

APIS POLICY FRAMEWORK

Our Policies

Public standards for responsible service delivery,
contractor engagement and business conduct.

Victoria | New South Wales | Queensland | South Australia | ACT | Tasmania | Western Australia

**Alliance Property & Infrastructure Services
Pty Ltd (APIS)**

ABN 36 698 179 994 | ACN 698 179 994

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Our Policies

Alliance Property & Infrastructure Services Pty Ltd (APIS)

Document type	Website policy overview
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Contact	enquiry@apis.net.au 1300 175 645 www.apis.net.au



Policy framework structure

A public-facing summary of the standards APIS applies across service delivery and stakeholder relationships.

01 Governance and compliance

Board oversight, legal compliance and policy ownership

02 Privacy and information

Personal information, transparency and access requests

03 Website and digital access

Online use, systems, portals and cyber hygiene

04 Work health and safety

Safe works, contractors, site standards and incidents

05 Quality and service delivery

Consistent delivery, records, client outcomes and improvement

06 Contractors and suppliers

Prequalification, conduct, compliance and performance

07 Responsible business conduct

Anti-bribery, conflicts, modern slavery and environment

08 People, complaints and review

Respectful conduct, complaints, records and updates

Governance and compliance

APIS is committed to operating lawfully, transparently and consistently across its property, infrastructure, contractor management, advisory and service delivery activities.

APIS policies are intended to help directors, employees, contractors, consultants and suppliers understand the standards expected when they act for, or interact with, APIS.

Policy ownership sits with APIS management. Policies are reviewed periodically and updated when APIS changes its services, systems, legal obligations, client requirements or risk profile.

Where a specific contract, purchase order, site instruction, privacy notice or contractor requirement applies, that more specific document governs the relevant activity.



POLICY 2

Privacy and personal information

APIS handles personal information in a lawful, fair, secure and transparent way. APIS collects information that is reasonably necessary for business operations, service enquiries, contractor engagement, job management, compliance verification, accounts, marketing and stakeholder communications.

APIS publishes a Privacy Statement that explains the types of information collected, how it may be used and disclosed, and how privacy requests or complaints can be made.

APIS takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.

Individuals may contact APIS to request access to, or correction of, personal information held by APIS. Privacy questions should be directed to enquiry@apis.net.au or 1300 175 645.

Website, online forms and digital access

APIS website content, downloadable materials, forms, portals and online communications are provided for business information, enquiry, service coordination, contractor onboarding and stakeholder communication purposes.

Website users must use APIS digital channels lawfully, accurately and without interfering with APIS systems, security, data, intellectual property or other users.

Restricted systems, contractor tools or client portals may be subject to additional terms, eligibility checks, access controls and security requirements.

Users must keep credentials secure, provide accurate information, avoid unauthorised access and notify APIS promptly if they suspect account compromise or system misuse.

Work health and safety, and site conduct

APIS is committed to supporting safe work practices across client sites, contractor engagement, service coordination, maintenance activity, hygiene services, cleaning services, project support and related operational work.

APIS expects workers, contractors, subcontractors, suppliers, consultants and site visitors to take reasonable care for their own health and safety and for the safety of others.

Contractors and service providers must maintain required licences, insurances, inductions, safety systems, equipment, training and incident reporting processes.

APIS may require site-specific risk assessments, safe work method statements, permits, access controls, insurance evidence, corrective actions or other compliance documents before work proceeds.





POLICY 5

Quality and service delivery

APIS aims to deliver reliable, competent and well-documented property and infrastructure services. Service quality is supported by clear scope definition, suitable contractor selection, job records, progress communication, evidence of completion and continuous improvement.

APIS expects work to be performed with due care and skill, in accordance with agreed scopes, lawful requirements and applicable client instructions.

Quality controls may include contractor prequalification, quote review, job allocation records, completion evidence, site notes, client feedback, incident review and performance monitoring.

Where a service issue arises, APIS will seek to review the facts, identify responsibility, communicate with relevant parties and support an appropriate commercial or operational response.

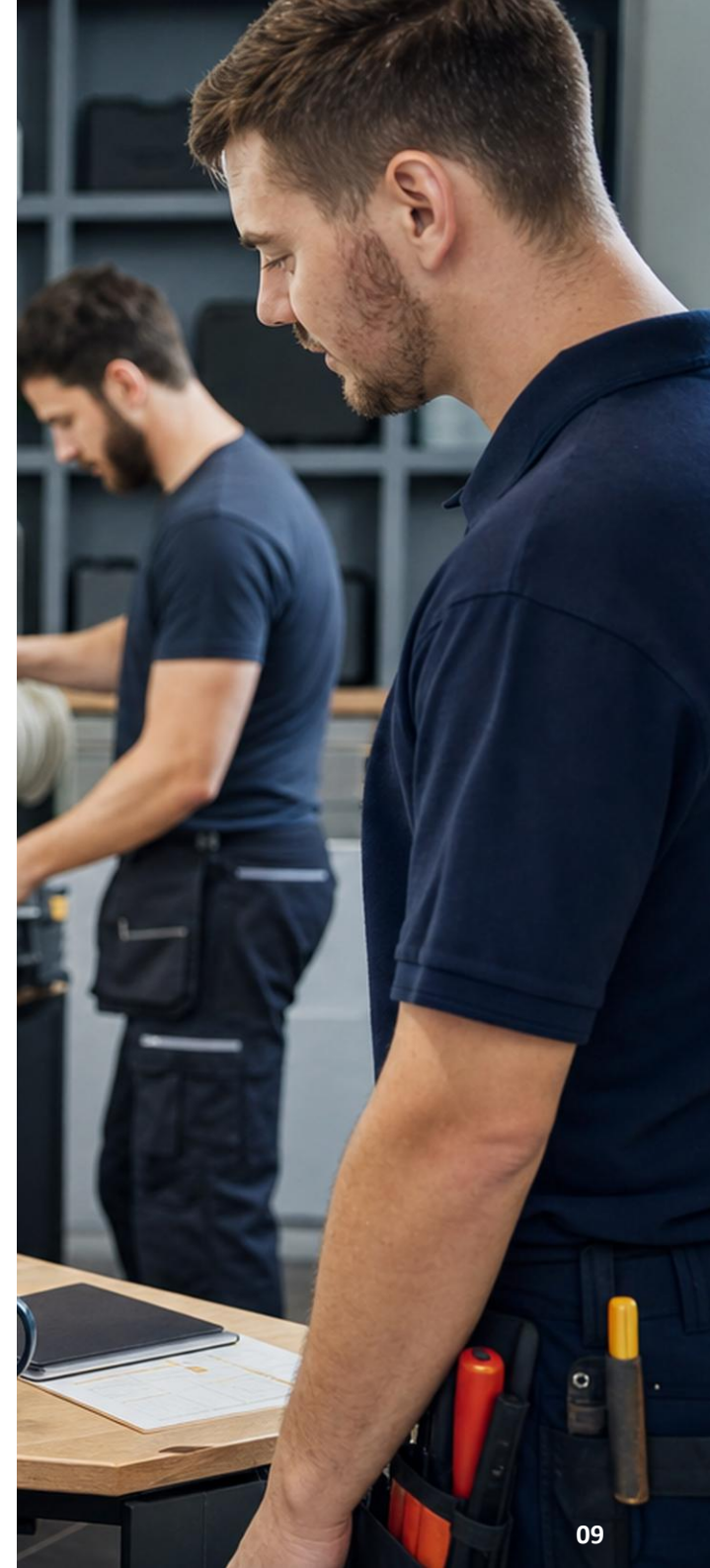
Contractor and supplier standards

APIS relies on capable contractors and suppliers to support safe, reliable and commercially responsible service delivery. APIS may assess contractors against trade capability, licences, insurances, safety systems, service areas, capacity, experience, responsiveness and client requirements.

Contractors and suppliers must provide true, accurate and current information during onboarding and throughout their relationship with APIS.

APIS expects contractors and suppliers to comply with applicable laws, site requirements, confidentiality obligations, privacy obligations, anti-bribery standards, environmental controls and respectful workplace standards.

APIS may suspend, remove or decline contractor access where information is inaccurate, compliance evidence is missing, performance is unsatisfactory or conduct is inconsistent with APIS standards.



Anti-bribery, gifts and conflicts

APIS expects business decisions to be made honestly, objectively and in the best interests of APIS, its clients and lawful stakeholders.

Directors, employees, contractors, consultants and suppliers must not offer, request, accept or provide bribes, secret commissions, improper benefits, misleading inducements or gifts that could improperly influence a business decision.

Actual, potential or perceived conflicts of interest should be disclosed promptly so APIS can assess and manage the risk.

APIS may require gifts, hospitality, referral arrangements, related-party dealings and procurement decisions to be recorded, reviewed or approved before proceeding.



POLICY 8

Modern slavery and responsible sourcing

APIS supports responsible business practices and expects suppliers, contractors and subcontractors to respect human rights and avoid forced labour, servitude, debt bondage, deceptive recruiting, child labour, trafficking and other forms of modern slavery.

APIS may request information from suppliers and contractors about labour practices, subcontracting, supply chains, right-to-work checks and risk controls.

If APIS becomes a reporting entity or otherwise chooses to report, APIS will take reasonable steps to address applicable modern slavery reporting requirements.

Where credible modern slavery or labour exploitation concerns are identified, APIS may investigate, require corrective action, suspend engagement, notify relevant parties or terminate the relationship where appropriate.

Equal opportunity and respectful conduct

APIS expects all workplace and business interactions to be professional, respectful and free from unlawful discrimination, harassment, bullying, victimisation and threatening conduct.

This standard applies to APIS employees, contractors, suppliers, consultants, clients, site contacts and other stakeholders when interacting with APIS or acting on APIS-related work.

APIS does not tolerate adverse treatment based on protected attributes such as race, colour, sex, sexual orientation, gender identity, age, disability, marital status, family or carer responsibilities, pregnancy, religion, political opinion, national extraction, social origin or family and domestic violence status.

Concerns should be raised promptly so APIS can assess and respond appropriately.





POLICY 10

Environmental and sustainability practices

APIS aims to conduct business in a way that manages environmental impact and supports practical sustainability across property, infrastructure, maintenance, cleaning, hygiene, project coordination and contractor activity.

APIS expects work to comply with applicable environmental laws, permits, waste requirements, site rules and client environmental obligations.

Where relevant, APIS may consider waste minimisation, recycling, chemical management, water use, energy efficiency, emissions awareness, procurement choices, spill prevention and responsible disposal.

Contractors and suppliers must notify APIS of environmental incidents, risks or non-compliance connected with APIS-related work as soon as reasonably practicable.

Complaints, concerns and incident reporting

APIS encourages clients, contractors, suppliers, site contacts and other stakeholders to raise concerns early so issues can be reviewed and addressed before they escalate.

Complaints may relate to service quality, conduct, safety, privacy, billing, website information, contractor onboarding, site performance, communications or other APIS-related matters.

APIS will seek to acknowledge concerns, review available information, involve relevant people, identify corrective actions and communicate the outcome where appropriate.

Urgent safety, security, privacy or misconduct concerns should be reported promptly through the relevant APIS contact channel or by contacting enquiry@apis.net.au or 1300 175 645.

Cyber security and data protection

APIS uses digital systems for enquiries, contractor onboarding, service coordination, records, communications, accounts, document storage and business administration. APIS expects users to support secure handling of APIS information and system access.

Reasonable cyber controls may include access management, password standards, multi-factor authentication where available, backups, malware protection, system monitoring and staff awareness.

Users must not share credentials, bypass access controls, upload malicious code, store APIS data in unauthorised systems or disclose confidential information without authority.

Suspected cyber incidents, lost devices, unauthorised access, misdirected emails, data loss or account compromise should be reported to APIS promptly.



Investor and financial communications

APIS may publish investor relations material, financial summaries, valuation commentary, forward-looking information or capital raising information from time to time.

Investor communications must be prepared, reviewed and distributed consistently with applicable law, approved disclosure documents and APIS governance controls.

Public policy statements, website summaries and general investor information are not financial product advice, investment advice, tax advice, legal advice, a prospectus or an offer unless expressly stated in an approved disclosure document.

Recipients should rely only on approved offer documents and their own professional advisers before making investment decisions.



POLICY 14

Records, document control and policy review

APIS maintains business records to support service delivery, contractor management, client communication, compliance, accounting, privacy, governance, dispute management and continuous improvement.

APIS documents should be accurate, current, authorised and retained or disposed of in accordance with business needs, legal obligations and applicable confidentiality requirements.

Policies may be reviewed annually or earlier if APIS changes its business model, systems, service offering, legal obligations, contractor arrangements or risk profile.

The current public version of APIS policies will apply from the date stated on the relevant document or from the date it is published on the APIS website.



CONTACT AND VERSION DETAILS

Policy questions and review

These public policy summaries should be read with APIS's Privacy Statement, Terms of Use, service-specific agreements, contractor terms, quote documentation, onboarding requirements and any site-specific safety or compliance instructions.

APIS may update these policy summaries as its business, services, systems, legal obligations, client requirements and governance controls develop.

Legal entity
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