AWC EMPLOYMENT CONTRACT PACK

EMPLOYMENT AGREEMENT

Promotion to Business Operations Manager – My Almighty Home

Senior salaried permanent full-time agreement preserving continuous service

Employer	AWC Group Holdings Pty Ltd (ABN 36 695 044 323)
Employee	Diana Wongchiu (Dee)
Position	Business Operations Manager – My Almighty Home
Employment	Permanent full-time · 38 ordinary hours per week
Original service date	12 May 2026 (preserved)
Promotion effective date	3 August 2026
Base salary	$92,760 per annum plus statutory superannuation
Pay frequency	Weekly in arrears

1. Parties and effect

This Employment Agreement is between AWC Group Holdings Pty Ltd (Employer) and Diana Wongchiu (Employee). The Employer employs the Employee to perform the Position principally for the My Almighty Home business and may reasonably require work for related businesses, provided this does not materially reduce the Employee's status, remuneration or entitlements.

From the Promotion Effective Date, this Agreement replaces prior written or oral terms about the Employee's position and remuneration, except for rights that cannot lawfully be excluded and accrued entitlements. It does not break continuity of employment, restart service or remove accrued leave or other service-based rights.

The Employee's continuous service remains calculated from 12 May 2026. Any probation provision in an earlier document is not restarted or extended by this Agreement.

2. Position, reporting and work location

The Employee is appointed Business Operations Manager – My Almighty Home and reports to Michael Davy or another person nominated in writing by the Employer's authorised decision-maker.

The Employee's usual workplace is the Employer's approved office and MAH operating locations in Queensland, with reasonable travel and remote work as required. The Employer will consult about any material long-term location change.

The title describes an employment function only. It does not appoint the Employee as a director of any company, give statutory office, or grant authority beyond a written delegation. Actual duties and authority must remain consistent with Schedule 2.

3. Duties and standards

The Employee must diligently perform the Position, act in the Employer's legitimate interests, comply with lawful and reasonable directions, maintain accurate records, disclose material conflicts, and perform duties within competence, training and delegated authority.

The core responsibilities are set out in Schedule 1. The Employer may make reasonable changes consistent with the Position after consultation. A material reduction in status, pay or contractual entitlements requires written agreement.

4. Authority and reserved matters

The Employee may make operational decisions only within approved policies, budgets, price schedules and the written delegation in Schedule 2. Delegation may be amended prospectively in writing by the authorised decision-maker, but not so as to reduce contractual remuneration without agreement.

The Employee must promptly escalate safety incidents, suspected wage underpayments, privacy or data breaches, fraud, serious customer harm, regulatory contact and any matter exceeding authority.

5. Employment status and hours

Employment is permanent full-time. The Employee's ordinary hours are 38 hours per week, worked across five days, generally Monday to Friday within the ordinary span permitted by applicable law. The ordinary work pattern, start and finish times and required breaks will be agreed with the reporting manager and may be reasonably adjusted after consultation to meet operational requirements.

Because this is a senior operational role, the Employee may be required to work reasonable additional hours when generally required to perform the Position and meet operational needs. The salary package in clause 7 compensates the Employee for those reasonable additional hours to the extent stated in Schedule 4. Whether any additional hours are reasonable will be assessed in each case under applicable law, taking account of health and safety, personal and family circumstances, notice, operational need, the nature and seniority of the role, industry patterns, the Employee's remuneration and any applicable overtime, penalty or other entitlement. The Employee may refuse additional hours that are unreasonable or unsafe.

The Employee is not expected to work unrecorded hours. The Employee must accurately record ordinary and additional working time, actual start and finish times and unpaid breaks using the Employer's approved system. Where practicable, additional hours should be approved in advance. Hours actually worked remain subject to the payment and reconciliation protections in Schedule 4.

Outside working hours, the Employee may refuse to monitor, read or respond to contact from the Employer, a Group Company, customers, suppliers or other persons unless the refusal would be unreasonable under applicable workplace law. Genuine operational, payroll, safety, security, privacy or business-continuity matters may justify occasional contact, but routine work should be dealt with during working hours. No adverse action will be taken for lawful exercise of the right to disconnect.

6. Minimum employment protections

The National Employment Standards and any applicable modern award or other industrial instrument apply according to their terms and are not incorporated into this Agreement. If they provide a more beneficial entitlement than this Agreement, the statutory or industrial entitlement prevails to the extent of the inconsistency.

Based on the Position's current principal duties, the Employer records the Clerks—Private Sector Award 2020 (MA000002), Level 5, for minimum-entitlement and payroll-compliance purposes. Coverage and classification depend on the work actually performed and will be reviewed if duties or authority materially change. The Position's title and salary do not, by themselves, remove a mandatory entitlement.

7. Salary, weekly payment and superannuation

From the Promotion Effective Date, the Employer will pay a base salary of $92,760 gross per annum, exclusive of superannuation, by weekly electronic payment in arrears. At 52 weekly payments, the standard full-week gross amount is $1,783.85, subject to lawful payroll rounding and adjustments. This records a $19,760 annual increase, equivalent to $10 for each of 38 ordinary weekly hours over 52 weeks, from the current recorded $73,000 salary.

The salary is a packaged annual salary for the responsibilities, skill, flexibility and seniority of the Position. It includes compensation for the Employee's 38 ordinary weekly hours, annual leave loading and up to five reasonable additional weekday hours in a weekly pay period, calculated as stated in Schedule 4. No separate payment is due for those included hours, provided the annualised salary remains sufficient to satisfy all applicable minimum monetary entitlements.

The package does not absorb superannuation, authorised expense reimbursements, incentive payments, termination entitlements, weekend or public-holiday work, hours beyond a Schedule 4 outer limit, or any entitlement not expressly identified. Those excluded amounts remain separately payable where required by law. An outer limit is a payment boundary and does not make additional hours reasonable or authorise unsafe or excessive work.

The Employer will make superannuation contributions at the statutory rate to the Employee's nominated complying fund on ordinary time earnings and any other amounts required by law. Incentive payments will be treated for PAYG and superannuation as required by law.

The Employer may review remuneration but is not obliged to increase it unless required by law or written agreement. No deduction may be made except as authorised by law and, where required, genuinely agreed in writing.

8. Customer acquisition incentive

In addition to base salary, the Employee may earn customer-acquisition bonuses under Schedule 3. The incentive does not offset minimum wages or other statutory entitlements. Once objectively earned, a bonus cannot be withheld by unstructured discretion.

The Employer may replace or amend the incentive plan only prospectively by written agreement or, where the plan expressly permits prospective amendment, on reasonable written notice. An amendment cannot remove an amount already earned.

Performance bonus targets: to be advised. The intended target opportunity is 3% of base salary, currently $2,782.80 gross for a complete 12-month performance year, assessed in two six-month periods with a target opportunity of $1,391.40 gross for each complete period. No performance bonus is earned or payable unless and until the Employer issues written eligibility rules, measurable targets, assessment periods and payment terms. Any plan will operate prospectively, provide for reasonable pro-rating where stated, and will not affect customer-acquisition bonuses already earned under Schedule 3.

9. Leave and public holidays

Annual leave, personal/carer's leave, compassionate leave, parental leave, family and domestic violence leave, community service leave, long service leave and public holidays apply under legislation and any applicable award. Accrued service and leave balances carry forward unchanged.

Leave requests must follow reasonable notice and evidence requirements. The Employer will not unreasonably refuse annual leave and will consult before directing leave where permitted.

10. Expenses, property and systems

The Employer will reimburse reasonable, authorised business expenses supported by records. Company property, credentials, records, customer data and systems access remain company property and must be protected, used only for authorised purposes and returned on request or termination.

Monitoring of company systems must be lawful, proportionate and notified through applicable policies. The Employee must not enter confidential, personal or customer information into unapproved artificial-intelligence or external services.

11. Work health and safety

The Employee must take reasonable care for health and safety, follow lawful safety procedures, consult with workers, stop and escalate unsafe work within authority, and report hazards, injuries and near misses. Commercial, service or bonus targets must never override safety or legal compliance.

12. Conduct, conflicts and policies

The Employee must comply with lawful and reasonable policies as amended from time to time. Policies are directions and do not form contractual promises unless expressly stated. The Employer will make relevant policies accessible and provide reasonable training.

The Employee must disclose actual or potential conflicts, gifts or benefits that could influence decisions, outside work that materially conflicts with duties, and related-party transactions. The Employee must not misuse position, information or company opportunities.

13. Confidentiality, privacy and intellectual property

During and after employment, the Employee must protect confidential information, including non-public customer, employee, payroll, pricing, route, supplier, financial, security and business information. This does not prevent lawful disclosures, protected complaints, whistleblowing, seeking professional advice, cooperating with regulators, or discussing pay and employment conditions.

The Employee must comply with privacy and records laws and access personal information only where required for authorised duties. Work product and intellectual property created in the course of employment belongs to the Employer to the extent permitted by law, and the Employee must execute reasonable documents to confirm ownership.

14. Performance, complaints and workplace rights

The Employer will set reasonable objectives, provide feedback and procedural fairness, and consider relevant explanations before disciplinary action. Nothing authorises adverse action for exercising a workplace right, making a complaint or inquiry, reporting safety concerns, taking lawful leave, or discussing pay.

Because the Employee manages operational staff, any complaint about the Employee must be directed to Michael Davy or an independent person nominated by the Employer. The Employee must not investigate or decide a complaint in which the Employee has a conflict.

15. Termination

Either party may terminate employment by the notice required by the National Employment Standards, any applicable award, or a greater written entitlement stated here: four weeks' notice by either party. The Employer may make payment in lieu where lawful. If legislation or an award requires more favourable notice, that entitlement prevails.

The Employer may summarily dismiss for serious misconduct where lawful and after an appropriate process. On termination, the Employee must return property and the Employer must pay outstanding wages, accrued entitlements and objectively earned incentive amounts as required by this Agreement and law.

16. General

This Agreement is governed by Queensland and Commonwealth law. A variation must be in writing and agreed by both parties, except for lawful prospective policy or delegation changes expressly permitted here. Failure to enforce a term is not a waiver. Invalid terms are severed to the minimum extent necessary.

The Employee acknowledges having a reasonable opportunity to obtain independent advice and ask questions before signing. The Employee is not required to sign immediately and will receive a copy of the Agreement signed by both parties.

Schedule 1 — Position description

- **Position purpose:** Lead the day-to-day operation of My Almighty Home so customer service, drivers, payroll inputs, billing, routes, systems and compliance operate reliably within approved authority.

- **Reports to:** Michael Davy or authorised nominee.
- **Direct reports:** MAH drivers, customer-service and administrative personnel as designated in writing.
- **Key relationships:** Customers, drivers, payroll/finance, suppliers, fleet and systems support, and AWC/MAH leadership.
- Own daily service delivery, route readiness, customer onboarding, customer escalations and retention outcomes.
- Coordinate driver rosters, attendance, approved leave inputs, training, performance support and payroll inputs; check accuracy before authorised payroll release.
- Coordinate invoicing, collections follow-up, credits and refunds within policy; escalate exceptions and suspected errors.
- Maintain operational dashboards, records, customer data quality, service KPIs and weekly management reporting.
- Manage approved suppliers, equipment and operating expenditure within delegated limits.
- Implement WHS, privacy, employment and compliance controls; report incidents and emerging risks promptly.
- Lead approved customer acquisition activity and accurately attribute eligible new customers under Schedule 3.
- Continuously improve MAH processes, systems, route density, service reliability and customer experience.

Indicative performance measures

- Service completion and customer response standards.
- Customer retention, complaint resolution and accurate onboarding.
- Roster, time-record and payroll-input accuracy.
- Invoice, collection and data-quality accuracy.
- Safety reporting, corrective action and compliance completion.
- Sustainable, correctly attributed customer growth within approved service areas and margins.

Schedule 2 — Delegation and reserved matters

The Employee may exercise the authority stated in this Schedule within approved budgets, controls and applicable law. The Employee must keep Michael Davy reasonably informed of material decisions and consult when practicable, but prior approval is not required for matters expressly delegated below. An approval may be verbal unless a written approval is required by law, policy or this Agreement; material verbal approvals should be recorded promptly afterwards.

Operational authority	Delegated limit / approval
Routine customer service decisions	Within approved policies and price schedule
Refunds and credits	Up to $500 per customer within policy; above $500 requires Michael Davy's approval
Supplier purchases	Up to $2,000 per transaction and $5,000 per month within the approved budget
Roster and leave administration	May prepare and approve within the approved budget, staffing requirements and policy

Operational authority	Delegated limit / approval
Payroll administration and release	May prepare, approve and release routine payroll within the approved payroll budget and controls; material exceptions must be escalated
Bank access and approved payments	May use approved existing bank access for payroll and routine payments within this delegation; borrowing, guarantees and non-routine transfers remain reserved
Performance management	May coach, direct and document performance; formal warnings and disciplinary outcomes require Michael Davy's approval
Customer pricing	May set or adjust customer pricing and discounts at discretion within approved service capacity and margin parameters; keep Michael Davy advised of material or recurring changes
Customer terms, routes, service areas, fleet and systems	May change customer terms and conditions, routes, service areas, fleet and systems as part of ordinary operations. Only changes carrying material safety, privacy, legal or financial risk require escalation to Michael Davy before implementation
Contracts	No authority to bind a company unless separately delegated in writing

Reserved matters requiring Michael Davy's approval or escalation

- Hiring, dismissal, redundancy, formal warnings or other disciplinary outcomes, and pay or classification changes.
- Borrowing, financial guarantees, changes to bank mandates or account access, and non-routine fund transfers outside delegated limits. Routine payroll release and approved payments within delegation are not reserved.
- Contracts, settlements, admissions, litigation or regulator responses on behalf of a company.
- Refunds or credits above $500 per customer, supplier purchases above $2,000 per transaction or $5,000 per month, unbudgeted capital or operating expenditure above delegation, and related-party transactions.
- Changes to customer terms and conditions, routes, service areas, fleet or systems carrying material safety, privacy, legal or financial risk. All other changes in these areas are delegated and not reserved.
- Any matter involving a conflict of interest, suspected fraud, serious safety incident, wage issue or privacy/data breach.

Schedule 3 — Customer acquisition incentive plan

1. Bonus amounts

The gross bonus below is 15% of the advertised base package price excluding GST, rounded to the nearest cent. Advertised prices shown include GST. For a recurring package, the listed bonus is a one-off acquisition bonus based on one standard collection or package charge, not on every later collection or a multi-collection monthly invoice.

Eligible package / account	Advertised price incl. GST	Gross bonus (15%)
Pay As You Go	$31	$4.23
Committed Plan	$28	$3.82
Year-Round Pass	$325	$44.32
Weekend Warrior	$99	$13.50
One-Off Collection	$59	$8.05
The Mow Down	$99	$13.50
The Big Mow Down	$199	$27.14
The Knock-Off	$149	$20.32
On-Site Add-On	+$39	No standalone bonus

Body corporate bonuses

Eligible package / account	Advertised price incl. GST	Gross bonus (15%)
Body Corp Casual	$31	$4.23
Body Corp 4-Pack	$99	$13.50
Body Corp 10-Pack	$199	$27.14
Body Corp Clean Up 4-Pack	$149	$20.32
Body Corp Clean Up 10-Pack	$249	$33.95

2. When a bonus is earned

A bonus is earned only when all of the following have occurred:

- the Employee either personally sourced the lead or personally converted an inbound enquiry into a completed sale, and recorded the source and conversion attribution in the approved CRM before the sale was completed;
- the customer is genuinely new, within an approved service area, accepted at approved pricing without misleading statements or unauthorised discounts;
- the agreement and required payment authority are valid, the first payment has cleared, and the customer remains active and not materially overdue for 30 days; and

- the account has not been cancelled, refunded, reversed, duplicated, tested or disqualified under this plan.

3. Exclusions and attribution

- Existing, reactivated, transferred, duplicate, related-party, test or house accounts are excluded unless approved in writing before the sale.
- An inbound enquiry qualifies when the Employee personally handles the substantive sales conversation and secures the customer's commitment to an eligible package. Merely answering, transferring or administratively processing an enquiry converted by someone else does not qualify. Shared conversions require written attribution before qualification.
- Only one acquisition bonus is payable per service address/customer account unless a written package rule expressly permits otherwise.
- No bonus is earned for a sale outside service capacity, policy, pricing authority, safety requirements or applicable consumer law.

4. Payment, records and adjustments

Customer-acquisition bonuses are reconciled monthly. Bonuses that have qualified during a calendar month are paid as gross taxable earnings in the next practicable weekly payroll after month-end approval of the objective CRM and payment report. Statutory superannuation is added where required. The Employee will receive a reconciliation and may raise a written query within 30 days.

A cancellation, refund or failed payment before qualification means the bonus was not earned. After a bonus has been properly earned and paid, there is no clawback except for fraud, deliberate misrepresentation or clear payroll error, and any recovery must comply with deduction laws.

The Employer may propose prospective package or amount changes after margin review. No change removes an already-earned amount. Any unresolved attribution dispute is decided by a manager who was not involved in the sale, using CRM and payment records.

Schedule 4 — Annualised salary arrangement

This Schedule records the annualised-wage calculation and safeguards supporting the senior salaried package. The package includes compensation for up to five reasonable additional weekday hours in a weekly pay period. It does not require additional hours that would be unreasonable or unsafe.

Item	Arrangement / calculation
Applicable instrument	Clerks—Private Sector Award 2020 (MA000002), Level 5
Annualised wage	$92,760 gross per annum; $1,783.85 for a complete weekly pay period, plus statutory superannuation
Award components satisfied	Clause 16 minimum rates; applicable clause 21 weekday overtime; applicable clause 24 penalty rates within the stated outer limit; clause 32.3 annual leave loading. Any applicable monetary allowance remains

Item	Arrangement / calculation
	separately payable unless lawfully included in writing.
Ordinary-hours assumption	38 ordinary hours per week across five days, generally Monday–Friday within the Award ordinary span
Ordinary penalty-hours outer limit	0 hours per weekly pay period
Overtime outer limit	5 weekday overtime hours per weekly pay period: first 2 hours at 150%, next 3 hours at 200%
Excluded work	Weekend and public-holiday work is not absorbed. Hours beyond either outer limit are separately payable under the Award.

Calculation method at 1 July 2026 rates

Component	Annual comparator
Level 5 minimum ordinary wages: $26.44 × 38 × 52	$52,234.88
Five weekday overtime hours: [(2 × 150%) + (3 × 200%)] × $26.44 × 52	$12,373.92
Annual leave loading: $26.44 × 38 × 4 × 17.5%	$703.30
Total modelled Award comparator	$65,312.10
Annual salary	$92,760.00
Modelled annual surplus	$27,447.90

The calculation must be refreshed whenever relevant Award rates, duties, classification, work pattern or salary change. A modelled surplus is not carried forward to excuse a shortfall in a later annual reconciliation period.

Time records, excess hours and reconciliation

- The Employee must record actual start and finish times and every unpaid break. The Employee must sign or electronically acknowledge each weekly record as correct.
- Payroll must check each weekly pay period for hours beyond an outer limit. Excess hours are outside the annualised wage and must be separately paid in the next practicable payroll at the applicable Award rate.
- The Employer must reconcile the annualised wage against the remuneration that would have been payable for the actual work performed at least every 12 months from commencement of this arrangement and when employment or the arrangement ends.

- Any reconciliation shortfall must be paid within 14 days. Bonuses and commissions are additional and are not used to cure an annualised-wage shortfall.
- The Employer will retain the calculation, rosters, time acknowledgements, exception reports and reconciliation evidence with the payroll records.

Schedule 5 — Signatures

Signed for and on behalf of AWC Group Holdings Pty Ltd by an authorised representative:

Name	Michael Davy
Position	Director of Operations – AWC
Signature	
Date	

Signed by Diana Wongchiu:

Signature	
Date	