian whistleblower laws. However, we encourage you to make your disclosure to our dedicated independent Whistleblower Protection Officer.

<p><b>Australia</b> John Douglas Maddison &amp; Associates Solicitors</p>	<p>Email: <a href="mailto:Whistleblower@linenau.com">Whistleblower@linenau.com</a> Mail: 4/21 Shields Street, Flemington VIC 3031</p>
<p><b>New Zealand</b> David Phyn CEO Taylors Group</p>	<p>Email: <a href="mailto:david.phyn@linennz.com">david.phyn@linennz.com</a> Mail: Taylors Group, Gate 2, Carrington Road, Point Chevalier, Auckland</p>
<p><b>Australia/New Zealand</b> Nicole Pianta General Manager HR &amp; Safety</p>	<p>Email: <a href="mailto:nicole.pianta@linenau.com">nicole.pianta@linenau.com</a> Mail: 24 Leinster Grove, Northcote VIC 3070</p>

If you prefer, you may instead make a disclosure to the following people:

- a member of our Company's leadership executive team;
- any other officer (which includes a director or company secretary) or senior manager of the Company;
- an internal or external auditor<sup>1</sup> (including a member of an audit team conducting an audit on the Company); or
- the Company's registered tax agent or BAS agent<sup>2</sup>, if the disclosure concerns the Company's tax affairs or the tax affairs of an associate of the Company, or an officer or employee at the Company who has functions or duties relating to its tax affairs and who you consider may be assisted in their role by knowing that information.

<sup>1</sup> The Company's external auditor is KPMG.

<sup>2</sup> The Company's tax agent is EY.

## 5. How may a Protected Disclosure be made?

You may make a disclosure at any time to the people identified in section 4 in person, by email, post, or by hand.

If you make a disclosure from or to the email address of the Company, your email may be accessed by certain people within our IT department in accordance with the Company's policies. If you are concerned about those limited circumstances in which your email might be accessed, you may prefer to Whistleblower policy.

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make your disclosure verbally or by mail.

You may make your disclosure anonymously (and stay anonymous throughout and after any investigation) and still qualify for protection under the Australian whistleblower laws.

You may wish to obtain independent legal advice before making a disclosure. That communication with your legal adviser will also be protected under the Australian whistleblower laws.

## 6. Legal protections for Disclosures

### 6.1 Confidentiality and secure record-keeping

Everyone involved in an investigation must take all reasonable steps to reduce the risk that a discloser will be identified.

We will do this by:

- obscuring your name and identifying features from any internal reporting about your disclosure (unless you agree for your identity to be known);
- referring to you in a gender-neutral context (unless you agree for your identity to be known);
- where possible, contacting you to help identify certain aspects of your disclosure that could inadvertently identify you;
- engaging qualified staff to handle and investigate disclosures;
- storing all material relating to disclosures securely;
- limiting access to all information to those directly involved in handling and investigating the disclosure; and
- ensuring that anyone who is involved in handling and investigating your disclosure is aware of the confidentiality requirements.

#### ***Identity protections and exceptions***

If you make a protected disclosure, it is illegal for anyone to identify you or disclose any information that is likely to lead to you being identified, unless:

- it is not possible to investigate the disclosure without disclosing information that might identify you (but all reasonable steps must be taken to protect your identity);
- it is necessary to obtain legal advice about your disclosure and the whistleblower laws, in which case, we can pass the information on to our lawyer;
- we need to disclose the information to the Australian Federal Police; the Australian Securities and Investments Commission (ASIC), the Australian Prudential Regulatory Authority (APRA) or the Australian Taxation Office (ATO), if the disclosure concerns the Company's tax affairs or the tax affairs of an associate of the Company; or
- you consent to that disclosure.

You may lodge a complaint to a regulatory body, such as ASIC, APRA or the ATO, if you believe that your confidentiality has been breached.

## 6.2 Provision of identity to a court or tribunal

No-one at the Company may disclose or produce to a court or tribunal any information or documents which disclose your identity (or information likely to lead to your identification) without seeking the advice of our legal advisors.

If you make a protected disclosure and become aware that a court or tribunal has requested disclosure of your identity or production of documents containing your identity (or information likely to lead to your identification), you may apply to the court or tribunal for an order protecting your identity.

## 6.3 Protection from detriment

We are committed to protecting people who make disclosures under this Policy.

It is against the law for anyone at the Company (including any officers, employees or contractors) to cause or threaten any detriment to any person because that person:

- is or proposes to make a disclosure under this Policy or the Australian whistleblower laws; or
- is suspected or believed to have made a disclosure under this Policy.

“**Detriment**” includes (but is not limited to):

- dismissal of an employee;
- injury of an employee in their employment;
- alteration of an employee’s position or duties to their disadvantage;
- discrimination, harassment or intimidation;
- harm or injury including psychological harm, damage to property, reputation or financial position;
- taking action against a person (including any disciplinary action or imposing a liability) for making a disclosure; or
- threats of any of the above.

However, we are entitled to take steps that:

- are reasonably necessary to protect you from detriment (for example, moving you to another office to protect you from detriment if you have made a disclosure about your immediate work area); or
- relate to managing unsatisfactory work performance in line with the Company’s performance management framework.

You may seek independent legal advice or contact regulatory bodies, such as ASIC, APRA or the ATO, if you believe you have suffered detriment because of your disclosure.

## 6.4 Protection from civil, criminal and administrative liability

If you make a protected disclosure, you will also be protected from any of the following in relation to your disclosure:

- civil liability – for example, any legal action against you for breach of an employment contract, duty of confidentiality or another contractual obligation;
- criminal liability – for example, prosecution for unlawfully releasing information or unlawfully using your disclosure against you in a prosecution; and
- administrative liability – for example, disciplinary action for making a disclosure.

However, you may be liable for any misconduct that you have engaged in that is revealed by your disclosure (or revealed by an investigation following your disclosure).

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## 6.5 Compensation and other remedies

You may seek compensation and other remedies through the courts if:

- you suffer loss, damage or injury because of a disclosure; and
- we failed to take reasonable precautions and exercise due diligence to prevent detrimental conduct.

We encourage you to seek independent legal advice if you wish to seek compensation or remedies in court.

## 7. How this Policy interacts with Whistleblower laws

### 7.1 Australian whistleblower laws

By making a disclosure in accordance with this Policy, you may be protected under the Australian whistleblower laws if the type of matter you disclose is protected by those laws.

While this Policy principally deals with internal disclosures, the protections afforded by the Australian whistleblower laws (set out in section 6) also include some types of disclosure made to external parties, such as:

- legal representatives, to obtain advice or representation about the Australian whistleblower laws;
- ASIC, APRA or the ATO; or
- MPs or journalists, where you have reasonable grounds to believe that making the further disclosure would be in the public interest or the information concerns a substantial and imminent danger to the health or safety to one or more persons or to the natural environment, but **only if**:
  - you previously made a disclosure of that information to either ASIC, APRA or another Commonwealth body prescribed by regulation; and
  - you notified that body in writing of your intention to disclose to an MP or journalist (where, for public interest disclosures, **at least 90 days** must first have passed since your previous disclosure before this notice may be given).
  - It is important you understand strict criteria apply and you should obtain independent legal advice before making a disclosure to an MP or journalist.

For more information about the Australian whistleblower laws (including how to make a disclosure directly to ASIC or the ATO), see the information available on the [ASIC website](#) (including [Information Sheet 239 How ASIC handles whistleblower reports](#) and [Information Sheet 247 Company officer obligations under the whistleblower protection provisions](#)) and the [ATO website](#).

### 7.2 Whistleblower laws New Zealand

If your disclosure concerns the conduct of the Taylors Group, its people, or its operations in New Zealand, you have protections and obligations under the Protected Disclosures Act 2000.

If you make a protected disclosure, information which identifies you will be kept confidential, unless you consent to the disclosure or if disclosure is essential to:

- the effective investigation of the allegations
- prevent serious risk to public health or safety or the environment
- comply with the principles of natural justice.

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## 8. Investigations of Disclosures under this Policy

### 8.1 Investigation process

When you make a disclosure internally under this Policy, your disclosure will typically be investigated as follows. This process may vary depending on the nature of your disclosure.

<b>STEP 1</b>	The person who receives your disclosure will provide the information to the Whistleblower Protection Officer, as soon as practicable, ensuring your identity is protected, unless you have consented otherwise. The Whistleblower Protection Officer will contact you within 21 days of the disclosure being made.
<b>STEP 2</b>	The Whistleblower Protection Officer will determine whether your disclosure is covered by this Policy and if a formal, in-depth investigation is required.  If an investigation is required, the Whistleblower Protection Officer will determine whether the investigation of your disclosure should be conducted internally or externally and appoint an investigator with no personal interest in the matter. The Whistleblower Protection Officer may consider an external investigation is appropriate to ensure fairness and independence or because specialist skills or expertise are required.
<b>STEP 3</b>	The investigator(s) will conduct the investigation in an objective and fair manner, ensuring that they give any employee who is mentioned in the disclosure an opportunity to respond to the allegations prior to any adverse findings being made against them. Those employees are also entitled to access the support services referred to in section 9.  If you can be contacted (including through anonymous channels), we will give you regular updates on the status of the investigation as appropriate, with the frequency and timing of such updates depending on the nature of your disclosure.
<b>STEP 4</b>	The outcome of the investigation will be reported to the Board (protecting your identity, if applicable) and may, if the Whistleblower Protection Officer considers appropriate, be shared with you and any persons affected by the disclosure as considered appropriate by the Whistleblower Protection Officer.

Appropriate records and documentation for each step in the process will be maintained by the investigator.

We encourage you to raise any concerns you have about the investigation of your disclosure (including breach of confidentiality) with the Whistleblower Protection Officer or the person to whom you made your disclosure.

### 8.2 Duration of the investigation

We will aim to conclude the investigations within two months of receiving your disclosure. But that time may vary depending on the nature of your disclosure.

### 8.3 The Company may require further information to investigate disclosures

We may not be able to undertake an investigation if we are not able to contact you or receive additional information from you to fully investigate your disclosure. If you have made your disclosure anonymously, we suggest you maintain ongoing two-way communication with us, so we may ask follow-up questions or provide feedback. You may refuse to answer questions that you feel may reveal your identity at any time.

### 8.4 Investigation will be conducted in accordance with confidentiality protections

Subject to the exceptions allowed under section 3.1 of this Policy or otherwise by law, the identity of a discloser (or information that is likely to lead to their identity becoming known) must be kept confidential at all times during and after the investigation (including in any reporting to the Board).

## 9. Support and Practical Protections

The Company has in place processes for protecting, supporting and monitoring the welfare of anyone who makes a disclosure. This includes risk assessment of any potential detriment, work adjustment considerations and support services through the Employee Assistance Program to assist with stress management strategies which may include counselling.

## Compliance


Any breach of this Policy by any officer, employee or contractor of the Company will be taken seriously by us and may be the subject of a separate investigation and/or disciplinary action, which may include termination of employment and/or services.

A breach of this Policy may also amount to a civil or criminal contravention under the applicable whistleblower laws, giving rise to significant penalties.

We encourage you to raise any concerns about non-compliance with this Policy with the Whistleblower Protection Officer in the first instance. You may also lodge any concerns with ASIC, ASIC, APRA or the ATO for investigation.

## Related Policies and Documents

- Code of Conduct
- Conflict of Interest Policy
- Grievance Policy
- Corporations Act 2001 (Cth)
- Tax Administration Act 1953 (Cth)
- Protected Disclosures Act 2000 (NZ)

<b>Approval</b>	<b>Developed by:</b>	Human Resources
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Angus Grimwade	<b>Review date:</b>	31 March 2023

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