



Employee Handbook & Code of Conduct

you'll want to stay with us



Our Belief

The short-stay industry is globally evolving, but our team have never been satisfied with simply riding the rising tide. We know property, and we know the smartest ways to unlock and generate value, and we're proud of our ability to have surfed the uncertainty of the travel industry's single most challenging period to maximise property potential like no other team, remaining one step ahead, and setting new benchmarks in care, logistics and marketing, to maximise value, performance and growth.

From day one, Alloggio's success has come down to one simple goal: to **transform property into valuable accommodation**. Our success is a result of living this purpose, and how we apply it everyday, across every aspect of our organisation.

How we apply this across our business makes all the difference.

For property owners it's all about unlocking value: seeing opportunity where others don't, and having the expertise to create ongoing value for the life of their investment.

For guests it's knowing the little things that make holiday rentals worth the trip, creating valuable time away, time off, or time together.

For our incredible, passionate far-reaching team, this comes through in our accommodating nature; a service promise that adds value through everything we do, say and deliver, for our owners and guests alike.

And for investors it means elevating our performance at every step of the property management journey, delivering sustained value and growth.

Ultimately, our purpose is only as successful as our ability to simply create environments where people want to stay. Easy getaways which provide lasting memories for our travellers; property management that cultivates trust, value and peace of mind for our owners; careers that grow and nurture our talent and their sense of belonging; and investment opportunities that continue to bear fruit through ongoing performance, expansion and growth.

I'm proud to say that our team's consistent desire to see every home, every client, every customer, every opportunity through the lens of property expertise, care and global hospitality standards, the results have taken care of themselves.

We welcome you to discover how Alloggio unlocks value at every step of the accommodation property management cycle. And I'm certain that when you discover who we are, and how we deliver, you'll want to stay with us.

Will Creedon

Founder & Chief Executive Officer

Values & Expectations

01

Do what you say you are going to do

“No stories, just results”

02

We look after our people

“Protect our families, be in the trenches with each other”

03

Don't sugar-coat the truth

““Tell us what we need to know, not what you think we want to know.”

04

Procrastination kills

“Once a decision, implement with speed” -Do it now.”

05

Value other people's time and they will value yours

“Be on time, be prepared, have your solutions ready.”

06

Never run from conflict, deal with things

“Raise the flag, report the issue”. Don't put your head in the sand.”

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Employment

1.1 Payment of Wages

The pay week commences on Monday and finishes on Sunday. Wages are paid into your nominated bank account on Thursday. Wages are paid every fortnight.

It is essential that all new employees complete and return the following to the Payroll Department:

Tax File Number Declaration form

Superannuation form

Handbook Acknowledgment

Bank Account Details Form

Employee Remuneration Details form signed off by your manager

Application for employment

Signed employment letter with a signed job description

Copies of RSA or RCG Certificates, builders licence, Real Estate Certificate of registration, and any other licence/certificate that is required to fulfill your role if required;

Copy of valid Driver's Licensee;

You will not be paid until all these forms have been completed and received by the Payroll office.

The details of your contract of employment with Alloggio including rate of pay are confidential and should not be discussed with any other staff member.

Should you have any queries concerning your pay please refer the matter to your manager or Payroll Officer payroll@alloggio.com.au

Employment

1.2 Performance Appraisals

You will receive a performance appraisal at least once a year (usually late April/May), which will be conducted by your manager.

1.3 Recruitment Policy

It is Alloggio's policy to recruit the best person for the job based on merit and the principles outlined in our Equal Employment Opportunity Policy. Our recruitment processes are designed to ensure that all recruitment activities are fair and equitable, comply with all relevant employment legislation and result in the maintenance of agreed manning levels and placement of the best candidates.

We also have a commitment to recruiting from within wherever appropriate; however, it should be noted that while many positions will be advertised internally, vacancies may also be advertised externally and / or filled by direct appointment at Managements' discretion.

1.4 Termination

Within Qualifying Period - 6 months

In accordance with the award referenced in your Alloggio employment contract or letter of offer we may terminate any employee who does not perform to our standards during the 6-month probation period. The Alloggio may determine the period of notice to be one week, if Alloggio deem the performance of the employee does not meet the normal reasonable expectations of the role.

After Qualifying Period

You are required to provide notice, in writing, of your intention to resign as specified under the Alloggio employment contract or letter of offer or your contract of employment. Alloggio elect to terminate your employment the company will give notice as provided by the applicable award.

Job Abandonment

Any absences of three consecutive workdays without prior notice or justification will be deemed as job abandonment with no notice given. In this instance, the notice period may be withheld for final payments.

Dismissal Without Notice

We will not be harsh, unjust or unreasonable with any dismissal without notice. We will only dismiss an employee without notice for serious and willful misconduct and what is outlined in clause 7.5.

1.5 Final Pay

Your final pay will be made to you once Alloggio has received all items provided to you in the course of your employment. These items need to be in appropriate working order, and include **but not limited** to uniforms, keys, tools, laptop computers, mobile phones & motor vehicles where applicable.

Development

2.1 Training

Training sessions and staff meetings will be conducted from time to time, and we will endeavor to set a time suitable to everyone. Time spent in-house training will be paid for by Alloggio.

Please be aware that C-Suite approval is required for all training courses.

If you wish to discuss your training needs, please speak to your manager.

Our policy for all approved external-training courses is that you will be not being paid for any working hours spent, attending such course.

If you resign within a period of six (6) months after completing any formal or informal training, for example, certifications, registration and all CPD that has been provided to you and paid for by the Employer, **this will become an expense to You**, the employee and you will be required to reimburse the employer for the total cost. This will be either deducted from your final pay or payable directly from You to the Employer, where there is an outstanding balance.

Safety & Security

3.1 Confidential Business Information & Data

All information relating to the operations of Alloggio must be treated as confidential. Confidential information should not be left where another team member, and or the public may view it nor should any visitors be allowed into areas where they may view confidential information or data.

3.2 Security Surveillance

Alloggio would like to advise that in the interest of the safety and security of all employees and guests, video surveillance is in place at a number of locations on the properties. These locations may change, or be added to, from time to time. As a result, you may be recorded whilst at work.

3.3 Computer Systems Access & Keys

Under no circumstance are you to give your computer access codes/passwords to another staff member. This includes but is not limited to the **Zoho suite, RMS, HomHero, Windows, Hirus, Duetto, Duve, Keydata, FlexiKeeping, Breezeway, PropTech, Employment Hero etc.** The use of another staff member's access or of any other method to circumvent Alloggio's access controls is strictly prohibited unless agreed to in writing by a member of C-suite.

This policy also applies to any keys and security system codes issued to you.

3.4 Occupational Health & Safety

This Company is committed to providing a safe and healthy workplace for employees and customers. The Company will provide the resources necessary to comply with all legislation and regulations ensuring the health, safety and welfare of employees and customers. The Company will identify hazards, institute control mechanisms, examine accident prevention and control and will adopt rehabilitation as a priority of the business.

Occupational Health and Safety is both an individual and shared responsibility of all employees. This Company places occupation health and safety on a priority equal to all other aspects of the Alloggio businesses.

From time to time the company may request

Safety & Security

The following responsibilities are essential to the success of the policy.

Management is responsible to:

- Integrate Occupational Health and Safety into all aspects of the workplace.
- Promote communication about occupational Health and Safety as a normal component of all aspects of work.
- Plan, develop, implement and monitor an Occupational Health & Safety program.
- Take effective action to provide and maintain a healthy and safe workplace.

Employees are responsible to:

- Work in a healthy and safe manner.
- Discourage others from working in an unsafe manner.
- Co-operate with, support and promote Occupational Health & Safety in the workplace.
- Report or rectify and unsafe conditions that come to your attention.

Where it is necessary to have an Occupational Health & Safety Committee, that Committee will involve itself in a process of consultation with management and employees and actively manage Occupational Health & Safety in the workplace.

3.5 Accidents

If you sustain an injury, or have a 'near miss', you must report it to your supervisor/manager immediately and lodge the incident with Employment Hero with 24 hours.

For your own benefit and compliance with the Workers Compensation Act you must fill out an 'incident report' located inside Employment Hero.

This document is available to all staff members through their Employment Hero portal.

In all circumstances the form within Employment Hero must be completed and submitted within 24 hours of the incident. Once inputted to Employment Hero the Regional Managers, and Central Support will drive the conclusion of the incident and ensure outcomes from the incident.

You may also need to complete Workers Compensation Insurance Claim form which is available from your Manager and or within Employment Hero.

If you see an accident call, a qualified first aider to administer whatever assistance is needed. You must also contact the Manager who will advise you on what to do next, organize for emergency services etc.

Do **not** administer first aid yourself unless you are qualified to do so.

Safety & Security

3.6 First Aid Kits

First Aid Kits are placed in key areas in all properties managed by Alloggio, please familiarize yourself with the location at your place of work.

3.7 Emergency & Fire Procedures

In case of an emergency, you will be contacted by the senior staff member on duty or another member of staff and asked to report to your nearest Emergency Assembly Point (EAP). Please familiarize yourself with the EAPs nearest to your work location.

You will be advised of the situation and action to be taken upon arrival at the EAP by a senior member of staff.

Where you become aware of an emergency or incident that involves the safety and or security of a staff member or a guest, or property, you must immediately escalate the incident through the ExCom Escalation process that will be led by an ExCom member who will be in contact with the COO or CFO or CEO who will advise what steps are to be taken.

Property & Equipment

4.1 Company Issued Clothing, Equipment & Tools

It is your responsibility to ensure that property issued to you such as uniforms, keys, tools, laptop computers, mobile phones etc. are maintained in the condition in which they were issued.

When leaving the company, you will be required to return all such property in good condition and signed off by your manager before your final pay is issued.

The cost of items not returned will be deducted from your final payment, with an additional 25% deducted for administration and replacement costs.

Loss of any property should be reported immediately to your manager and emailed to payroll@alloggio.com.au.

All company equipment is to be for work use only and it is to be used in a safe and responsible manner, and to be kept secure. For instance, no laptops or mobile phones are to be left in unattended motor vehicles. Similarly, no equipment is to be left unattended in public areas.

4.2 Company Property

With the exception of company issued personal computing device (e.g. laptops, I-Pads Etc.) no one has the authority to remove any item from this property. Any items removed by an employee will be classified as stolen and a summary dismissal may occur. There is also the possibility of criminal charges being laid. This includes food scraps. If, you are offered anything to take home, report it immediately to your manager.

4.3 Business Expenses

Prior approval is required for all business expenditure. Expense Request link [here](#).

The Weel, (Divipay) virtual credit card (or any virtual card Alloggio may issue from time to time) is the approved method for incurring business expenses and the policy and guidelines must be adhered to. Refer Employment Hero for access to this document. If you do not possess a Weel virtual card, you should request your manager to execute the payment on their card.

4.4 Private Vehicles Usage

Alloggio's conditions of employment provide that, subject to approval by a member of C-Suite, an employee may receive an allowance for the use of a private motor vehicle on official business.

This policy outlines the matters to be considered when seeking approval to use a private motor vehicle for Alloggio business travel and the procedures to claim reimbursement for such use.

Property & Equipment

A staff member should only seek approval to use a private vehicle for official business when:

- a. an Alloggio vehicle is not available for the journey.
- b. the travel cannot be postponed.
- c. public transport is not a reasonable alternative; and
- d. the private vehicle is covered by Comprehensive Insurance and Compulsory Third-Party Insurance policies.

Any reimbursement consistent with this policy will be subject to legislated taxation treatment as per the Australian Taxation Office and calculated in accordance with the cents per kilometer method.

The 5/03/2024 Use of a Private Motor Vehicle Expense Reimbursement must be authorised prior the use of a private vehicle.

General Standards & Procedures

5.1 Guest Service Policy

Our policy on guest service is simple - to ensure that our guests are warmly welcomed and receive a high level of care and service. You have been employed to be a passionate advocate for our guests and we need to be obsessive about their experience while staying with us.

5.2 Guest Complaints

We expect you to bring any guest complaints or potential problems, no matter how small, to the attention of your Supervisor/Manager as soon as possible, even if you think the matter has been resolved. Along with telling your manager/supervisor and copy of the complaint and remedy need to be emailed to complaints@alloggio.com.au to hold as depository if further discovery is required later. Regardless of the guest's attitude, you must always be polite and helpful. Complaints should be considered an opportunity to turn a negative into a positive.

5.3 Smoking Policy

Alloggio is, as far as its employees are concerned during their working hours is completely smoke-free across its offices and properties.

Non-compliance with this policy will result in disciplinary action as set out in clause 7.3 - Progressive Discipline.

Every person has a civic, social and environmental obligation to ensure if you do smoke you are conscious of where you smoke in the public grounds around the properties and that you dispose of your cigarettes in appropriate manner.

5.4 Lunch Breaks

Each employee shall be granted an unpaid meal break after completing not more than 6 hours of duty. Alloggio is committed to providing a safe work environment for you and your fellow employees. Working for more than 6 hours without a break is not in your best interests. Breaks are provided for your personal well-being. Therefore, taking your break is compulsory. You may not forfeit your break in order to leave early.

This provision does not apply to Casual or Part Time employees who are rostered for 6 hours or less on any day.

5.5 Roster Duty

Staff are expected to arrive for rostered shifts prior to the commencement time stated, it is not permissible for you to swap with another staff member. Only in exceptional circumstances may an employee change shifts, and then only with the permission of a supervisor/manager.

If you wish to be rostered off for whatever reason, you must provide advanced notice to your supervisor/manager prior to the roster being posted. You are expected to report for duty 10 minutes prior to your rostered commencement time. You cannot leave during a rostered shift without seeking approval from your manager.

General Standards & Procedures

5.6 Time-in-Liu

Alloggio standard policy is it does not have authorize Time-in-Liu. However, Alloggio recognise that from time-to-time Alloggio will need to authorise Time in-Liu that the manager on the ground will have to manage. **Any Time-In-Liu hours will have to be pre-approved by your manager.**

The manager will have to manage the accountability of Time-in-Liu within Employment Hero.

The Time-In-Liu will have to be taken within 3 months or the Time-In-Liu or it will be lost.

5.7 Time Sheets

In order for the payroll process to be administered smoothly and staff to be paid on time, timesheets must be completed by all staff on a fortnightly basis via their Employment Hero portal by 8am Monday morning. All managers much complete the approval process for their direct reports by 10am Mondays

5.8 Annual Leave

For all qualifying employees (ie full-time and part time staff), Annual Leave begins to accrue from the date of your commencement in line with your employment agreement.

All leave requests **must be submitted** via the Employment Hero portal in order to be signed off by your direct line manager.

Whilst Alloggio will endeavor to accommodate your request, all leave requests will be subject to business requirements. Annual leave will **not be approved** in peak periods, such as school holidays, Christmas and Easter periods. However, will be considered for extenuating circumstances.

Please note that should an approving (line) manager submit their notice of resignation, all leave approvals that would have been the responsibility of that manager are immediately transferred to the outgoing manager's immediate superior from the date their resignation notice is received by the Payroll Department.

5.9 Personal/Carers (sick) Leave

Alloggio's Personal/Carers (Sick leave) policy is as follows:

- Two unexplained sick leave (up to 2 days) without a Medical Certificate per year.
- After two unexplained absences evidence is required for all leave.
- Any sick leave over 2 days in length requires a Medical Certificate.
- Any sick leave claimed whilst on Annual Leave requires a Medical Certificate.
- By the Managers discretion, evidence can be requested for any absence.
- The above policy will change in-line with the law of the day.

At least 5 hours' notice must be given before your rostered starting time that you are unable to attend work.

General Standards & Procedures

5.10 Alcohol

No alcoholic drinks are to be consumed by any staff, at any time during working hours including meal breaks. Non-compliance with this policy will lead to disciplinary action including possible termination.

5.11 Food

Meals are NOT provided free of charge to any staff member, however from time to time, snacks may be provided (e.g. birthdays, staff morning teas etc) It is company policy that NO members of staff are to help themselves to FOOD. NO ONE is to take scrap food/leftovers for any reason whatsoever. Removal of food will be deemed as theft and appropriate action will be taken.

5.12 Food & Beverage Operations

Food & Beverage Operations

Food and Beverage Operating procedures including but not limited to the following will be in place at all Alloggio Food and Beverage Outlets;

Daily reconciliation

Minimum – Weekly banking

Weekly Reporting on Standardised template

Monthly Food and Beverage Stock-takes – Twice monthly when costs are outside budget parameters.

Ordering of Food and Beverage to be on account basis wherever possible

All food and beverage are to be paid for at all times at menu price. The only exception is where a Property Manager is dining in their own property and the Food and Beverage Outlet is operated as part of the property, not leased out. In this instance the Property Manager shall receive a 25% discount off food only. Food includes soft drink and coffee but no alcoholic beverages. Alcoholic beverages are to be paid for at full menu price.

Any Food and Beverage consumed as part of client entertainment or Sales activity must be rung through the till signed by an authorised signatory and allocated to Sales and Marketing through the PMS – Please check SOP's.

5.13 Personal Telephone Calls

As an employee, you may have your personal mobile on your person. However, the use of phone for incoming/outgoing person call must be kept at a minimum and only for essential communication to a family and immediate friend that is urgent.

The use of your phone for personal use of social media, games etc is strictly prohibited and is deemed gross misuse of company time and therefore falls into the category of gross misconduct.

General Standards & Procedures

Alloggio allows you to use to your personal phone to download and use ALO sanctioned apps to help you be more efficient and enables you to not to carry an additional mobile phone(s)/devices. The ALO sanctioned apps such as; Zoho, FlexKeeping, PropFit, Alleata, RingCentral and others use very little data if any especially when on Wifi. You must keep confidential all competitive, commercially sensitive, and proprietary information of the company, its guests, consultants, subcontractors and suppliers.

5.14 Lost & Found

Any items you may find must be handed to the Senior Manager or Executive Team member. Items not claimed within two weeks will be donated to charity.

5.15 Media

If you are approached at any time to make a statement on behalf of Alloggio please direct the inquiry to the CEO & or COO immediately. Under no circumstances is a staff member authorised to speak to the media.

5.16 Terms & Conditions

All of your Guest/traveler terms and conditions (T&C's are located within the Trova website www.trova.net.au. It's very important that you regularly - at least once a quarter - remind yourself and update yourself on these T&C's for the business unit that is applicable to you. This is your responsibility to understand what the T&C mean and stand for. If in doubt, ask your manager.

Contained as well within the Trova website are Disclosure Policy and along with Privacy and Data policies for the entire Alloggio Group Ltd business. Similar to the T&C's it is your responsibility to ensure that you remind yourself of these policies and to understand them. If in doubt, ask your manager.

Our Holiday Homeowners relationship and their conditions of engagement with Alloggio are outlined in a legally binding management agreement for both parties. It's important that you take the responsibility to read and understand these management agreements.

The Alloggio Corporate website www.alloggio.com.au outlines of the Alloggio Polices and Charters, please families yourself with every three months for refreshment and changes.

5.17 Alloggio Forecasting and Budgeting Process

Alloggio Group every year Alloggio produces business unit budgets that in aggregate form the consolidated Alloggio Group budget.

The draft budget process if one of inclusion where all the business unit leaders assist Alloggio on setting the forecast expectations for the coming financial year. This process begins in early March to a conclusion in mid to late May. The Alloggio board in late May/June will have the final say on the Alloggio Board Approved budget and once content will approve the budget for the forthcoming financial year.

General Standards & Procedures

Part of the forecasting process is the team member appraisal process – refer to clause 1.1. This may lead to recommendations from the reporting manager of a team member that may lead to position review, remuneration review etc.

The final decision of any changes to team members position or remuneration is subject **to written confirmation from a C-Suite member and allowance for this change within the Alloggio Board approved Budget.**

Personal Conduct & Appearance

6.1 Dress & Grooming

The way you present yourself reflects not only the Company but also how you feel about yourself and your work. A neat, clean and tidy appearance is essential at all times for work of any kind. In the industries Alloggio are in, however, it is even more important than in other industries for reasons of hygiene and guest health and comfort. It is important that all shirts, blouses are ironed and wrinkle free, no exceptions.

Facial hair

Male employees wanting to grow a beard or moustache are to grow this extra facial hair during period of time when they are away from work (e.g. during annual leave). The process of growing a beard or moustache is not keeping with our hygiene standards and makes one look untidy. Beards and moustaches must be kept neat and trimmed. All

male employees that do not have an established beard or moustache must shave before coming to work.

Hair

We must remember that we are in a customer focused environment and our guests may not tolerate fad styles. Generally, our guests expect a very conservative and professional image from our employees. Extreme haircuts, styles and brightly dyed hair are unacceptable.

Jewellery

To ensure a professional appearance, jewellery worn should be kept to a minimum.

Nails

Must be kept clean, well-manicured and at a reasonable length. If wearing nail polish, only clear and natural shades are acceptable. When nail polish becomes chipped, it is to be entirely removed before you commence your shift.

Shoes

Female uniformed employees should wear sensible closed in toe shoes and males should wear sensible plain closed in shoes. Non-uniformed employees should maintain a professional image. Females should not wear open-toed shoes or shoes with no back. Shoes should be regularly polished and kept in good condition.

Uniform

Your uniform if a uniform is provided should be clean, neat and tidy and in good repair at all times. If you spill something on your uniform, please change it immediately. Every part of your uniform must be worn at all times. Where there is no uniform in place, your attire needs to be conservative a befitting the image of your position - remember you are always in the eye of our customers and shareholders.

Personal Conduct & Appearance

6.2 Personal Behaviour

Always remember you represent Alloggio and all the staff in any dealings with our guests. Courteous conversation is encouraged; however, it is not appropriate to fraternise with guests. Overt conduct of courtship or flirting in the work environment is strictly prohibited. Do not visit or loiter in areas that do not directly relate to your job. Keep your workspace clean and sanitary at all times. Guest amenities and facilities are for the use of our guests and you are not to use them without authorization. Never use foul or offensive language.

6.3 Employees as Guests

When visiting the property even as a guest you will be expected to behave in a respectful and responsible manner and be considerate towards other guests.

Failure to comply with this policy will result in disciplinary action including possible termination.

6.4 Personal Standards

You should adopt personal standards consistent with the reputation of Alloggio and endeavour at all times to enhance the standing of the Alloggio brand image.

You are to act at all times with honesty, integrity, dependability and freedom from corruption. It is important that all actions and decisions are lawful as well as moral.

You should know your job and the company's instructions applying to it, follow directions, exercise and not exceed the authority and discretion delegated to you and act in a manner, which will enhance the reputation of Alloggio.

6.5 Conflict of Interest/Unauthorised Gain

As an employee your loyalty is to Alloggio, in situations where personal interests conflict with Alloggio, the conflict must be avoided or managed so that there is no detriment to Alloggio interests. Where there is doubt the situation must be discussed with either the CEO, COO or CFO.

Alloggio Policies

In addition to the ALO house policies below, Alloggio maintains the corporate governance policies on the web site at www.alloggio.com.au

7.1 Fair Treatment for All

As an employee, you should expect to be treated with respect and in a fair and just manner at all times.

You will be considered for employment, promotion or training on the basis of qualifications regardless of race, color, creed, age, sexual preference, disability or national origin. You should know, adhere to and actively support Alloggio's EEO policy and program, regardless of your personal views.

7.2 Harassment

We will not tolerate harassment of any kind. Harassment means offensive, unwelcome physical or verbal behavior.

Sexual harassment, which is unwelcome sexual advances and other sexual behavior, is not only unacceptable but is also, prohibited by law.

If you feel you are being harassed please report it directly to your Manager and the payroll department payroll@alloggio.com.au so it can be escalated to the correct senior manager on your behalf. You are also referred to the company policies; Code of Conduct and Whistle Blower Protection Policy that are accessible on the Alloggio website. www.alloggio.com.au.

A confidential investigation will be conducted and when investigations are concluded then the appropriate action will be taken.

Disciplinary action will not be taken until a thorough investigation is conducted and statements are taken from all those involved by either CEO, COO and or CFO or all three depending on the circumstances.

You should be aware that disciplinary action will be taken against anyone making a false or malicious claim against a fellow employee. Disciplinary action may include termination.

Behavior that constitutes harassment includes:

- Personally offensive verbal comments.
- Sexual or offensive Jokes
- Repeated teasing comments about an individual's sexual, private life and / or characteristics.
- Patronising behavior that is demeaning
- Persistent unwanted social invitation or telephone calls at home to colleagues
- Offensive hand or body gestures
- Displays of offensive material in the workplace
- Unwanted and unsolicited visual and or body contact e.g. touching, pinching etc

Alloggio Policies

Sexual harassment is not considered interaction, flirtation, or friendship. Sexual harassment is not behavior that is mutually agreed upon.

7.3 Progressive Discipline

When your performance standards are not being met or policies not being followed it is your Department Head's responsibility to correct the situation. This may involve counselling, verbal and written warnings.

You will be given a reasonable timeframe to correct your performance and you will be informed that failure to comply or improve will lead to further disciplinary action.

In case of a written warning, a file note will be retained on your file for future reference.

Written warnings are to be reviewed and signed by you as an acknowledgment that you have read and understood the contents. Should you refuse to sign the document a third party will note it as such. Refusal to sign the file note does not invalidate the document.

7.4 Suspension from Duty

In a situation where Management wish to review an incident that could warrant dismissal and need time to conduct its investigation, or you need time to consider your willingness to continue with your duties, a suspension will be put in place.

If you are suspended, you will be required to leave the property at once. The CEO, COO, CFO or their nominee will inform you when a decision has been made. Depending on the severity of the situation that led to the suspension, you may be stood down with pay.

7.5 Instant Dismissal

Under the following circumstances you may be terminated without advance notice and/ or payment in lieu of notice;

- A breach in ALO Handbook rules or house rules clause 7.6.
- As a result of progressive discipline.
- Serious and willful misconduct.
- Gross Misconduct
- Bringing reputational risk and/or actual reputational risk to Alloggio and or its business brands.
- Create an unsafe environment either in perception or in reality for guests and or employees.
- Lack of work performance within the 6-month probationary period.

Alloggio Policies

7.6 House Rules

Our house rules set the standards of conduct that will provide you with a safe and efficient place to work. The following actions are examples of behavior that could lead to disciplinary proceedings including termination.

- Dishonesty towards or stealing from the company, fellow employees, guests.
- Wilful defacement or destruction of company, guest or employee property.
- Wilful falsification of company records including timesheets and employment applications.
- Insubordination or failure to comply with supervisor / manager's orders or instructions.
- Reporting to work under the influence of, or using alcohol or illegal substances while at work.
- Actual violence, threatening or intimidating behavior towards guests /visitors to the property or fellow employees including that of a verbal nature.
- Accessing offensive Internet sites on company computers or accessing any part of the system by circumventing access controls.
- Engaging in harassment of any description including the sending of offensive e-mails.
- Engaging in visual harassment of any description including but not limited to stand over tactics, preying on fellow team members or members of the public.
- Discussing tips with a guest or adding an unauthorised gratuity to a cheque or charge voucher.
- Unauthorised access to the manager's quarters.
- Not recording sales in company records at the time of the transaction.
- Repeated tardiness or absences, including unreported or unexplained absences.
- Bringing Alloggio, its employees and / or management into disrepute, or generally unsettling staff morale through deliberate gossip and / or other sustained negative comment.
- Bringing Alloggio into disrepute inside or outside work hours, whilst of the property, whilst recognisable as a Alloggio's employee.
- Endangering yourself, other employees or guests through unsafe acts including the miss-use of machinery.

7.7 Working from Home Policy

Any Alloggio Employee or its subsidiary employees who from time to time or on a more permanent basis is required to or requests to work from home **must have written approval** from C-Suite prior to doing so.

When approval is given to an employee to work from home it is the responsibility of the employee to continue to adhere to all policy and procedures as outlined in the Alloggio Employee Handbook and Code of Conduct where applicable.

Alloggio Policies

Alloggio and or its subsidiaries as the employer has an obligation to make sure the health and safety of their workers is maintained when they work from home.

Therefore, in order to do so, after receiving written consent from a C-suite member, the Workplace Health and Safety Checklist is required to be completed by all Alloggio or its subsidiaries employees who are approved to work from home, this will be issued by the payroll department and should be returned to your manager of the payroll department, this checklist will be a requirement every six months whilst the working from home arrangement remains in place.

As with any other work environment, employees:

- must inform their employer of any notifiable incidents that occur while working at home.
- are encouraged to report health and safety concerns to their employer and Health and Safety Representatives.

Employees also have health and safety obligations to minimise risks when working from home including:

- following procedures about how work is performed.
- keeping work equipment in good working order.
- using equipment provided by the workplace as per the instructions given.
- maintaining a safe work environment (such as, designated work area, moving furniture to ensure comfortable access, providing adequate lighting and ventilation, repairing any uneven surfaces or removing trip hazards).
- managing their own in-house safety, such as maintaining electrical equipment and installing and maintaining smoke alarms.
- notifying the employer about risks or potential risks and hazards.
- reporting any changes that may affect their health and safety when working from home.

Employees working from home will continue to access their workplace entitlements, including breaks, standard hours and any agreed to flexible work arrangements.

The Employer and employee must discuss what equipment may be required for the employee to safely carry out their work as early as possible during the workstation set up and continue to monitor their ongoing equipment needs throughout the time they are working from home. Clause 4.1 in the Alloggio Employee Handbook applies to any equipment / tools provided by employer to carry out their duties from home.

Alloggio Policies

It is the employers and employee's responsibility to have regular and clear communication. It is also Alloggio as the employer your direct manger responsibility to:

- set realistic and clear instructions on workloads, roles and tasks.
- monitor work levels.
- check that work can be successfully completed from home without creating any additional safety risks.
- adjust any work tasks and ways of working, as appropriate.

The employer can reasonable direct an employee to return to the workplace where circumstances change. For example, where it is no longer safe for an employee to continue working from home due to a change in the employee's home situation or the ability of the employee to continue working from home effectively. However, prior to directing the employee to return to the workplace it is the employer's responsibility to assess a number of factors including public health requirements and the individual circumstances of the employee working from home.

7.8 Reimbursement Policy

The Alloggio expense reimbursement policy is located in your Employment Hero Documents portal, along with the pre-approval process and what you can be reimbursed on and the process to follow.

7.9 Equal Opportunity Employment, Affirmative Action & Diversity

Alloggio is committed to equality within the workplace and recognises this as an integral part of a positive working environment. This policy reflects our belief that equality, cultural diversity and affirmative action in the workplace makes good business sense and is part of a sound management practice.

Every Manager and Supervisor has a key role in ensuring equality in his or her team and is responsible for maintaining a non-discriminatory workplace. The Company through its senior leadership team have the day-to-day responsibility to assist employees, formally and informally with concerns that impact on their employment, which cannot be resolved at supervisor level.

Human Resource policies, procedures and practices will be monitored to maximise the elimination of direct, indirect, and systematic discrimination in the areas of recruitment, selection, promotion, training and career opportunities. The EEO contact person(s) is the CEO and or Company Secretary.

7.10 Alcohol & Drugs Policy

Alloggio provides a work environment which aims to ensure the health, safety, respect and productivity of all employees. The Company acknowledges that the use of drugs and alcohol may impair an individual's capacity to perform their job safely, efficiently and with respect for work colleagues and customers.

The use of such substances may result in the risk of injury or a threat to the well-being of the employee using any such substances, other employees, and customers as well as members of the public.

Alloggio Policies

The purpose of this policy is to maintain a work environment that is free from the effects of drug and alcohol use.

The Company policy is that employees must not be under the influence of alcohol or drugs when performing any work duties for the Company, at the workplace or otherwise, including (but not limited to) the circumstances set out below. Employees must not commence work or return to work whilst under the influence of alcohol or drugs.

The consequences of breaching this policy may include disciplinary action up to and including termination of employment.

Prescription Drug

If you take prescription drugs, please check with your doctor to establish if the use of the drug will impact on your work performance and particularly your ability to operate machinery. If so, please obtain this advice in writing from your doctor and provide it to your manager or supervisor.

Smoking

The Company observes a no smoking policy in all premises, including in Company vehicles. Should employees wish to smoke, they are to do so away from the Company premises and on their own break times, not during working hours.

Use Of Vehicles During Work Hours

Company vehicles are not to be driven by anyone who is under the influence of alcohol or drugs. The Company will not accept liability for any damage to a company vehicle, injury to any person, or damage or injury to any third party, incurred while the driver of the Company vehicle is in breach of this policy or of the law. All liabilities shall rest with the person operating the company vehicle.

Machinery

The Company has an obligation to all employees under each State and Territory safety legislation to provide a safe and healthy work environment. To ensure a safe environment, no machinery is to be operated or used by anyone who is under the influence of alcohol or drugs.

Acknowledgment

- I hereby acknowledge via Employment Hero that I have read and understood the content of the Alloggio's Employee Handbook and Code of Conduct and agree to abide by the policies and procedures outlined within.
- I acknowledge Management's right to amend or change the contents of this handbook or Code of Conduct from time to time. In these instances, I understand I will be notified in writing.
- I acknowledge that I have been employed on a qualifying basis as per my Alloggio Contract, Letter or Offer or Industry Award, during which time my services may be terminated if my performance is unsatisfactory.