



Policy No.:	LSH Group Australia AUA.2024.08.26
Policy Name:	Right to Disconnect Policy
Attention:	All LSH Auto Australia Employees
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Last Reviewed:	N/A
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Approved By:	Managing Director / Chief Financial Officer

LSH Auto Australia Right to Disconnect Policy

This policy addresses the right to disconnect as set out in the revised Fair Work Act and relevant modern awards.

What is the right to disconnect?

The right to disconnect does **not** prohibit employers from contacting their employees, nor does it prevent employees from contacting one another, including across time zones. Rather, an employee may refuse to monitor, read or respond to contact, or attempted contact outside of working hours, when they are not expected to be working or paid to be working, provided doing so is not unreasonable.

Employers and employees are encouraged to discuss contact out of hours and set expectations that suit the workplace and the employee's role. Discussing the needs of the business and employee preferences will help:

- Understanding of needs and expectations for both;
- Avoid confusion about what may or may not be reasonable;
- Maximise the opportunity to deal with issues efficiently.

When working out whether an employee's refusal of contact outside normal working hours is unreasonable, the law says the following factors must be considered:

- the reason for the contact
- how the contact is made and how disruptive it is to the employee
- how much the employee is compensated or paid extra for:
 - being available to perform work during the period they're contacted, or
 - working additional hours outside their ordinary hours of work
- the employee's role in the business and level of responsibility
- the employee's personal circumstances, including family or caring responsibilities.

Other matters may also be considered.

It will be unreasonable for an employee to refuse to read, monitor or respond if the contact or attempted contact is required by law.

Policy Details and Definitions



1. **Normal Working Hours:** The hours that you normally attend work to perform your duties, determined by your Employment Agreement and any applicable award or enterprise agreement. Normal Working Hours may include reasonable additional hours. Our business operates from 7am to 6pm Monday to Friday. Your role may have relevance to people who work different hours to you.
2. **Outside Working Hours:** Employees are not expected to respond to work emails, messages, or calls outside of regular working hours unless it is reasonable, having regard to the factors set out above, or there is specific agreement.

3. **When out of hours contact may be reasonable:**

- There is no fixed set of rules about when out of hours contact may be reasonable. Remuneration and responsibilities are two important considerations (though, as indicated above, not the only ones).
- Supervisory and management employees receive remuneration which adequately compensates them for out of hours contact. Their Employment Agreements include a requirement to be available for reasonable additional hours.
- If you are working from home, it may be necessary to contact you out of hours occasionally to update on or clarify specific issues.

4. **Employee Responsibilities:**

- Employees are encouraged to set boundaries by managing notification settings and communicating availability with their teams.
- Employees should inform their manager if they are experiencing challenges with disconnecting from work.
- If there is a specific reason why out of hours contact may be challenging, either on specific days or generally, employees should let their manager know why.

5. **Manager Responsibilities:**

- Managers should refrain from contacting team members outside of regular working hours, except in emergencies or where out-of-hours contact is agreed or part of their regular responsibilities.
- Managers should be clear and up front about occasions when it may be necessary to initiate out of hours contact.
- Managers are encouraged to support employees in achieving a balanced work-life integration and to address any concerns regarding the policy.

6. **Implementation and Support**



If an employee is unhappy about specific cases of out of hours contact, the employee should try and resolve the issue in the first instance by discussion with his or her manager.

If you have any questions or require clarification regarding the Right to Disconnect policy, please do not hesitate to reach out to the HR department.