

Expatriate Family Support Guideline

Perenti has developed these Expatriate Family Support Guidelines in response to the COVID-19 pandemic and specifically where a number of Expatriate employees have elected to remain on site in a host country, in some cases for longer than initially anticipated.

The intention of these guidelines is to provide additional support to the families of our Expatriate employees, who may require assistance around their homes whilst their partners are away for longer than expected. These guidelines provide the basis for the support available, however unique circumstances may arise and these should be dealt with on a case by case basis by the relevant ISG business leader. These services are capped at \$1,000 per family.

Support available

The services provided under these guidelines are for:

- Home maintenance – for general household repairs
- Gardening and Lawn mowing services - such as lawn mowing, tree pruning, general gardening
- Emergency repairs for breakdowns or faults around the home
- Ad hoc requests as they arise will be considered.

Service Providers

The two preferred options for Services providers (within Australia*) for these services are:

VIP

<https://www.viphomeservices.com.au/>

13 26 13

Jims Mowing

<https://www.jimsmowing.net>

1300 857 408

These service providers are available across Australia, with local franchisees available in most capital and larger cities in Australia.

Process to access services

In order to access these services, families should:

- Contact one of the service providers above^ to obtain a quote for services required
- If services are within the capped limit the work can proceed. If the cost is above the capped limit, please seek support from the ISG contact point as listed at <https://perentigroup.com/hseadvice/>
- Payment should be made directly to the service provider and a receipt obtained
- Provide the receipt to the relevant ISG contact point for reimbursement.

* For families outside Australia please seek quotes from reputable local providers within your home country.

^ Where services required cannot be fulfilled by either of the preferred suppliers, the family may source quotes from reputable alternative service providers and follow the same process outlined above.

Where applicable and approved by the ISG CEO, these guidelines may be applied to domestic/Australian based FIFO workers who are required to stay in Australia, on a client site or in another region of WA outside their home region. In this case consider "Host" to be the location/region other than "Home."