

EMPLOYEE ASSISTANCE PROGRAM POLICY

ARA Group Limited ABN 47 074 886 561 and its related corporate entities (collectively **ARA Group**) are committed to ensuring the health, safety and well-being of all employees. This Employee Assistance Program Policy (**Policy**) sets out the measures ARA Group takes in the interests of treating its employees with respect and dignity and improving the health and well-being of employees.

1 Application

This Policy applies to the all employees, officers, directors and personnel of ARA Group regardless of whether employment is permanent or temporary, or on a full-time, part-time or casual basis (**Employees**) including the Employees' spouse, de-facto partner, child, parent, grandchild, grandparent, or sibling or their spouse or de-facto partner (**Immediate Family**).

2 Employee Assistance Program

- 2.1 Difficult or traumatic events can negatively impact the ability of Employees to function normally at work and in their personal lives. As such, ARA Group's Employee Assistance Program (**EAP**) is available to Employees and their Immediate Family.
- 2.2 EAP is an independent, confidential counselling service provided by an external third-party provider which can provide short term assistance on a wide range of issues, including:
 - (a) traumatic events at and away from work;
 - (b) work and personal concerns;
 - (c) relationships;
 - (d) concerns regarding children;
 - (e) conflicts generally;
 - (f) alcohol and drug use;
 - (g) anxiety and depression;
 - (h) grief or loss; and
 - (i) financial or legal concerns.
- 2.3 Employees are entitled to six (6) complimentary sessions with ARA Group's nominated EAP provider per year. The limit of complimentary sessions may be increased from time to time or in response to a particular event at ARA Group's discretion. Where long term or specialist counselling is required, the EAP provider may refer Employees to an appropriate external service provider (i.e. medical, legal or financial services), in which instance, the costs of using such services will be borne by the Employees.

3 EAP and ARA Group

- 3.1 The EAP is not intended to replace existing procedures within ARA Group for resolving problems relating solely to routine work-related issues. The EAP is available in addition to such procedures and may provide additional assistance to Employees.
- 3.2 The EAP is not intended to detract from ARA Group's responsibility of addressing issues within the work environment which may impact Employees' performance.
- 3.3 The EAP may be used to provide immediate assistance in the event of a traumatic or threatening incident, regardless of whether such incident occurred during or outside of work hours.

4 Confidentiality

The EAP is a confidential service and all personal information provided to the EAP provider will remain with the EAP provider and will not be disclosed to anyone else, including ARA Group, unless the disclosing person authorises the EAP provider to disclose such information.

5 Referrals

- 5.1 Any ARA Group Employees and their Immediate Family may refer themselves to the EAP or may choose to contact ARA Group's EAP provider directly to make an appointment.
- 5.2 The EAP is designed to encourage individuals to self-refer. There may be times where work performance is affected by a personal issue or another source, in which case the Employee's manager or supervisor may assist by suggesting/offering to the Employee access to the EAP. Notwithstanding this, ARA Group shall not be responsible for failing to refer an Employee to its EAP.
- 5.3 Any ARA Group Employees who are aware of a situation or circumstance in which the EAP may be beneficial to a fellow Employee are encouraged to suggest referral to the EAP.

6 Traumatic workplace incidents

Where a traumatic workplace incident occurs, ARA Group Employees will be required to participate in a mandatory trauma de-brief. Further, where such Employees are at risk of further or ongoing distress as a result of the incident in question, such Employees will be invited to attend a one-on-one session with an EAP counsellor. Counselling will further be made available to the Immediate Family of those directly affected by a traumatic workplace incident as well as other Employees, even where such Employees have not been directly affected.

7 Availability

Employees and their Immediate Family may contact ARA Group's EAP provider and obtain counselling by telephone or may arrange a personal appointment. The EAP services are available 24 hours a day, 7 days a week. The EAP provider's contact details may be obtained through ARA Group's intranet or through ARA Group managerial or supervisory staff.

8 Employees responsibility

Where Employees seeks to attend an EAP appointment during work hours, prior approval must be sought from the Employees' manager or supervisor.

9 Managerial responsibility

ARA Group managerial staff (including supervisors) should consider the EAP for Employees impacted by personal issues, or where a traumatic event has occurred. If necessary, managers may seek guidance from higher management as to whether Employees should be referred to ARA Group's EAP, especially where urgent counselling assistance is required in response to a traumatic workplace incident. Notwithstanding this, managerial staff must respect the privacy of Employees' regarding personal information shared with the EAP provider and must also reasonably allow Employees to attend EAP appointments during work hours.



Edward Federman
Chief Executive Officer

12 December 2023

Date