



SECTIONS 01 – 10

ISSUE 1 · 2026

HOW WE WORK

The Gorilla standard.

Your Employee Handbook sets your terms of employment. This document is how we actually work — the conduct, safety, systems and quality rules specific to Gorilla Construction. Both apply to you. Where this document is stricter, follow this document.

10
SECTIONS

ZERO
TOLERANCE

\$500
PO
THRESHOLD

2 of 2
DOCUMENTS

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GORILLA BUILT.

— OUR CORE VALUES

Built to RISE.

Four words carry everything we do. They are how we hire, how we review, and how we decide when the answer is not obvious. Read the rest of this document through them.

Reliability

WE DO WHAT WE SAY WE ARE GOING TO DO — EVERY TIME

Our word is our foundation. Programmes are commitments, not estimates, and clients call us back because showing up on time was never negotiable.

Integrity

WE LEAD FROM THE FRONT — EVERY SITE, EVERY DAY

We tell clients the truth early, including when it is expensive or awkward. We do not hide a defect, a delay or a mistake.

Strength

WE DO WHAT'S RIGHT — NOT WHAT'S EASY OR CHEAP

Strength is holding the standard when nobody is watching, and when the shortcut is sitting right there.

Execute

WE DELIVER — WITH CLARITY, PRECISION AND ACCOUNTABILITY

Ideas and intentions count for nothing until the work is finished, clean and signed off.

If you are ever unsure how to handle something — work back through RISE. It will get you to the right answer.

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01 Code of Conduct & Standards

How we behave is the product. Clients hire Gorilla because our people are reliable, respectful and straight with them — that reputation is built or lost by each of us, every day.

- Turn up on time, ready to work, in company uniform and correct PPE. The expectation is that you are on site, tools out and ready to work at your scheduled start time — not arriving at that time.
- Treat clients, consultants, subcontractors and each other with respect — no aggression, intimidation or abusive language on site or in writing.
- Do what you say you will do. If something will be late or wrong, raise it early with your supervisor — never hide it.
- Follow all site rules, directions and safety requirements at every site, including client-specific rules.
- Keep client property, homes and businesses respected — no smoking, loud music or foul language within earshot of clients or neighbours.
- Friends and family are not permitted in the workplace or on site without prior approval.
- Declare any conflict of interest, including related-party suppliers and private work for our clients.
- Avoid wastage of materials, consumables and time — order and use only what the job requires.
- No phone calls before 7:00am or after 5:00pm unless the matter is urgent.

Zero tolerance — Violence, threats, theft and harassment are grounds for immediate dismissal.

02 Work Health & Safety

Everyone goes home in the same condition they arrived. Safety is a condition of employment, not a preference — you have both the right and the obligation to stop unsafe work.

- Complete the HazardCo company induction and the site-specific induction before your first attendance at any site.
- Wear the required PPE at all times: hard hat, hi-vis, safety boots, eye protection, gloves and hearing protection where required.

- Read and sign the SWMS for your scope before starting. If the work changes, the SWMS is reviewed before you continue.
- Never operate plant or equipment you are not licensed, trained and authorised to use.
- Report every incident, injury, near miss and hazard to your supervisor the same day, and log it in HazardCo.
- Know the emergency procedures, the first aid officer and the muster point for every site you attend.
- Housekeeping is part of the job — leads, offcuts and rubbish cleared as you go, exits and walkways kept clear.
- Maintain hygiene and leave amenities and crib rooms clean and usable for the next person. Site amenities are to be inclusive and available to all workers.
- Stop work and notify your supervisor immediately if you believe a task is unsafe. You will never be penalised for doing so.

03 Fitness for Work — Drugs, Alcohol & Smoking

You must attend work fit to perform your duties safely.

- Zero blood alcohol and no illicit drugs while at work, on site, or operating company vehicles or plant.
- Tell your supervisor privately if prescription or over-the-counter medication may affect your ability to work safely.
- Random and for-cause testing may be carried out by Gorilla or by the principal contractor on any site.
- Refusing a test, or tampering with a sample, is treated the same as a positive result.
- Smoking, including e-cigarettes and vaping, is not permitted on the premises or in company vehicles — only in designated areas during breaks, and subject to client site rules.

Zero tolerance — Attending site under the influence puts other people at risk and will result in removal from site and disciplinary action.

04 IT, Email, Social Media & Surveillance

Company systems, devices and accounts are provided for work. Their use is monitored, and what you post publicly can affect our clients and our reputation.

- Company email, Buildertrend, Xero and the shared drive are for business use and may be accessed or audited at any time.
- Use the issued email signature template. Do not send commercial commitments, pricing or variations without authority.
- Do not post photographs of client sites, plans, incidents or defects on personal social media. Site photos belong to the client and the company.
- Never speak on behalf of Gorilla Construction publicly or to media — refer all enquiries to the Director.
- Keep passwords private and never share logins. Report suspected phishing or account compromise immediately.
- No storing company data in personal accounts, drives or devices, and no unauthorised software.

- Personal phones must not interfere with your work or site safety, and must comply with site rules.
- Surveillance — including computer, camera and vehicle GPS monitoring — may be in place.

05 Confidentiality & Intellectual Property

Much of what you see day to day belongs to a client or to the business.

- Client details, pricing, contracts, drawings, margins and supplier rates are confidential — during and after your employment.
- Work produced in the course of your employment (drawings, systems, photos, documents) is the property of Gorilla Construction WA.
- Return all company property, files and data on the last day of employment.

06 Company Vehicles

Company vehicles are a work tool and a moving billboard. Treat them accordingly.

- You must hold a current, valid driver's licence and notify us immediately of any change, suspension or accumulation of demerit points.
- Do not use a mobile phone while driving unless via an approved hands-free or cradle device, keep any such calls short, and never send SMS, video or email while driving. Do not hold or touch a phone unless the vehicle is legally parked.
- Vehicles are for permitted work use. Personal use is only permitted where agreed in writing.
- No fixtures, fittings or modifications — aerals, roof racks, signage or similar — without written approval.
- Complete the condition report at handover, keep the vehicle clean, serviced and roadworthy, and report damage the same day.
- Fines, infringements and tolls incurred by you are your responsibility.
- After any accident, follow the emergency procedure and notify management as soon as possible. Report theft of a vehicle or its contents to the police and to us immediately.
- Vehicles may be fitted with GPS tracking, which may be used to monitor vehicle location.
- If you use your private vehicle for work, it must be registered, insured and roadworthy.
- Vehicles must be returned in good condition when requested or at the end of your employment.

07 Tools, Equipment & Company Assets

Assets are issued in good order and logged in the company asset register. You are accountable for what is in your name.

- Tools and equipment are logged on issue. Lost, damaged or unreturned items must be reported immediately.
- Look after everything issued to you and keep it secure — tools, devices, keys, fobs and uniform.

- Bunnings PowerPass, fuel and company EFTPOS cards are strictly for approved company purchases against a valid job — and a purchase order where the spend is over \$500. Keep and submit every receipt.
- Fuel cards are for business travel only. Enter odometer readings at the time of purchase, keep the card secure, and observe any limits on locations, products and spend.

08 Purchasing, Purchase Orders & Job References

Every dollar spent is traceable to a job. Effective immediately, every purchase from Bunnings and all other suppliers must carry a clear job reference for costing where no purchase order is required.

- A purchase order is required for any purchase over \$500. Raise it in Buildertrend before ordering materials or engaging a supplier.
- Where no PO is required, the purchase must still carry a clear reference at the counter so it can be costed correctly.
- For job-related purchases, use the format: Job Address – Purchase Type. For example, "55 Flourish Loop – Materials, PPE".
- For general company purchases, use: GORILLA – Tools, GORILLA – Equipment, or GORILLA – Stock.
- Tools and equipment must always be purchased in a separate transaction from job materials. Buying timber and consumables for 55 Flourish Loop and a new drill for Gorilla means two separate purchases and two separate receipts.
- Do not combine multiple jobs, or job and Gorilla purchases, on one receipt — each cost must be allocated to its specific job.
- Keep and submit every receipt. Purchases must be coded to the correct job and cost code — no personal or unrelated items.
- Do not split an order to avoid raising a PO.
- Only authorised staff may commit the company to spend above their approval limit. Ask if unsure.
- Supplier invoices are matched against the PO before payment; unmatched invoices are held.

No reference, no approval — Purchases without the correct job reference may not be approved until the information is provided.

09 Quality, Defects & Client Care

We do what is right — not what is easy or cheap. Quality control is built into the programme, not bolted on at the end.

- Work to the approved drawings, specification and the Gorilla quality standards. If a detail is unclear, ask before you build it.
- Complete QC checks in Buildertrend at each hold point; photograph work before it is covered up.
- Raise defects and non-conformances yourself — finding your own is expected, hiding them is not.
- Variations must be approved in writing before the work proceeds. Never agree to extra work directly with a client.

- Deliver the customer service standard expected — clients judge the business by how you speak to them and how you leave their property.
- Leave the site clean at the end of every day. The client's impression of the job is formed by what they walk into each morning.

10 Health & Safety Handbook

A separate Health and Safety Handbook sits alongside this document and forms part of your safety obligations.

- It contains the detailed procedures for reporting injuries and incidents, emergency response, and site-specific safe work practices.
- It is issued to you during induction and is held in the shared drive.
- Where the Health and Safety Handbook and this document differ on a safety matter, follow the stricter requirement and raise it with your supervisor.

11 Acknowledgement

I confirm that I have received, read and understood The Gorilla Standard. I have had the opportunity to ask questions about anything I did not understand, and I agree to work to these standards on every site and in the office.

I understand that this document sits alongside my Employee Handbook and my contract of employment, that where this document sets a stricter requirement I am to follow it, and that a breach of these standards may lead to disciplinary action up to and including termination of employment.

I understand that this document may be updated from time to time and that I will be notified when it changes.

FOR COMPLETION

NAME (PLEASE PRINT)

SIGNED

DATED
