

incite fire





***Unparalleled Fire Detection
technical expertise and
customer support.***

Corporate Profile

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Incite Fire – Engineering, Technical Services and Manufacturing

Incite Fire has a team of highly trained and experienced engineers and support personnel with centuries of shared knowledge and experience in a variety of fire equipment ranges, and the settings they may be installed in, within the region. whether it be:

- a large mine site in remote Papua New Guinea,
- an international airport,
- a remote defence force installation,
- a school or university,
- a major city or regional centre hospital,
- larger hotels, retail or apartment buildings

The Incite Fire team has provided decades of technical support to these sites including assisting with the management of complex engineering solutions, compatibility with other localised issues and the need to work cooperatively with external facilities managers for remote unmanned locations, all to ensure Hochiki sites are maintained.

Incite Fire – Industry Engagement

Incite Fire is not industry specific in its region but has had considerable engagement in some industries due to its highly regarded and well known capacity to provide complete solutions. Solutions which in many cases requires cooperation and working collaboratively with others.

Incite Fire has engaged extensively with both Federal and State Governments in relation to their projects and ongoing servicing of the completed facilities in Australia. Assistance to the needs of government forms a core part of Incite Fire's long term recurring revenue. The needs of such locations tend to be complex and involve transactions of a material value over a long period of time. They also are more likely to invest in best practice systems where such can be efficiently implemented and maintained. Incite Fire has supplied and supported products and industry knowledge to these Government bodies and Fire Authorities for local training and development and the Incite team is highly respected and recognised by these parties.



Defence

Incite Fire has dealt with specific issues for the Australian Department of Defence in relation to fire detection and suppression at their many remote locations where security is a material issue and any unnecessary access is to be eliminated.



Correctional Facilities

Incite Fire has provided systems to correctional facilities. Such structures have unique challenges in terms of equipment that can be reliably used and maintained. System robustness, and a lack of false alarms, are critical in these applications.



Hospitals

Hospitals tend to involve quite complex solutions where site specific programming and combination of solutions within the care needs of varying level of patient health can be problematic. Incite Fire has supported the implementation of extensive fire protection and suppression solutions in many parts of Australia and beyond.



Incite Fire regularly provides fire detection and suppression solutions each year to many customers for use in the following industries:-

- Retail
- Accommodation
- Warehousing
- Residential
- Education
- Hospitality
- Logistics
- Transport hubs
- Office (high rise and other)



Company Overview

Company History

Commencing operations in 1999, Incite Fire has quickly become a leading supplier for quality fire detection products and ancillaries. Incite Fire supplies Hochiki Fire panels and detectors, Fire, gas and Mimic Panels, Securiton aspirated smoke detection, ASD accessories for all major brands, QE90 Emergency warning evacuation systems and a range of ancillaries including door holders, sounders, BOSCH and Redback speakers, STI and KAC call points, as well as the specialised HFT and "Greenstar" conduits.. Incite Fire have offices in Sydney, Melbourne, Brisbane, Perth and a distributors in South Australia and New Zealand. Incite Fire also have a manufacturing/ assembly factory located in Sydney.

Hochiki have been supplying products to the Australian market for over 30 years and in association with Incite Fire for over 20 years.

Up until 2012 Hochiki were focused on providing high quality detectors and devices. However, in 2013 this was expanded to include high quality panel products through the acquisition of Kentec.

Incite Fire have distributed the Hochiki range of products for over 20 years and the panels supplied to the market now include a Sigma conventional panel Sigma extinguishing panel. Syncro analogue panel and the Taktis analogue panel.

Welcome to Incite Fire

Incite Fire has more than 20 years of building, maintaining and supporting fire detection equipment. The key to our success is our people. With 400 years of Hochiki products experience in all facets of the fire industry and many more hours spent on Research and Development, we provide quality products and service.

Why do our customers keep coming back?

Our Teams knowledge is second to none. Our technical support and customer service are world class. Our products and solutions are high quality and our pricing is highly competitive.



Rod Skuse - Director

Key Milestones

- 1999:** Commenced Operations in Kogarah, NSW Australia ,with distribution of Firenet panels and Hochiki detectors.
- 2004:** Commenced distribution of VESDA range of products in NSW / ACT.
- 2006:** Relocated to purpose-built premises in Yagoona, NSW.
- 2008:** Victorian office established in Mt Waverley.
- 2010:** Extended into Queensland and Pacific Island markets through acquisition of eFire Technologies.
- 2011:** Alliance formed with UK panel manufacturer Kentec to develop and market a new innovative range of fire detection products throughout Australian and Pacific nations.
- 2012:** Hochiki launches in Australia and establish their office in the Incite Fire NSW premises.
- 2013:** Manufacturing and assembly business established in Silverwater NSW
- 2014:** Incite Fire assigned exclusive distributor of Hochiki panels and detectors in Australia and the surrounding regions.
- 2015:** Incite Fire move from Yagoona NSW, into purpose built office / warehouse to accomodate for continued expansion. The new office is in Regents Park NSW.
- 2015:** EFP the assembly / manufacturing divison move into the new Regents Park office.
- 2017:** Incite Fire assigned exclusive distributor of Securiton ASD products and accessories in Australia and the surrounding regions.
- 2019:** Incite Fire opens a new Office in Western Australia.

Incite Fire Team

Everyone at Incite Fire is key to our success.

Incite Fire strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. Your company commitment to serving customers and to providing quality products at competitive prices is unwavering.

They all bring with them extensive and exclusive experience of Hochiki product and Fire Industry knowledge encompassing:

- Sales and Marketing
- Technical Support
- Project Management
- Application Engineering
- Design
- Quality Assurance
- Training & Commissioning Expertise
- Inventory Management
- Purchasing and Logistics
- Customer Service

Years Of Experience

Incite's team bring Years of experience and industry knowledge of Hochiki products, supporting new and existing sites where Hochiki has been installed over the past 40 years across Australia and the Pacific

Incite's team has combined...



500+ years Fire Industry experience



200 years of service with Incite Fire

Incite Fire Locations

Incite Fire has offices in Sydney, Melbourne, Perth and Brisbane, and a distributor in South Australia and neighbouring New Zealand.

Incite Fire also has a manufacturing/assembly factory located in Sydney.



Incite Fire Sydney, New South Wales (NSW)

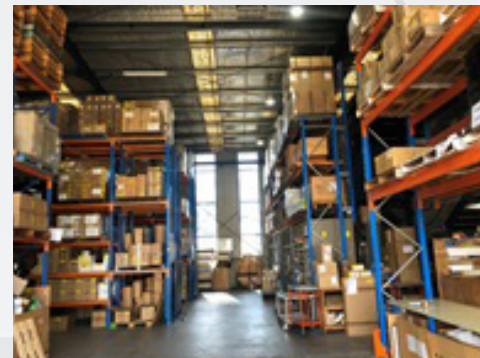
Incite Fire Sydney NSW provides:

- Accounts and Administration
- Warehouse
- Sales
- Training
- Manufacturing and Assembly

Conveniently Located:

- 22km (28mins) from the Sydney CBD
- 18.5km (20mins) from the Sydney International Airport
- 12km from M5 South Western Motorway

Regents Park Estate
Block Y1, 391 Park Road, REGENTS PARK NSW 2143
Mail: PO Box 508 GYMEA NSW 2227
Phone: 1300 INCITE (1300 462 483) | 02 9644 7144
Fax: 02 9644 7255
Email: Sales enquiries: sales@incitefire.com.au
Technical support: support@incitefire.com.au



Incite Fire Brisbane, Queensland (QLD)

Incite Fire Brisbane QLD provides:

- Accounts and Administration
- Warehouse
- Sales
- Training
- Manufacturing and Assembly

Conveniently Located:

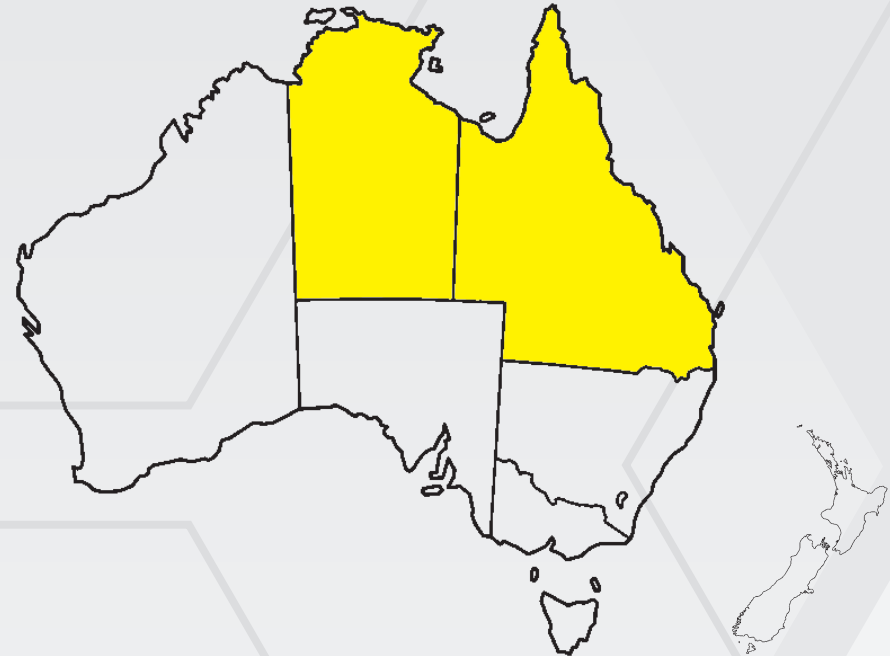
- 6.8km (13mins) from the Brisbane CBD
- 12.4km (14mins) from the Brisbane International Airport
- 1km from M7 Airport Link

25 Jeays Street, BOWEN HILLS QLD 4006

Phone: 07 3252 5366

Fax: 07 3252 4099

Email: salesqld@incitefire.com.au



Incite Fire Melbourne, Victoria (VIC)

Incite Fire Melbourne VIC provides:

- Accounts and Administration
- Warehouse
- Sales
- Training
- Manufacturing and Assembly

Conveniently Located:

- 22.1km from the Melbourne CBD
- 44.8km from the Melbourne International Airport
- 1km from M1 Monash Freeway

Axxess Corporate Park
Unit 120 - 45 Gilby Road, MT WAVERLEY VIC 3149
Phone: 03 9544 2211
Fax: 03 9544 2212
Email: salesvic@incitefire.com.au



Incite Fire Perth, Western Australia (WA)

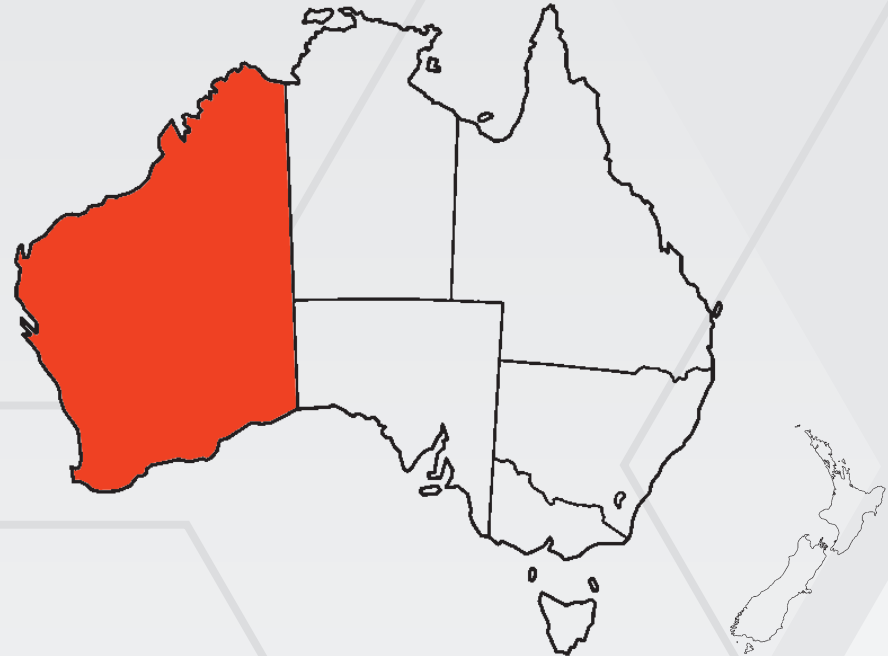
Incite Fire Perth WA provides:

- Accounts and Administration
- Warehouse
- Sales
- Training
- Manufacturing and Assembly

Conveniently Located:

- 11.5km (16mins) from the Perth CBD
- 22.8km (21mins) from Perth International Airport
- 1km from Mitchell Freeway Route 2

2/48 Irvine Drive, MALAGA WA 6090
Phone: 08 9349 2972
Email: saleswa@incitefire.com.au

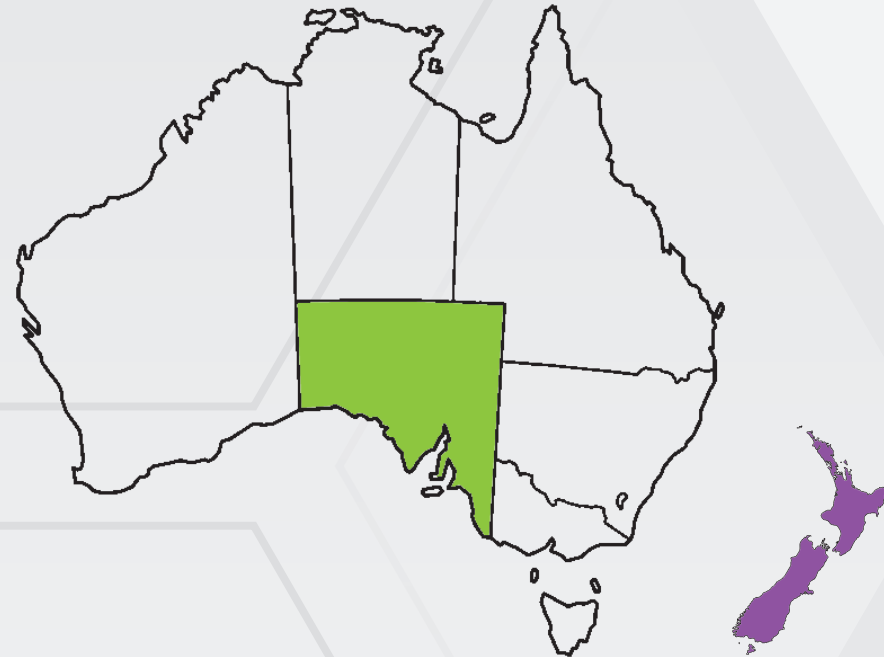


Incite Fire Adelaide, South Australia (SA) Distributor

Incite Fire SA Distributor provides:

- Accounts and Administration
- Warehouse
- Sales
- Training
- Manufacturing and Assembly

Identifire Pty Ltd
HENLEY BEACH SOUTH, SA 5022
Phone: 0401 779 795
Email: sales@identifire.com.au



Incite Fire Taupo, New Zealand (NZ) Distributor

TEKIN Industries
Unit 7, 1 Manuka St
Taupo 3338, NEW ZEALAND
Phone: +64 27 693 4512
Email: aaron@tekin.nz



TAKTIS Panels

Over 1000+ Taktis Panels have been sold in the Australia market to date with another 100 on outstanding orders. The majority have been supplied to upgrade the existing sites fitted with Hochiki GTP devices by replacing the existing Kidde (Chubb) NFP and Firenet Panels and maintaining the use of the Hochiki GTP devices. From information available to us there were 4,000+ Kidde (Chubb) panels installed in medium to large sites across Australia.

Of concern is the fact that a number of prominent sites have already replaced their entire systems with other product solutions with a large number using Advanced (Fusion) panels connected to the Hochiki GTP protocol. This has impacted sales over the last 5 years. It is estimated that there are 1,500 Kidde (Chubb) panels remaining in service since their end of life notification in 2016, with no spare parts available.

During its development, the Taktis panel has struggled with the features required to replace these panels, impacting on the products' acceptance and customer confidence since the introduction of the Taktis. Once the outstanding key features have been implemented and validated over the coming 12 months, we will be in a position to start promoting the Taktis for not only further upgrades, but also targeting new medium to large installations where Hochiki used to be strong in the Australian market.

Taktis Site Locations



SYNCRO AS Panels

Over 1500 Syncro AS Panels sold in Australia into the small market sector with Hochiki Detectors and devices. This is a new market for Hochiki in Australia creating the platform to introduce the Taktis Lite(Mini) as the Syncro AS is nearing the End of life for the Australian market.

The Syncro AS is only accepted by the Local Fire Brigades in the States of New South Wales, Queensland and Victoria. The engineering to develop this product to suit the requirement for Western Australia, Northern Territory, South Australia, Tasmania and New Zealand does not warrant the engineering involved given the Taktis Lite(Mini) will be able to fulfil the requirements for all States of Australia and New Zealand and should also be at the correct price point when compared to the format in which we have to sell the Syncro AS currently.

Not having the Taktis Lite(mini) has restricted sales across close to half of Australia and the opportunity to develop the New Zealand market with a complete product offering.

Syncro Site Locations



Application Engineering

Together with our supply partners we bring to the industry a team that is unmatched locally in their understanding of applications engineering requirements. Incite Fire is equipped with the applications knowhow and human resource investments needed to deliver and support a fully engineered solution.



Research and Development

Incite Fire has continually invested in research and development providing solutions for the Australian market requirements and customer acceptance, generally not available from suppliers outside of Australia. Close to 100 projects have been completed to supplement the standard products from global and other local product suppliers. The development ideas and solutions come from the years of local industry experience within the Incite team. A strong understanding of market expectations, requirements and competitor's offerings in the Australian market is critical for continued growth.

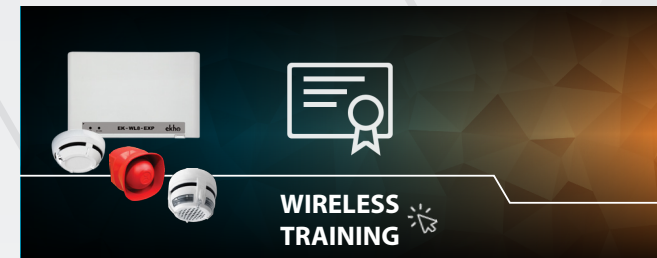
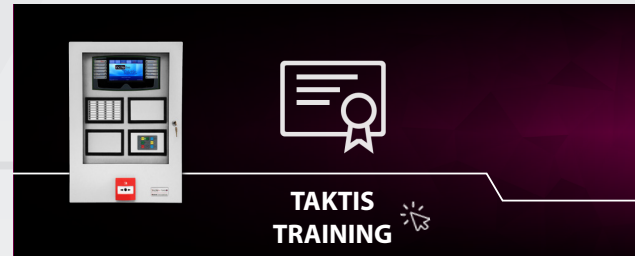
The Research and development not only has developed interfacing hardware boards but also software and configuration tools to assist with sales, assembly configurations and documentation. More than \$1.5M has been invested over the last 5 years directly on Research and Development.



Training & Commissioning

Our personnel are recognised experts in their field and bring to the industry a team that is unmatched locally in their understanding of applications engineering requirements. Incite Fire is equipped with the applications knowhow and human resource investments needed to deliver and support a fully engineered solution.

In addition, we provide online, up to date “How to” training videos, which are constantly updated for the customer needs.



Products



ANALOGUE PRODUCTS

Analogue

Incite Fire is the national distributor of Kentec (Hochiki) analogue panels, Hochiki addressable detectors and field modules.



EMERGENCY LIGHTING

Emergency Lighting



CONVENTIONAL PRODUCTS

Conventional

Incite Fire stock the complete range of Hochiki detectors, as well as a selection of conventional panels which can be customised to suit your requirements.



BEAM DETECTORS

Beam Detectors



WATER DETECTION

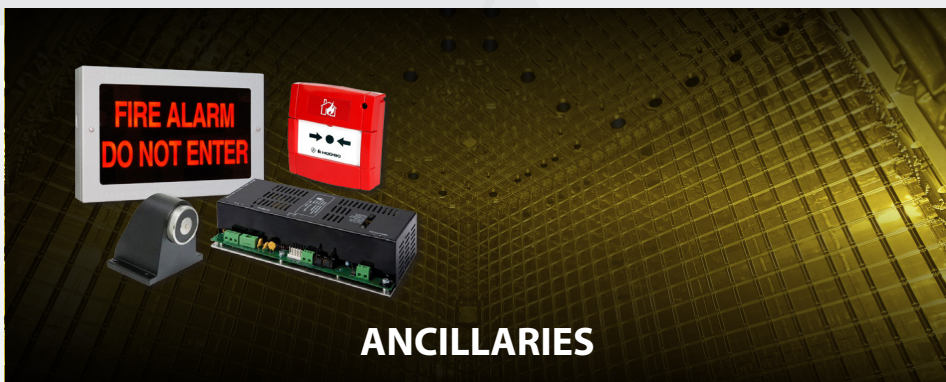
Water Detection



ASPIRATING SMOKE DETECTION

Aspirating Smoke Detection

Incite Fire is the exclusive distributor for Securiton ASD solutions. Incite Fire also supply pipework, fittings and spare parts for ASD products.



ANCILLARIES

Ancillaries

Incite Fire have a comprehensive range of ancillary devices including KAC manual call points, a selection of speakers, sounders and strobes. We also stock a range of magnetic door retainers to suit many different applications including the new brass and chrome finish door holders for a more prestigious application.



ADW - LINE HEAT PROTECTION

ADW – Line Heat Detection



WIRELESS

Wireless



WARNING SYSTEMS

Warning Systems

Incite Fire supplies OWS warning systems and accessories to suit your requirements, as well as EWIS panels to suit any site specifications.



BEACONS / SOUNDERS

Beacon & Sounders



PROTECTIVE GUARDS

Protective Guards



SPECIAL APPLICATIONS

Special Applications

A selection of detection equipment for special applications including Spectrex flame detectors and firewire. Also available is intrinsically safe equipment and detectors suitable for marine applications.



AEROSOL SUPPRESSION

Aerosol Suppression



EXTINGUISHANT SYSTEMS

Extinguishant Systems

Project Snapshot

Taktis Panel Installations



Project: SCEGGS

Location: Sydney, NSW, Australia

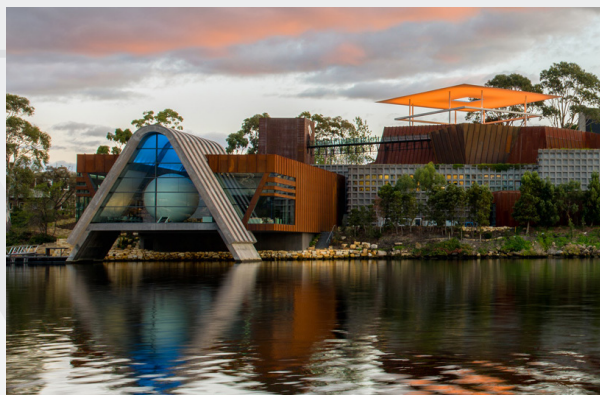
Project Installed:
Taktis-S+



Project: Mercedes Benz

Location: Richmond, VIC, Australia

Project Installed:
Taktis-S3+



Project: Monna Museum

Location: Hobart, TAS, Australia

Project Installed:
Taktis-S2+



Project: Tianqi

Location: Perth, WA, Australia

Project Installed:
Taktis-S2+

Project Snapshot

Taktis Panel Installations



Project: Stretton State College

Location: Brisbane, QLD, Australia

Project Installed:
Taktis-S+



Project: Wagga Wagga Base Hospital

Location: Wagga Wagga, NSW, Australia

Project Installed:
Taktis units across all aspects of hospital



Project: Harbour Town

Location: Adelaide, SA, Australia

Project Installed:
Taktis-S3+



Project: National Wine Center

Location: Adelaide, SA, Australia

Project Installed:
Taktis-S3+

Company Policies

- Code of Conduct
- Environmental Policy
- Quality Assurance Policy
- Workplace Discrimination, Harassment & Bullying
- Workplace Health & Safety

Code of Conduct

When you perform work for Incite Fire and its associated entities (The Company), you are expected to observe certain core standards of behaviour.

This policy identifies those core standards. A person breaching these standards will be exposed to disciplinary action, including termination of employment.

The core standards apply:

- to the Company's directors, managers, officers, employees and contractors;
- whenever directors, managers, officers, employees and contractors undertake workrelated activities in connection with the company, whether in the work premises or elsewhere to all work activities.

Core Standards

- **Loyal and faithful service** – When you work for the Company you must at all times act in the Company's best interests, honestly and with the utmost good faith.
- **Confidentiality** – When you receive information that is confidential to the Company, you must maintain the confidentiality of that information and only use the information for a purpose authorised by the Company.

- **Care and diligence** – When you work for the Company you must exercise reasonable care, professionalism and diligence in everything you do.
- **Workplace health and safety** – When you work for the Company you must do everything practical to ensure that the workplace is safe and without risks to health.
- **Respect** – When you work for the Company, you must deal with co-workers, suppliers and customers in a manner that is courteous, respectful and not in a manner that may constitute harassment, bullying or discrimination.
- **Conflict of interest** – If anything you intend to do for the Company might give rise to a conflict between the Company's interests and your own interests (or the interests of someone associated with you), you need to disclose the conflict to your supervisor or manager and await their direction before taking any further steps.
- **Reputation** – You must not do anything that might damage the Company's reputation in the industry or community.
- **Legal compliance** – Everything you do for the Company must comply with laws relating to the Company's business and the work being performed, including without limitation the laws relating to: consumer protection; trade practices; workplace health and safety; environmental protection; corporate regulation and criminal law.
- **Ethical behaviour** – When you work for the Company you must behave with integrity and in accordance with community and business ethical behaviour standards, particularly when dealing with co-workers, suppliers, customers, government regulators and members of the public generally.
- **Work rules and policies** – When you work for the Company you must comply with its rules and policies regarding the performance of the work, including without limitation policies and rules regarding email, internet and telephone usage; grooming and dress standards; punctuality, tidiness and smoking.

Environmental Policy Statement

Incite Fire is wholly committed to ensuring that all activities undertaken by the (Company), are carried out with due regard for potential environmental impact from our products and services. This policy is a roadmap for improving (Company) environmental performance. The Directors, Senior Executives and Management acknowledges that it has a duty to take a leading role in meeting the requirements of Incite Fire's environmental management system and is fully committed to the provision of appropriate time and resources in achieving and maintaining certification to the internationally accepted ISO14001 Environmental Standard.

Environmental Compliance

Incite Fire environmental commitment is an integral part of the day-to-day activities with regards to products and service at worksites to fulfill the defined requirements of the ISO14001 Environmental Standard.

Legislative Compliance

Incite Fire works closely with all major approval bodies across the world. Our fire detection and emergency lighting products fully conform to all of the latest standards and regulations. We monitor for changes and comply with all applicable environmental Legislation, statutory authority guidelines, and relevant industry standards. We maintain close consultation with customers, when required, to ensure any specific customer requirements remain compliant with regulation.

Protection of the Environment and Minimising Environmental Impact

Incite Fire recognises that service and products cannot be delivered without impacting the environment. We seek, wherever possible, to obtain a better understanding of how Incite Fire's activities impact on the environment and how to reduce those impacts. To facilitate this process the Incite has a clearly defined procedure for the identification, setting, monitoring and reviewing of all identified environmental objectives. Incite's activities will be controlled to minimise its carbon footprint, improve recycling, reduce reliance on packaging, minimise waste and improve efficiencies on finite natural resources in all of the company operations.

Continual Improvement

Incite Fire commitment to continual improvement of environmental performance has numerous benefits including creating a healthier, safer workplace, improving our bottom line and enhancing our corporate commitment within the community.

Communication

Our commitment is clearly and effectively communicated to ALL relevant interest parties and considers the nature, scale and environmental impacts (potential or actual) of our undertakings.

Quality Policy Statement

Incite Fire is wholly committed to ensuring that Quality remains the backbone of our business, by providing high quality products and services.

We operate from a position of integrity to ensure consistence in excellent product performance, commitments, customer relationships and our reputation for Quality.

The Directors, Senior Executives and Management acknowledge that it has a duty to take a leading role in meeting the requirements of Incite Fire's Quality Policy Statement.

The (Company) is fully committed to the provision of appropriate time and resources in achieving and maintaining a Quality System in accordance with the Australian Standards model of quality assurance in production, installation and servicing.

Products are supplied in accordance with our suppliers' requirements and or accreditation.

Incite Fire quality commitment is an integral part of the day-to-day activities with regards to products and service to fulfill the defined requirements of our Quality Standard.

As such Quality Systems are reviewed on a day-to-day basis with each employee involved in implementing the quality requirements within the scope of their activities.

Our commitment is clearly and effectively communicated to ALL relevant interest parties and considers involvement of said parties to ensure continual improvement in performance and product.

Our Quality System is supported by staff at all levels with the goal of achieving the highest quality product and service.

Workplace Discrimination, Harassment & Bullying

Incite Fire and its associated entities (The Company) is strongly committed to providing its employees with a workplace free from all forms of discrimination, harassment and bullying. All employees must be treated with dignity and respect.

All staff have a responsibility to ensure they do not promote or engage in unlawful discrimination, harassment and bullying. Employees found in violation of this policy will be disciplined, up to and including termination.

Discrimination

Workplace discrimination is denying any person equality of treatment in employment matters for any grounds other than those directly related to the requirements of the job.

Discrimination can occur directly or indirectly:

Direct Discrimination – occurs when a person or group of people are treated in an unfair or less favourable way because of an attribute such as age, gender, race, religion, sexual orientation, disability, pregnancy or marital status.

Indirect Discrimination – occurs when a person or organisation imposes a requirement (a rule, policy, practice or procedure) that is the same for everyone, but has an unequal or disproportionate effect on a particular group or groups. If the requirement is not reasonable in all the circumstances, it is likely to be indirect discrimination.

As an equal opportunity employer, Incite Fire and its associated entities will treat all employees and prospective employees fairly and on the basis of their individual merit.

Harassment

Harassment is any form of behaviour that is unwelcome, unsolicited, unreciprocated and usually (but not always) repeated. It is behaviour that is likely to offend, humiliate or intimidate.

Examples of workplace harassment:

- Offensive physical contact, derogatory language or intimidating actions
- Insulting or threatening gestures or language or continual and unwarranted shouting in the workplace
- Unjustified and unnecessary comments about a person's work or capacity for work
- Openly displayed pictures, posters, graffiti or written materials which might be offensive to some
- Phone calls or messages on electronic mail or computer networks including social media which are threatening, abusive or offensive to employees
- The exclusion of a person or group from normal conversations, work assignments, work relating social activities and networks in the workplace

Sexual Harassment

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which is likely to offend, humiliate or intimidate.

Sexual harassment can take many forms and may include but not limited to:

- Belittling jokes or comments based on gender stereotypes
- Behaviour which insists that gender stereotypes be maintained and exercised in the workplace
- Uninvited touching, kissing or embracing
- Making promises or threats in return for sexual favours
- Display of sexually graphic material including posters, cartoons and screen savers
- Repeated invitations to go out after prior refusal
- Staring or leering at a person or parts of their body
- Sexually explicit conversation
- Persistent questions or insinuations about a person private life
- Any behaviour that creates a sexually hostile work environment

Bullying

Bullying is the use of force, threat, or coercion to abuse, intimidates, or aggressively impose domination over others. Bullying may be intentional or unintentional. However, it must be noted that when an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. The company considers the following types of behaviour examples of bullying:

- Verbal bullying: Slandering, ridiculing or maligning a person or his or her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of a joke/s; abusive and offensive remarks.
- Physical bullying: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property
- Gesture bullying: Nonverbal threatening gestures; glances that can convey threatening messages.
- Exclusion: Socially or physically excluding or disregarding a person in work related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person
- Shouting or raising voice at an individual in public or in private
- Using verbal or obscene gestures
- Not allowing the person to speak or express himself or herself (i.e. ignoring or interrupting).
- Personal insults and use of offensive nicknames
- Public humiliation in any form
- Constant criticism on matters unrelated or minimally related to the person's job performance or description
- Ignoring or interrupting an individual at meetings
- Public reprimands
- Repeatedly accusing someone of errors that cannot be documented
- Deliberately interfering with mail and other communications
- Spreading rumours and gossip regarding individual
- Encouraging others to disregard a supervisor's instructions

- Manipulating the ability of someone to do his or her work (e.g., overloading, under loading, withholding information, assigning meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions)
- Inflicting menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property)

Victimisation

Victimisation involves treating someone unfairly because they have made, or intend to make a discrimination or harassment complaint. This also includes those who have supported another person in making a complaint.

Workplace victimisation, along with discrimination, harassment and bullying will not be tolerated and will be addressed promptly and in a serious manner.

Dealing with Discrimination, Harassment or Bullying in the Workplace

Any employee who believes he or she is being subjected to any kind of discrimination, harassment or bullying should not ignore it and use the following procedure to help resolve their grievances:

Self- Help Approach – The complainant, if possible, should discuss their concerns with the individual they believe is the cause of the grievance. Open and honest (not aggressive) discussion can resolve many problems.

Seek Assistance – If the complainant does not feel that they can personally deal with the problem, they should report their concerns to the relevant Manager. The

Manager will discuss options and assist the complaint with the next step in this process. The Manager will record discussions.

Make a Formal Complaint – If the self-help and less formal conflict resolution strategies have not been successful then the complainant may choose to make a formal complaint. The report may initially be verbal but for a Formal Complaint to move forward, it will have to be put in writing.

Parties who receive a report or allegation of harassment or discrimination should, in first instance:

- Assess the risks involved
- Ensure that all parties understand their responsibilities and are familiar with this policy
- If appropriate, attempt to resolve the issue informally (unless otherwise requested) by informing the person or people of the allegations against them in non-judgmental manner and facilitating open discussion
- Refer complaints to an impartial third party if a resolution cannot be reached, or if there is a conflict of interest or if you are not the right person to deal with the allegations
- Monitor the ongoing situation and be alert to warning signs

The following options are also possible for parties who are found to engage in harassment, victimisation, discriminatory or bullying behaviour in the workplace:

- Apology
- Amended working arrangements (trial or permanent)
- Reassignment of responsibilities
- Official reprimand
- Other mutually agreed upon arrangements
- Suspension or termination of employment
- Legal action and damages claim

The Company will deal with all reports of workplace discrimination and harassment seriously, promptly and confidentially. If you feel as if you are being harassed or discriminated against, please address the situation to your Manager.

Workplace Health and Safety

Incite Fire and its associated entities (The Company) is firmly committed to a policy enabling all work activities to be carried out safely, and with all possible measures taken to remove (or at least reduce) risks to the health, safety and welfare of workers, contractors, authorised visitors, and anyone else who may be affected by our operations. We are committed to ensuring we comply with the Work Health and Safety Act, the Work Health and Safety Regulations and applicable Codes of Practice and Australian Standards as far as possible.

Responsibilities

Management:

Will provide and maintain as far as possible:

- A safe working environment
- Safe systems of work
- Plant and substances in safe condition
- Facilities for the welfare of workers
- Information, instruction, training and supervision that is reasonably necessary to ensure that each worker is safe from injury and risks to health
- A commitment to consult and co-operate with workers in all matters relating to health and safety in the workplace

Workers:

Each worker has an obligation to:

- Comply with safe work practices, with the intent of avoiding injury to themselves and others and damage to plant and equipment
- Take reasonable care of the health and safety of themselves and others
- Wear personal protective equipment and clothing where necessary
- Comply with any direction given by management for health and safety
- Not misuse or interfere with anything provided for health and safety
- Report all accidents and incidents on the job immediately, no matter how trivial
- Report all known or observed hazards to their supervisor or manager.

We seek the co-operation of all workers, customers and other persons. We encourage suggestions for realising our health and safety objectives to create and sustain a safe working environment.

This policy applies to all business operations and functions, including those situations where workers are required to work off-site.



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