

SERVICE AGREEMENT

IMPORTANT INFORMATION

1. Supervision

Star Professionals supplies its employees to work under the supervision and direction of the client company's designated supervisors. The standard of workmanship and timely completion of works are the responsibility of the client. It is also the client's responsibility to inform Star Professionals immediately if the duties or location of our employee are to be changed.

2. Workplace Health & Safety

- Star Professionals will supply staff to be trained on specific machinery or equipment, and this training is to be done by the client at their premises to ensure the worker's health and safety.
- Star Professionals will supply staff to be supervised by the client or their employees to ensure the worker's health and safety.
- Star Professionals will only supply staff to sites that comply with the Workplace Health and Safety Act 2011 or regulations made under that Act.
- Star Professionals reserves the right to revisit the site and perform a risk assessment accompanied by the client at a mutually suitable time.

- Star Professionals requires that the client provide staff with a specific site/job induction relevant to occupational health and safety.
- Any planned alteration to an employee's functions must be notified and discussed with Star Professionals before implementation, to ensure suitability and safety.
- Star Professionals will not supply staff to perform life-threatening work or work that endangers the health and safety of its staff.
- The client must provide a safe workplace, safe work methods, and appropriate ongoing supervision.

3. Confirmation of Working Hours

Clients must notify and confirm employees' individual working hours by 5:00 p.m. Friday or 9:00 a.m. Monday if weekend or shift work is performed. Timesheets can be supplied by Star Professionals, or the client's recording systems may be used.

4. Invoicing and Payment

Star Professionals operates on a Monday to Sunday payroll and invoicing system.

- All invoices **will be sent electronically** to your nominated email address.
- All **hours worked up to midnight Sunday for the week** will be invoiced.
- Payment terms are **strictly five (5) business days** net from the date of invoice.
- A \$1 charge will be made to the client's credit card when opening an account (refunded on the first invoice).
- Payment claims are made under the Building and Construction Industry Security of Payment Act 1999 (NSW).

5. Minimum Period of Hire

There is a minimum hire period of four (6) hours per day, unless otherwise dictated by Awards or work environments. The client must confirm the minimum hire period at the time of order.

6. Damage to Vehicles, Stock, and Equipment

Star Professionals hires out staff on the basis that no claim will be made against Star Professionals Pty Ltd, nor will payments be withheld from labour hire accounts, in the event of accidental damage to stock, plant, equipment, forklifts, or motor vehicles.

7. Temp-to-Perm Arrangements (TTP)

- Star Professionals' employees, contractors, or partners must not be approached for direct employment (casual, temporary, or permanent) without written permission from Star Professionals.
- If an unauthorized approach results in direct employment, a placement fee of \$20,000 plus 15% of the employee's annualised taxable income will be charged.
- If employment is authorised by Star Professionals (via a formal authorisation letter), a placement fee of 15% of the employee's annualised taxable income will apply.
- All authorised placements must be documented.

9. Debtors & Legal Action

Every client is assigned a credit limit, which may increase as invoices are paid consistently and on time.

Failure to pay outstanding invoices, or failure to negotiate a reasonable payment plan, will result in immediate escalation to legal recovery procedures.

StarPro retains the right to engage its lawyers and debt collection agents to pursue any overdue payments, including the filing of court actions and all necessary procedures to recover the debt.

All legal and collection costs incurred will be charged to the client in addition to the outstanding balance.

Sincerely,



Fernanda Santarosa
Director & General Manager

STARPRO Workforce
ABN: 34 628 781 966