

Memorandum

To: All Employees

Re: Financial impacting DA

Date: August 15, 2023

The SSF Group Australia (**the Employer**) would like to take this opportunity to advise you of the introduction of the work negligence sanction.

Work expectation

Employees are expected to have the urgency to monitor, cross reference, double check or confirm information from one another or from an approved reference data to ensure that we avoid errors arising from carelessness and negligence which could potentially incur financial impact on the business.

All staff from Operations, HR and Accounts team are expected to:

- *Report real time, errors or captured data discrepancies. Must raise the concern immediately to the concerned department copying the OAC Governance team.*
- *Make sure to monitor and prioritize correcting the errors and data discrepancies.*
- *Monitor support workers are using only one system and not both as this will result to duplicate timesheets.*
- *During approvals make sure to review submitted timesheets and confirm required signatures and time in.*
- *Make sure to verify the validity of reimbursement claim forms & supplier invoices.*
- *Also, during approvals be sure to counter check if workers are rostered in visual care to avoid duplicates.*
- *Review service request related data, timesheet, paper timesheet, approvals (WOT), invoice, reimbursement claims & staff-list (VC or servicem8) etc. for any errors, discrepancy or duplicates.*
- *Do not process any information where it cannot be verified as valid. Instead flag it and contact relevant OAC staff members for further inquiring and investigating.*

In line with these guidelines and expectations, if errors still occur then the OAC Governance team will conduct a thorough investigation to identify where the miss originated. If mistakes were due to carelessness and or negligence is repeated, then staff is required to do either of the following:

- *Staff will reach out to the parties involved and try to recover the money lost.*
- *Staff is to render work hours for the amount equivalent to the money lost.*
- *Staff could be incurring salary deductions equivalent or installment.*

Please note, this disciplinary action is due to breach of the guidelines that resulted to financial loss.

Please sign the acknowledgement form by scanning the QR Code below to indicate your understanding of the details confirmed in this memorandum. For any questions or concerns in relation to this matter, please contact the OAC Governance Unit via email: OAC-GOVERNANCE@ssfservices.com.au.

SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING

