Site Security and Access Policy *(POL-009)*

Purpose

This policy outlines PetraClean's expectations and procedures for maintaining the security of customer sites, property, and access information. It ensures that all PetraClean employees and contractors ("staff") understand their responsibilities when handling keys, swipe cards, access codes, and other site entry details.

This policy also sets out PetraClean's requirements for using Connecteam for time and attendance. Accurate clock-in and clock-out records are essential for site security, confirming who is on site at any given time, and supporting PetraClean's Work Health and Safety obligations, particularly when staff are working alone, after hours, or at remote locations.

Policy Statement

PetraClean places the highest importance on customer site security. Many of our customers operate after hours or within restricted or sensitive environments, and it is essential that all staff always uphold strict security and access standards.

Access to customer sites, equipment, and information is permitted only for authorised PetraClean duties and must always follow the site-specific instructions and procedures provided.

Access and Identification

- All PetraClean staff must only access customer sites for approved cleaning or maintenance duties.
- Staff must always wear the PetraClean uniform (polo shirt or vest) to ensure they can be easily identified in person or through CCTV, by the customer and/or security.
- Keys, swipe cards, alarm codes, and any other access devices are to be used only for their intended purpose and must never be shared with unauthorised persons.
- Under no circumstances should site security codes or keys be copied, written down in visible areas, or stored insecurely.

Site Entry and Exit Procedures

- A Site Entry and Exit Form is provided for each customer job site and can be found in the allocated Connecteam shift.
- It is the cleaner's responsibility to ensure they review the form before commencing work to confirm site-specific access requirements, alarm procedures, and any security instructions.
- If a cleaner is unsure about any site access information, they must contact their manager or supervisor before entering or exiting the site.
- All entries and exits must comply with the customer's site protocol, including sign-in/out procedures, alarm deactivation/reactivation requirements, and unlocking/locking doors.
- For your safety and for the security of the customer's premises, all external doors must remain closed or locked as required while you are cleaning. Cleaners must not leave any external access point open or unsecured at any time during their shift.
- All points of entry — including gates, doors, and other access points — must be properly closed and locked behind them upon entry (not applicable on some sites).
- When completing the shift, all lights or air-conditioning (if used during the shift) must be switched off, and all doors, gates, and other entry points must be securely locked before leaving the site.
- Each customer job site includes a Communication Book. Cleaners must use this book to leave notes or messages for the customer when something out of the ordinary occurs upon arrival or departure — such as doors being unlocked, alarms not set, or access issues.
- If an unusual circumstance is recorded in the Communication Book, the cleaner must also contact their supervisor immediately so PetraClean can advise the customer.

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Clocking In and Out

- All PetraClean staff must clock in and out of every shift through Connecteam, regardless of the site or time worked.
- In addition to the above, staff must also clock in and out of every job, even if the shift appears under another cleaner's schedule. This requirement supports site security and forms part of PetraClean's Work Health and Safety obligations.
- This process enables PetraClean to accurately record attendance, confirm who is on site at any given time, and ensure staff safety, particularly when working alone, after hours, or at remote locations.
- Clocking in and out also assists with emergency response and ensures PetraClean can account for all employees and contractors if an incident occurs.
- Failure to clock in or out may be considered a breach of company procedure and will be addressed accordingly. Repeated or deliberate non-compliance may result in disciplinary action.

Site-Specific Requirements

- Some customer sites require formal site inductions or compliance with security and access protocols before entry.
- PetraClean staff must not attend or begin work at any site until all required inductions, clearances, or training have been completed and verified by PetraClean management.
- All staff must follow the customer's site access, sign-in, and sign-out procedures at all times.
- Staff must immediately report any security concerns, loss of keys, or unauthorised access to their supervisor or PetraClean management.
- Cleaners must always respect customer property. Under no circumstances are staff permitted to take, use, or help themselves to any items belonging to the customer, including food, drinks (other than water), merchandise, or any other goods or materials.
- This includes items left in staff rooms, fridges, or common areas. Any suspected or accidental damage, removal, or loss of customer property must be reported immediately to a supervisor or PetraClean management.
- All employees are required to wear appropriate Personal Protective Equipment (PPE) as outlined for each specific site. This may include gloves, safety footwear (steel cap shoes), high-visibility clothing, or other items depending on the environment and task.
- Failure to wear the required PPE, or entering restricted areas without it, is a breach of site security and safety standards and may result in disciplinary action or removal from the site.

Handling Keys and Access Devices

- Keys and access devices issued by PetraClean or the customer remain the property of the customer and must be stored securely when not in use.
- Keys, cards, and access devices must never be left inside unlocked vehicles or anywhere visible to others, even temporarily.
- Lost or misplaced keys, cards, or codes must be reported immediately to management.
- Staff must never hand over access items to another person unless authorised by PetraClean management.
- Upon termination of employment or completion of a contract, all keys and access materials must be returned to PetraClean.

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Customer Key Provision Requirement

PetraClean requires that all customer sites provide a minimum of two (2) sets of access keys, swipe cards, or equivalent access devices where applicable.

This requirement forms part of PetraClean's Work Health and Safety controls for lone working environments, ensuring that authorised access to the site can be obtained in the event of an emergency, incident, or welfare concern involving a staff member.

The second set of keys will be stored securely at PetraClean's office in a controlled access environment, in accordance with company key security procedures.

Where a customer is unable or unwilling to provide a second set of keys or equivalent access, PetraClean will assess whether alternative controls can reasonably reduce the risk. If the risk to staff health and safety cannot be adequately controlled, PetraClean reserves the right to suspend or terminate services, in accordance with contractual terms.

Confidentiality and Privacy

All site-specific information, including alarm codes, security instructions, and customer property details, is considered confidential.

Staff must handle such information in accordance with PetraClean's *Confidentiality Policy (POL-007)* and must not disclose it to any unauthorised person.

Responsibilities

All staff are responsible for safeguarding site access information and following this policy at all times.

Supervisors and managers must ensure that cleaners and contractors are properly briefed on site-specific requirements.

Breach of Policy

Failure to comply with this policy may result in disciplinary action, termination of employment or contract, and/or legal action. Serious security breaches will be investigated and may be reported to the relevant authorities.

Responsibility and Review

PetraClean's management (Managing Director and Human Resources Manager) is responsible for implementing and maintaining Company Policies. All staff are required to understand and comply with this policy and seek clarification if required.

This policy was created in October 2025 and will be reviewed and updated as required, or 12 months from the last publication date, to ensure it remains current and relevant to PetraClean's standards of practice and relevant laws and regulations.

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